Module 2 Role Play – Everyday Work

Communication Tool:
Briefing

Scenario:
Your supervisor has just returned from vacation. She has requested an update on a major project or activity that you have been working on. Use S-BARR (Situation-Background-Assessment-Recommendation-Request) to provide your supervisor with a briefing.

Module 2 Role Play – Everyday Work

Communication Tool:
Handoff

Scenario:
It's almost the end of the day and you have been working on completing the annual Training and Exercise Plan. The plan is almost complete – you just need to add in the training schedule that was just developed, complete a final review and submit it to your supervisor. However, you will not be back in the office for several days because of a conference. Demonstrate how you would handoff this project to your co-worker to complete by tomorrow's deadline.

Module 2 Role Play – Everyday Work

Communication Tool:
Closed Loop Communication

Scenario:
You are meeting with two of your staff members to divide up the work on a grant application. Demonstrate how you would use closed loop communication to assign specific tasks for drafting the grant application.

Module 2 Role Play: Everyday Work

Communication Tool:
Huddle

Scenario:
You just learned that the full order of vaccine for tomorrow's scheduled flu clinic will not arrive in time. Demonstrate how you would use a huddle to strategize with your co-workers to resolve this problem.

Module 2 Role Play – Response

Communication Tool:
Briefing

Scenario:
You have stood up your Department Operations Center for a flood response. Have your Operations Chief brief you on the well-water situation using S-BARR (Situation-Background-Assessment-Recommendation-Request).

Module 2 Role Play – Response

Communication Tool:
Handoff

Scenario:
You are at the end of an Operational Period for a flood response. Demonstrate how you would hand-off to the next shift.

Module 2 Role Play – Response

Communication Tool:
Closed Loop Communication

Scenario:
The Incident Commander wants the Planning Chief to write the Incident Objectives. Demonstrate how that request will be made using Closed Loop Communication.

Module 2 Role Play – Response

Communication Tool:
Huddle

Scenario:
The Logistics Chief just learned that there are no cars available for staff to get to the Disaster Recovery Center. Demonstrate how the Logistics Chief would inform the Operations Chief using a Huddle.