

Practical tips for success

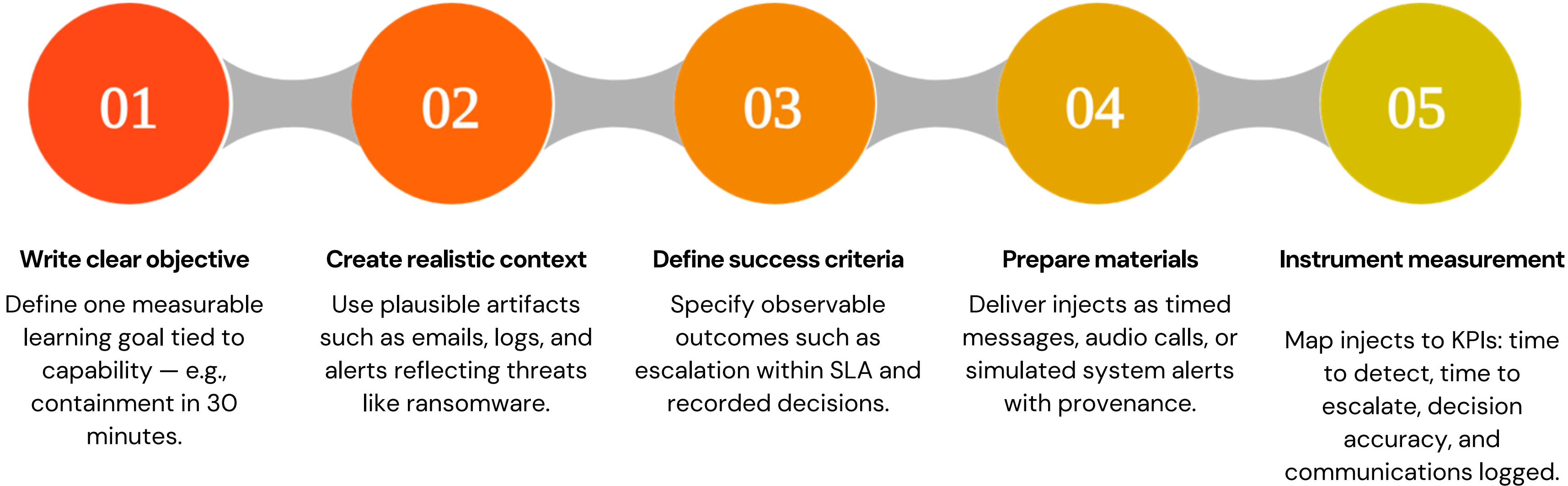
Define actors, messages, and timing for exercises.

Set expectations, clarify key terms, and align learning objectives for tabletop and functional exercises.

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Designing Effective Injects for Simulations

Clear objectives, realistic context, measurable outcomes



Actor Roles: Selection, Briefing, Performance

Clear responsibilities for simulation injects, actors, and timing



01 Role types

- Controllers and facilitators — manage timeline and inject delivery
- Simulated employees — report observations and call helpdesk
- External actors — media, regulator, vendor representatives



02 Selection criteria

- Choose actors with subject-matter familiarity and neutral stance
- Limit critical system access; use role titles not personal identities



03 Briefing components

- Scripted objectives, allowed improvisation boundary, Behavior cues, timing triggers, escalation triggers, safety and stop signals



04 Performance expectations

- Consistent messaging, realistic responses, documented
- Observers rate fidelity and adherence to brief using checklist interactions



