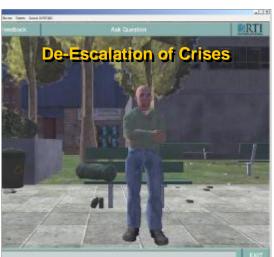# The Use of Responsive Virtual Human Technology for Interview Training
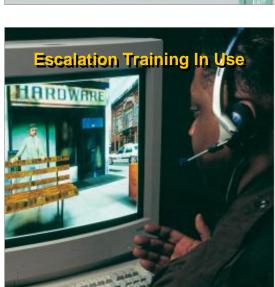
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Technology Assisted Learning Division

Objective:

Apply responsive virtual human technology to provide cost-effective, computer-based, learning-by-doing training on how to conduct interviews.

Chemical Attack Simulation

De-Escalation of Crises

Escalation Training In Use

The Need:

Effective interviewing is critical to homeland security:
§ Determining what happened and how to recover from terrorist attacks
§ Investigating potential threats
§ Screening access

Current training using role-playing has some limitations:
§ Requires 1-on-1 students and actors
§ Training costs limit the amount of practice time
§ Actors are not consistent across different sessions

The Benefits:

Learning-by-doing:
§ Talking to virtual subjects
§ Learning visual and verbal cues to adjust approach

Unlimited practice time:
§ Multiple scenarios
§ Each session is different

Computer-based "just-in-time" training:
§ Rapid dissemination of updates
§ Training is possible when and where trainees work

The Approach:

§ Leverage research and development by the National Institute of Justice, the National Institutes of Health, the National Science Foundation, other federal agencies, and RTI Internal Research and Development.

§ Work with Dept. of Homeland Security subject matter experts to create appropriate and effective scenarios

§ Validate the training through pilot studies of first responders

§ Disseminate over the web or by CD-ROM