Handout for Caller Players

Game play stages:
1. Psychics & callers character workshop: Psychics develop their characters. Callers select their character sets.
2. Psychic new staff onboarding.
3. Qualifying call. Each psychic takes their first call. Psychics then get tips and feedback at a supervisory meeting.
4. Week 1 on the hotline. Psychics meet different callers. This ends with a supervisory meeting.
5. Week 6 on the hotline. Psychics have become part of callers' lives.
6. Corporation party and optional debrief/epilogue.

You will mostly play different callers and sometime play hotline supervisors.

Hotline supervisors are never introduced by name, and you do not need to be a consistent specific supervisor character over time.

Callers have names. During Stage 3 (Qualifying call) and Stage 4 (Week 1 on the hotline), you will pick a new caller character for each call you roleplay. During Stage 5 (Week 6 on the hotline), you will play returning callers by using some caller characters you already played before.

You will get a pile of caller character prompt cards to help you create caller characters. These caller prompt cards have:

- The caller's name / name options (either a single gender neutral name or a pair of male/female name options)
- A prompt for a question or issue they bring up right away in their call
- A prompt for a deeper concern that they may eventually talk about if/when they trust the psychic.

You'll get 8 cards to provide room for selection, but for any given game, a caller player will play no more than about 6 distinct callers. It is expected that there will be some cards left over for any given game.

Caller players are encouraged to invent and improv any other details to flesh out their characters. Caller players may entirely invent callers from scratch; if so, they should write a card with the same 3 pieces of information. Caller players should feel free to change the name of a caller (write it on the card). You will use these cards to jot down information about the character and the call so you can remember key details if you play that character again later.

Caller players should feel free to portray character situations with some humor, but the caller characters should not be just a joke. For most of these cards, the issues and concerns are written to be prompts rather than directives. Callers may "beat around the bush" initially because they are nervous, avoidant, or aren't sure if they trust the psychic – but keep an eye on the timer and get into the meat of the conversation. Balance any conversational tangents with giving the psychic a chance to take the conversation deeper (especially for repeat callers).

Calls will happen at one of the call stations. Before a call starts, the psychic player should show their lines & veils to the caller player, along with their phone name. When both players are ready for the call, the caller player should announce the caller character's name as if they are an operator routing a call to the psychic. They should say: "Incoming call from Tina for Madam Esmerelda. Ring ring ring."

Instructions for Roleplaying Supervisors (also part of caller player handout)

You will play supervisors several times during the game. Instructions for each of these times are listed here.

Stage 2: Psychic onboarding: Take turns reading the orientation information out loud. If there are any questions, answer the way a barely-more-experienced supervisor would answer. The GM will also be

Psychic onboarding
● **Welcome**: I don't care if you're psychic or not, but for this job, you are a psychic. ● **Business model**: Clients call this 1-900 number and pay per minute. You also get paid per minute of call time, after the company takes a cut. If you get good reviews, more callers will request you, so you'll earn more. ● **Being on call**: You'll answer calls at one of our phone answering stations. When you're not on a call, you can relax in the break room with some of your colleagues. Break room time is unpaid. ● **Being a convincing psychic** ○ You need to pick a phone name ("Madam Esmerelda", "Rowan SpiritFire", "Leonidas"). Make it memorable so your clients can remember it. You need a special name because psychics are special.. ● **Take notes** ○ For repeat callers, you can demonstrate psychic knowledge by remembering things they've said. You will keep a file for each caller you speak with, filling out a page at the end of your training manual. ● **Call script**: When a call is routed to you, the caller's name will be announced. Here's your script. ○ "Welcome Ash. I'm glad you called. My name is Madam Esmerelda. How can I help you today?" ● **Qualifying call**: You'll take your qualifying call after this training. Supervisors will listen in, and afterwards you'll get some tips and feedback as a group. Then you'll be fully qualified. ○ Be aware that any of your calls, even after this training, may be monitored for quality control and regulatory purposes. ● **Any questions?** ● **Your colleagues are a great resource**. Take a few minutes to introduce yourself to the group.

Stage 3: Qualifying Call - Supervisory meeting 1

Tips the supervisors could share (in addition to making up your own tips):

- Take time with the caller; they're paying by the minute. Listen to their problems and draw them out. Make them happy so they'll call again and ask for you by name.
- People call for a lot of reasons. Some people are just lonely. Some people need a therapist. Some people really want a psychic. The question someone asks might not be the real reason they called. Give them what they really want, not just what they say they want.

- Do not tell them something that can be proven false. Don't say, *if you go on that date, he's going to propose*. Do say, *if you go on that date, something you hope for will happen*. Don't say, *your father left his will in the library*. Do say, *your father left something for you in a place he thought you'd look*.
- If you say two contradictory things about their situation, people remember what they believe to be true. Tell them, *you are the sort of person who knows what they want, but also has questions*. Tell them, *this new job offers tantalizing opportunities, but also has concerning drawbacks*. If there wasn't a conflict, they wouldn't be calling for advice.
- People believe good things about themselves and like the people who say these good things. Tell them, *you are someone with great inner strength, despite many challenges*, or *you are someone who is always trying to do the right thing, even when it's hard*.

The GM or one of the supervisors should wrap up this stage by saying "Congratulations, you are all now qualified to work as psychics!"

Stage 4: Week 1 on the Hotline - Supervisory meeting 2:

Sample feedback the supervisors could offer (in addition to any of your own ideas for caller feedback):

- 5 stars! My psychic gave me great advice. Spot on.
- 1 star. I tried what my psychic said to do and it was a disaster.
- 5 stars. My psychic really understood me, more than anyone else ever has.
- 3 stars. I'm not sure my psychic has any psychic talents, but they were nice to me.
- 2 stars. I really wanted to talk to the psychic I talked to last week, but they weren't available so I had to talk to a new psychic.

The supervisors may also share more tips (that you can make up) and answer questions.

The GM or one of the supervisors should wrap up this stage by saying something like "Hotline revenue was up 10% last week. As recognition of all of your hard work, here is a Dunkin coupon for a free donut with the purchase of a hot beverage."

Stage 6: Corporation party

After giving the psychics a few minutes for socialization, the supervisors should make an announcement:

- Great news, everyone. Hotline revenue was strong this quarter, and we had almost 80% staff retention over three months!
- Congratulations to the cohort who is just celebrating their second month here with us. Each of you is now eligible for promotion to supervisor.
- As supervisors, you'd still answer calls, but you'd also listen in on the calls for newer psychics and run supervisory meetings. Plus, you'd get a $1/hr raise. Give yourself a big round of applause!

The supervisors can then ask every psychic if they are taking the promotion or not.