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## EXPERIENCE ORIENTATION

### ROLE PLAYING

*Testing through roleplay and acting*

#### 0. Name of the phase

Experience Orientation - Prototype

#### 1. Name of the tool

Role Playing

#### 2. Duration

30 min. to 1 hour

#### 3. Materials used

- Video recording devices
- Scene with props, that might include indicative costume elements
- Paper and pens or recording devices to take notes
- Scenario descriptions

#### 4. What is this tool and what is its purpose and benefit?

Role-playing is a method of acting out a situation where a product, process, or service is used, through assigned roles, to test a product, process, or service, and their idea in a use situation. It helps quickly understand how something works and helps spot development points, as it provides authentic information and elicits user experience. It also enables the construction of meaningful interactions between all stakeholders involved in the situation and process.

#### 5. Steps how to use this tool in practice

1. Select the topic of the role play and plan what happens and how during it. Plan the script, the played scenes with actions and interactions to perform, and the characters. Plan and prepare all props and materials and invite the participants.
2. Start the role-play event by telling its purpose, what happens there and what is expected from the testers/players. Present the scenes and roles and decide together who will play them. Let participants prepare for their roles and play.
3. Execute the role-play session. While the participants act out the scenes, observe them and take notes of the plays. Record the sessions. Make changes together if needed. Discuss and reflect on the experiences after each scene of the role-play, and also re-play them altered. Write it all down.
4. Analyze your notes and the recording to evaluate the outcomes of the role play, what works and what does not, and what needs to be changed.

#### 6. Tips and hints for using this tool

Analyzing the recordings of the role-play session and discussing the outcomes help to explore how things can go wrong or be misused.

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