

ADULT AVATAR BEHAVIOR LEVELS

LOW

- **Overview:** Interaction suited for introductory demos or portal experiences. Can be used for confidence building sessions or content delivery and error correction strategies. Adult avatar will exhibit mostly pleasant behavior with some pushback from a place of concern. Also, *a resolution is found during the session.*
- **2-3 pushbacks based from concern or seeking to understand**
- **Acquiesce after 2-3 pushbacks and focus on how to deal with the situation as it now stands**
- **No attitude or snark**

MEDIUM

- **Overview:** Interaction suited to practice deescalating a situation and engagement and content delivery in a moderately challenging environment. Interaction includes a variety of reactions to content, with moderate pushback. Adult avatar will exhibit a variety of pushbacks and potential power struggles that can escalate to a spike of intensity based on strategy employed by the participant. Escalation will abate with use of effective strategies. *A resolution will be found, however there is great emphasis on how the PARTICIPANT will solve the majority of the problem and/or provide the solution.*
- **3-4 pushbacks that become increasingly loaded**
- **Eventual acquiescence, then focusing on how they (client) can deal with the situation as it stands**
- **Moderate attitude**

HIGH

- **Overview:** Interaction suited for preparation for challenging settings and de-escalation strategies. Adult avatar will exhibit aggressive behavior. Interaction may include bullying behavior, denial, blame, power struggles, swearing and potential direct attack of the participant if outlined in the scenario design.
- **Extreme pushback and attitude. Very little relenting or agreement. Common ground is not found.**

***Note:** With a Hit and Miss Template- the level of the scenario should be located in the title of the scenario. You can incorporate the use of levels into a miss by using the following as a guideline:

Low Miss: “Yes, and...” the Learner’s miss. Or, with a helping hand, guide them back on track with a question seeking clarification.

Medium Miss: React to the miss with moderate attitude.

High Miss: React to the miss with heavy attitude.