

### ***Why Script a Scenario?***

It is a basic truth that most people do not really like to participate in role plays. Anyone who uses them as a regular technique will tell you that it is difficult to get volunteers. But participant evaluations consistently bear out what the educational texts teach—there is nothing like experiential learning. The evolution of training efforts in CISM *reveals their* increasing use by most instructors. The real question is not whether to use them, but how to use them.

Scripting is one way to make sure the range of thoughts, reactions, and symptoms portrayed in a role play approximates real life. Scripting can allow the trainer to target specific lessons. Want your group to focus on ways to handle anger and blaming? Give them a script in which several characters are told to present those issues.

Believe it or not, most role plays end up being tougher than the average real life response. Scripting allows us to sprinkle groups with naturally-helping characters, unaffected characters, and more realistic symptoms. Scripting a role play can bring out the good in groups, just like real life.

### ***The Reviews Are In: What Your Colleagues Say***

"One of the *greatest challenges* to teaching crisis intervention is developing an experiential learning exercise that helps the learners to feel the benefit of the Critical Incident Stress Management processes without being overwhelmed by the pressure of trying to create the role. This book does it for us. Great exercises, well thought-out, organized, and easy to facilitate while embodying the powerful, effective, and useful concepts of CISM. As a trainer, I just want to say thanks for adding all this material to my toolbox and for making it simple to use."

***Bruce Ramsay, CTR, Vancouver, Canada***

"Well-orchestrated role play is essential to effective training of CISM teams but after many years of successful presentations we were beginning to feel the need for a fresh approach. [This book] comes along at the perfect time, with the *perfect blend* of solid experience and useful suggestions.

***Gregory Janelle, CTR, Janelle & Associates, Vancouver, Canada***

"This publication is the right material at the right time. It gives a comprehensive updated overview, lots of inspiring new ideas for training and recommendations which can easily be adopted. It shall serve to improve and maintain the quality of our CISM teams. We are going to use it extensively!"

***Flightcaptain Hans Rahmann, CISM Team Coordinator, Stiftung Mayday/ Lufthansa Airlines***

"At last! A hands-on guide for developing and sustaining a CISM team. This book answers the questions coordinators and teams have struggled with endlessly—how do we 'run' a CISM team in the real world? The nature of the work CISM teams do also demands a comprehensive and dedicated program to practice what we preach. This book gives specific guidance on how to do just that."

***Kristin Gray, US Coast Guard Pacific Northwest Team & Past President, Washington CISM Network***

**CHEVRON  
PUBLISHING CORPORATION  
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