



Producing the Most Effective Training Scenarios

Proven Scenario Production
for Passenger Interaction Training



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Proven Process



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RESPONSE
SITUATIONAL SIMULATOR

For decades law enforcement has used interactive training to prepare officers to respond to all types of situations. MILO, the leading provider of virtual training systems for police departments, federal law enforcement, and the military has perfected the art of producing interactive training scenarios throughout its 30-year history. MILO's process will now provide FAAC's transportation customers with interactive training scenarios for passenger interaction training on their new Transit Response Simulator.

Training with Impact: Approach to Creating Better Training Scenarios

All successful films—from the blockbuster Oscar-winner to the lowliest Tide™ commercial—have one thing in common: emotional impact

The audience is startled, amused, or feels the tug on their heartstrings. Subsequently, they remember that story or want that product.

Interactive training scenarios are no different: When they are redundant and boring, they are worse than useless. If produced properly they can create a genuine impact, that produces a reaction and helps ensure policy and procedure is followed under the most stressful situations. In the case of a passenger interaction scenario, creating a realistic scenario that evokes a poignant response is necessary as operators prepare for the real world.



Immersive filmmaking is an amazingly powerful tool. Instead of being blindsided, your operators can confront stressful situations and tricky emotional realities with confidence. With careful planning, an agency can have emotionally rich training scenarios that capture the uncertainty of real-world interactions in a reproducible environment that verifiably meets training objectives.

Following a scenario, they can then debrief the experience with your trainers and among their peers, examine their decisions, determine how they might want to handle a situation differently, and practice doing it all better— so that when they meet these challenges in the real world, they are prepared to make the right call the first time.

The story is the fundamental message of a great movie. The “call to action” is the entire message of an effective commercial. With interactive training scenarios, the fundamental message is the ***training objective***.

Examples of common training objectives include:

- ✓ ***Passenger conduct policies***
- ✓ ***De-escalating customer issues***
- ✓ ***Practicing communication techniques***
- ✓ ***Training for emergencies***

Scenario Development

We start the development stage by helping you identify your ***training objective*** (the specific skill, policy, or response you want the trainee to hone). Next, we will help you determine a situation in which the training objective can be achieved.



For example, you may decide you need to train on your agency’s new passenger conduct policy for engaging with a passenger in emotional crisis. In what situations has this been an issue in your community? In what situations might it create additional challenges for the operator and other passengers? Are there gray areas in the policy or procedure that your trainees need to understand?

There are no “bad” ideas while brainstorming a new training scenario. However, when we work with customers we help guide them through the process by taking in consideration the following three elements of that potential scenario:

- **Participants:** How many passengers are involved? What does each do that defines the situation?
- **Scene:** What else is going on in the bus? Are there other people or things that may contribute to the situation?
- **Challenge:** How does the training objective come into play? What factors might complicate the trainee’s attempt to meet that objective?

Planning Your Decision Points



Each scenario offers a trainee multiple opportunities to make decisions. Each decision point sends them down a different scenario path or **branch**, until the situation is resolved successfully or unsuccessfully).

The instructor triggers a branch either as a response to a trainee action/decision or to drive the scenario toward an available outcome.

Common instructor branches include:

- **De-escalate / Compliance:** The trainee stays engaged and fully complies with a proper response. (this usually ends the scenario)
- **No-response:** If the trainee does not respond to the situation, the instructor can use this optional branch to give the student another chance to react.
- **Escalation:** The trainee stays engaged but escalates the situation (becomes argumentative, verbally abusive, physically aggressive, etc.).

During branch planning our production team is consistently considering things that may affect the production. General Rules that We Follow:

- **Decision points** can be added during branch planning and this can create alternate pathways that need to be carefully considered when capturing during filming.
- **Good story telling** will keep students engaged with the scenario so script writing is an important step in final branch planning.
- **Filming alternate** takes is much better than editing and realizing you don't have all the needed material.



Filming Interactive Video



In traditional filmmaking, it is important to use the latest technology to capture scenes accurately, this is also the case for producing the high quality needed for interactive training scenarios. For this reason, we use high-end RED digital cinema cameras, production-grade audio and lighting equipment for filming all of our training scenarios.

Good technique and proper planning are equally important. Our planning and attention to proven filmmaking techniques allow us to produce the most effective immersive scenarios for passenger interaction training.

Actors

The right talent bridges many gaps: An experienced actor can use their voice to portray a given role and perform it in a way that will create a situation that seems like the real thing. By giving them a baseline for a character they can even improvise the needed dialogue to create more emotion in the scene. In this way they become that character in that situation. They have experience evoking natural emotional responses in each other and those watching the scenes you film. We carefully consider casting actors to ensure they fit the role and can perform the part necessary to extract the emotion needed for the training objective. With over 30 years of experience in the film industry, we have compiled vast resources when it comes to actors. Through utilizing our talent pool, we have a broad range of talent required to fill these roles.



Producing Reactive Content



A big part of what makes an immersive training scenario so effective is that it triggers a genuine reactive response in the trainee. Additionally, by triggering a natural emotional and physiological reaction, the training objective will be retained by the trainee.

This starts with producing content that makes it easy for your audience to believe in what they are experiencing in the scenario. In turn, the perception of the simulation will allow students to respond as if they were in a real situation. From a technical standpoint, we can produce an emotionally powerful interactive scenario by:

1) good direction: For the training scenario to work it is important for the trainee to recognize body language, temperament, tone and content. To capture this our directors help lead the actors in their performances by suggesting new ways to portray emotions, movement, and dialog. We also use multiple takes for each sequence, and sometimes slight differences can be made that will result in optimal outcomes, and good direction will catch these nuances.

2) attention to detail / continuity: Each decision point and branch needs to line up so careful attention to detail seamlessly is necessary to maintain suspension of disbelief in ensuring that the student is engaged in the scenario and there is no disruption in the learning process.

3) subject matter specialist participation: We encourage our customers to stay involved in the scenario creation process through pre-planning, filming, and final testing to ensure they get a training scenario that fulfills their objectives. However, we do help minimize their involvement with very organized planning. We also have our transit subject matter experts (SME) with simulation training experience and expertise in the Transit Response product and how to use it most effectively. Our SMEs will vet every scenario produced and provide essential feedback as necessary.

Our primary production objective is to guide agencies at every stage: Talking through ideas, defining training objectives, planning production, filming on location, coordinating with SMEs, final testing, and implementing these scenarios into your driving simulator. We're here to support agencies, their trainers, and the operators in the real world.

“I was very impressed. The FAAC production crew was great, they made sure everything was to our liking, and managed the actors well. Very happy with the output!”



Brendan Sennett
Safety & Training Director
Champaign-Urbana Mass Transit District (MTD)

Contact Us

Having a question? Feel free to contact us. We're here to help.

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