

## HOW TO DO AN INTAKE WITH AN AVATAR

You will work with your own case. To help the avatar respond as well as possible to your situation, we have collected some useful tips on *how to prompt* the avatar. This will help you get the most out of your practice conversation. These tips are inspired by the intake process of a professional training actor.

### Learning goal & intentions

- What do you want to practice or improve in this conversation?
- What specific behavior do you want to show or strengthen?
- What do you find exciting or difficult about this conversation?
- When is this conversation successful for you?

### Context & situation

- In what situation does the conversation take place?
- Is this a first meeting, a follow-up meeting, or an escalation?
- What happened before this conversation?
- What is at stake for you?

### Role of the avatar

- What role does the avatar have in relation to you?
- What is the avatar's stake in this conversation?
- What assumptions or ideas might the avatar have about you or the situation?
- What does the avatar want to achieve in this conversation?

### Personality & behavior of the avatar

- How would you describe the avatar's personality? (e.g., defensive, emotional, rational, dominant, insecure)
- How does the avatar react when there is tension or confrontation?
- How challenging may the conversation be (scale 1–5)?

### Feedback & reflection

- Do you want feedback during the conversation or only afterwards?
- What should the feedback focus on? (e.g., word choice, posture, structure, impact)
- May the avatar give alternative wording or example sentences?

## AN EXAMPLE

### Step 1 – Intake & learning goal

"I want to practice a conversation based on the following case. My learning goal is: [learning goal]. In this conversation, I want to work on showing [specific behavior]. I find [exciting/difficult], and the conversation is successful for me when [success criteria]. Use this information to shape the avatar's role and responses."

### Step 2 – Context & role of the avatar

"The conversation takes place in the following context: [situation]. It is a [first meeting / follow-up meeting / escalation]. What happened before: [background]. You have the role of [role] in this conversation. Possible assumptions or ideas you may have about me or the situation are: [assumptions/ideas]."

### Step 3 – Personality & behavior of the avatar

"You have the following personality traits: [e.g., defensive, rational, insecure]. When there is tension or confrontation, you usually respond [reaction style]. The conversation may be challenging at level [1–5]. I want [yes/no] feedback during the conversation and [yes/no] feedback afterwards. The feedback may focus on [word choice / posture / structure / impact], and you may [yes/no] offer alternative wording or example sentences."

### Optional – Feedback & reflection with pause signal

"I want you to support me with focused feedback during this practice conversation. Give feedback only when I say the word 'pause'. When I say 'pause', stop the conversation and give short and concrete feedback on [focus area, e.g., posture / word choice / structure / impact]. Also give one possible alternative sentence I can try.

After your feedback, I'll say 'okay', and then we continue the conversation.

At the end of the conversation, I want a short summary with my strengths and my main development points."

## EXAMPLE CASE

### Case:

You are a team lead of a department with eight employees. One of your team members, Samira, has been handing in her reports late for the past few weeks. This affects the work of the rest of the team, who depend on her input. Samira seems tense and reacts curtly. You don't know whether this is caused by work pressure, personal issues, or resistance to the task. You want to address this in a constructive way, without sounding accusing.

### Example of the prompt:

"I want to practice a conversation about the following case. I am the team lead of a department with eight employees. One of my team members, Samira, has been handing in reports late over the past few weeks. This causes delays for the team, but I don't know the cause: work pressure, personal circumstances, or something else. I want to discuss this with her in a constructive way, without sounding accusing."

"My **learning goal** is to address the issue clearly and with empathy. The behavior I want to strengthen is calmly naming what I observe, asking follow-up questions, and looking for a solution together. I find it difficult because I'm afraid I might trigger defensive behavior. The conversation is successful for me if I get clarity about what is going on and if we make concrete agreements."

"The **context** is a one-on-one progress meeting in a quiet meeting room. It's not an escalation, but it is an important moment because the team is affected by the delays. Before this meeting, I hinted at the issue twice, but I didn't get any response."

"You play Samira, an employee who normally works carefully but has been visibly tense in recent weeks."

### Personality of the avatar:

Slightly defensive, conscientious, tends toward perfectionism. In tense situations, she responds curtly or avoids the topic. The conversation may be a level 3 challenge.

### Feedback settings:

Give feedback only when I say the word '**pause**'. Then I want concrete feedback on my phrasing and my impact on the other person, plus one alternative sentence I can try. At the end of the conversation, I want a short reflection on my strengths and development points."