Actor Scripts and Improvisation: Balance Fidelity and Flexibility

When to use scripted scenes and when to allow actor improvement

Scripted Play

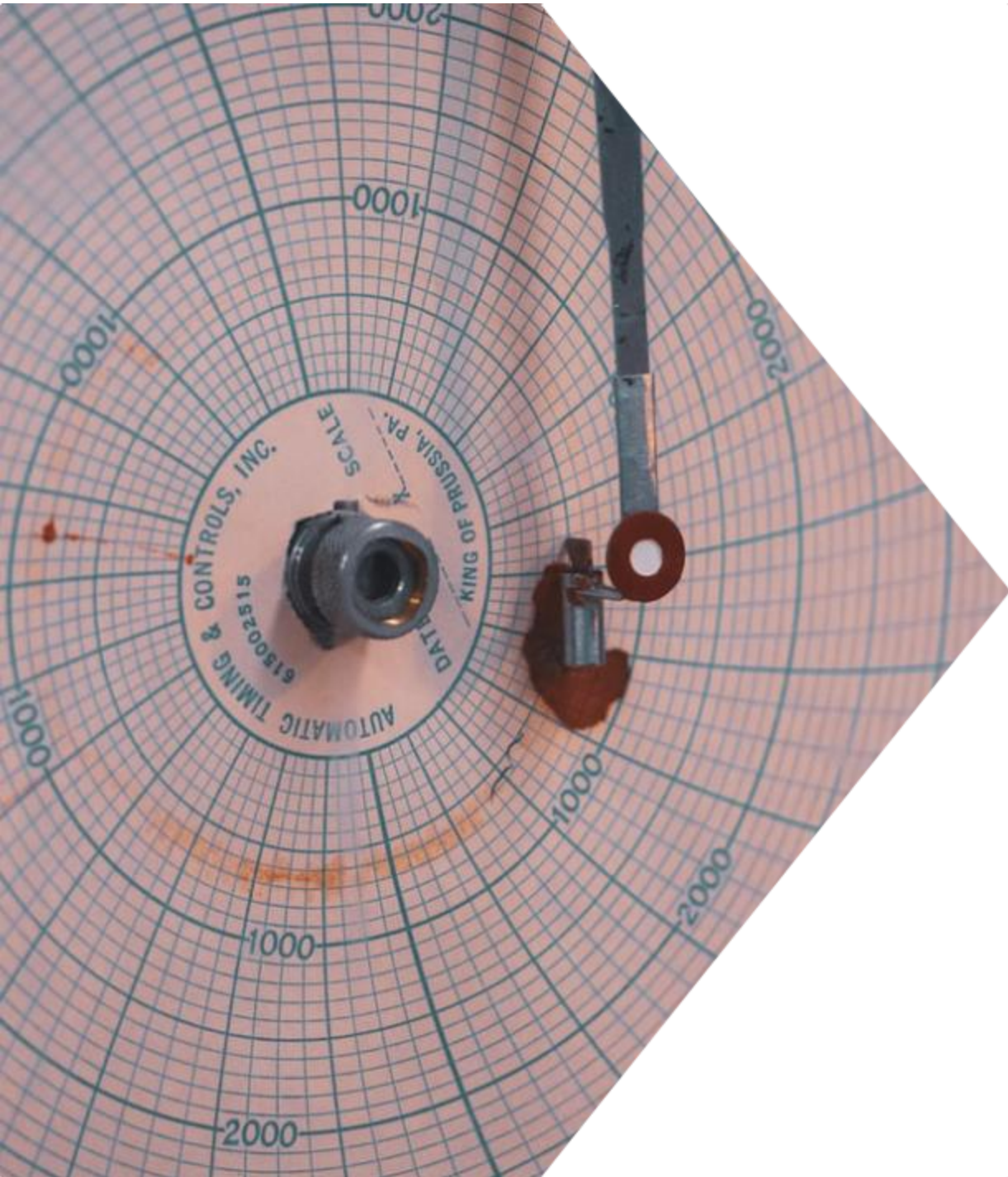
1. Pros: repeatable, measurable, safe
 - 2 Cons: may feel artificial, limits discovery
 - 3
- . Use when: validating procedures and KPIs

Improvised Play

1. Pros: realistic, uncovers unknowns
- 2 Cons: variable outcomes, harder to measure
- 3 Use when: testing judgement, communications, escalation

Timing Strategies for Simulation Injects

Scheduling models, cadence rules, and pacing guidance



Mode l	Descri ption	When to use
Fixed schedul e	Pre-planned injects at set times	Controlled measurement and benchmarking
Event-driven	Injects triggered by participant actions or system events	Tests detection and real-time escalation
Hybri d	Mix: baseline timed injects plus event triggers	Balance realism with measurement

Fixing Injects, Actors and Timing

Before and after fixes to improve control, fidelity, and measurement



Before

- Untimed injects: delivered ad hoc, causing confusion and missed metrics
- Under-briefed actors: inconsistent behaviour and unrealistic responses
- Over-scripted improv: actors improvise without constraints, derailing objectives

Vs



After and Fixes

- Schedule: fixed or hybrid inject windows with controller oversight; define pacing rules
- Actors: standardized briefing packs with scripts, boundaries, escalation cues; run rehearsals and fidelity checklist
- Controls: contingency prompts, stop signals, decision trees and fallback scripts; instrument timestamps for measurement