

Appendix Role Cards

Session 1 table roles

Recorder: Draw the timeline and distinguish facts from assumptions. Capture the proposed handoff and coaching statement.

Reporter: Explain the original failure point and prevention process in 45 seconds.

Timekeeper: Keep the table moving through the announced exercise blocks. Give a one minute warning before report preparation ends.

Process observer: Ask who owns the decision, who needs the information, and how understanding is confirmed. In a group of three, the reporter can also observe.

Session 2 production roles

Service producer: Coordinate the live response. Name priorities and action owners. Route conflicting instructions through the agreed authority. Confirm critical acknowledgments.

Audio lead: Report what is known about house speech and the relevant broadcast send. Choose appropriate technical actions within your authority. Coordinate the backup handoff. Report what has and has not recovered.

Broadcast director: Track the online audience's experience. Choose appropriate shots and report stream status. Consider image and audio privacy during personal ministry.

Stage liaison: Communicate between the platform and the producer. Confirm pastoral intention. Coordinate the backup microphone and worship team transition.

Video operator: Hold or play the closing video only through the agreed cue route. Report the direct senior leader request to the producer. In a group of four, combine this role with the broadcast director.

Observer and timekeeper: Record exact instructions, acknowledgments, and verification steps. Keep the 90 second limit. Offer behavior-based feedback. In a group of four, rotate this responsibility between rounds.

Use these as cut-apart prompts or read them from the table. The scenarios do not assign actual church authority. Each group states the authority agreement it is using before beginning.

Appendix Observer Rubric

Simulation review

Score each behavior 0, 1, or 2. Zero means absent. One means attempted but incomplete. Two means clear and usable. The score supports learning and comparison with the replay. It is not a validated assessment or a ranking of participants.

Priority: The team identifies the most consequential current need and who is affected.

Authority: The team names who owns ministry direction and who coordinates the response. It routes competing instructions appropriately.

Assignment: Each urgent action has a named owner and understandable timing.

Communication: The producer states the plan and receives critical acknowledgments. Department leads report relevant limitations.

Dignity: The team considers people receiving ministry and the effects of both image and audio disclosure.

Verification: The team checks the affected endpoint and accurately distinguishes attempted fixes from recovered participation.

Maximum score: 12. Compare the first response with the replay using the same criteria. Ask which observable behavior changed rather than whether the group earned a high score.

Observer feedback language

"I heard you assign the backup microphone to stage, but I did not hear an acknowledgment."

"You confirmed the room could hear. I did not hear a separate stream check."

"The video request went back to the producer instead of leaving the operator to choose."

"You changed the camera view. What happened to the sensitive speech in the stream?"

After action review template

Expected plan:

Observed events and times:

Information available to each role:

What preserved participation:

What made recovery harder:

One improvement and its owner:

Rehearsal date and evidence of success:

Review factual responsibility without public humiliation. Escalate unresolved concerns through the appropriate ministry leader. A review should end with a practice that somebody will implement and test.