



Ready to Role

Role Playing to Supplement Training

Food Safety Concept

How can/do different members of our team/organization collaborate to keep food safe?

Objectives

After playing a round of Ready to Role, employees will:

1. Recognize the roles of themselves and coworkers in keeping food safe.
2. Examine perspectives of people in different functions across their team/organization.
3. Assess the value of collaboration in finding solutions to potential food safety risks.

Time

- Prep: ~30min
- Play: ~15-30min per scenario (can be broken up over multiple sessions)

Materials

- Role Cards (8 roles provided)
- Situation Cards (12 situations provided)
- Nametags & Markers (optional)

Motivated, Educated, and Engaged

To promote a strong, positive food safety culture throughout your organization, all employees—from frontline to senior leaders—must be motivated, educated, and engaged. This game can help address the **engaged** portion by enhancing or supplementing existing formal training. How can it be adapted to your workplace?

Game Summary

Notes

- Role playing is a tool which can encourage critical thinking and engage team members in valuable conversations. Through role playing, you can establish a safe space for team members to interact and communicate. By testing and developing ideas in roles different than their day-to-day, team members engage with new perspectives, new ways to solve problems, and new dynamics with others.
- Role playing can range from relatively simple exercises to more complex, structured experiences. This game, "Ready to Role," follows a straightforward scenario system.
- The tone of role playing can also vary. If your team needs to address serious or recurring issues, role playing with the aid of a facilitator can provide a safe space in which to do so. However, **this game is designed for a lighter tone** to supplement formal training or discussions and to provide team-building opportunities.

How to Play

- Begin by sharing the "Setting the Stage" information with participants. You can use our example or one you create.
- Provide each participant with a Role card. You may wish to choose cards for each person to give them a role which differs from their real-life position, or you may hand the cards out randomly. Participants may change Role Cards for each scenario, or they may keep the same role across multiple scenarios
- Have each person share with the group what role they have received. Allow everyone time to consider their given role and to ask questions of each other as needed.



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Setting the Stage

Who are we?

We are all employees at a food company called Fruit Bat. We represent different functions from across the company.

What does our company do?

Fruit Bat is a manufacturer who makes fruit jams & jellies and dried fruit snacks. They have two plants, and their products are sold regionally in grocery stores and convenience stores.

Why are we here today?

Fruit Bat has been experiencing a number of unfortunate issues lately, from equipment malfunctions to exploding jelly jars. The founder, an actual fruit bat named Steve, thinks the company is cursed and wants to shut everything down and return to the tropical jungles whence he came. But we know these problems just need a dedicated team of food safety champions to find and implement solutions.

We are that team.

Note: The included scenarios are based on this (somewhat silly) manufacturing setting. You can adapt the setting and scenarios (*i.e.*, to retail or a restaurant) to meet your needs using the blank card templates in this document. Be creative and consider what will best engage your team and best suit your organization.

Game Summary (*continued*)

- ADDED GAME COMPONENT: Consider having participants fill out nametags listing their role and a made-up name they create for themselves. To go a step further, consider having participants imagine a backstory for their new role (*e.g.*, how they came to work here, their favorite part of the day).
- Select a participant to draw a Situation card and read the scenario aloud. The team may now consider and discuss how they would respond to the scenario from the perspective of their given role. Consider driving discussion with some basic questions. For example, you might ask:
 - Who would be the first person to notice / hear about this situation?
 - Who would be the first other person each of you would contact in this situation?
 - What would be the timetable for responding to this situation? (*i.e.*, is it an emergency? will it require a long-term solution?)
- If some team members are talking more than others, consider introducing questions specifically directed at those who are quieter. For example, you might ask:
 - How would you respond if you saw/heard the others discussing this situation?
 - What do you think we haven't considered yet in this situation?
- Depending on the situation and group, some scenarios may take less time to resolve. To continue the discussion, you may consider introducing additional questions or complications. For example, you might ask:
 - How can we prevent this situation from happening again?
 - How would our response to the situation change if this was the third time it happened? The tenth time?
- At the end of each session, encourage team members to reflect on how they would respond to a similar scenario in their real roles, on what they might need from others, and on what others might need from them to find and implement solutions and keep food safe.



Director of Accounting

Considers the financial security of the company

How will the situation affect our budget?

Production Supervisor

Considers the staffing and production schedules for a shift

How will the situation affect staffing and the amount of product we make this shift?

Production Worker

Considers the making of a safe and high-quality product

How will the situation affect our production line?

Distribution Manager

Considers the safe and efficient distribution of products to retailers

How will the situation affect our shipping schedules?

Director of Procurement

Considers the safety and quality of equipment and ingredients

How will the situation affect our relationship with suppliers?

Sanitation Worker

Considers the cleaning and sanitation of equipment processing food

How will the situation affect cleaning schedules or processes?

Mechanic

Considers the maintenance and repair of plant equipment

How will the situation affect what equipment is functioning and maintenance schedules?

Director of Sales

Considers the inclusion of products on retailer shelves

How will the situation affect our relationship with retailers who carry our products?

Title:

Role:

Considerations:

Title:

Role:

Considerations:

Title:

Role:

Considerations:

Title:

Role:

Considerations:

Title:

Role:

Considerations:

Title:

Role:

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Considerations:

Title:

Role:

Considerations:



SITUATION



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A store stocking Fruit Bat strawberry jam has reported their latest batch of product smells "sour" or "like yeasty bread" when the jars are opened.

The local health department has reports of three people becoming sick with *E. coli* after eating fruit from one of Fruit Bat's ingredient suppliers.

The machine which sanitizes the jam jars is making a hissing noise when in operation that it was not making before.

A wave of flu has hit the staff at one of Fruit Bat's production plants.

Several glass jars of jam have burst during heat processing. This has happened at both of Fruit Bat's production plants.

The dehydrator at one of Fruit Bat's production plants is giving off a "chemical-y" smell whenever the fan is running.

Small droppings of unknown origin have been spotted in the locker room of one of Fruit Bat's production plants.

A consumer has contacted Fruit Bat claiming a packet of dried apples caused a reaction in her son who has a peanut allergy.

A staff member has suffered a cut (minor but bleeding) on the blade of the machine which cuts mangos before they are dried.

A flying animal (a bird or perhaps actual fruit bat Steve?) has been spotted inside one of Fruit Bat's production plants.

The latest shipment of bananas arrived with several over-ripe bunches and a large colony of fruit flies living in the crate.

A staff member found a pool of liquid near the fruit washing line after accidentally stepping in the puddle.

Location:

Issue:

Location:

Issue:

Location:

Issue:

Location:

Issue:

Location:

Issue:

Location:

Issue: