

Sensitivity Reading

Sensitivity reading, and other practices such as using inclusive language, are becoming ever more important in video games. As you introduce characters or write verbal dialogue, you want to be respectful – helping ensure that your customers’ find your characters relatable and that their focus will be on the arc of the storyline.

Our sensitivity readers will read and assess a scripts or other related documents with a particular issue of representation in mind. In addition, they will watch a “slice” of the game to observe conversations between characters and summarize their findings.

Sensitivity readers can help eliminate stereotypes, bias, potentially harmful content, and false information or inaccuracy.



Diversity is incredibly important, but it’s equally important that characters are portrayed accurately, without perpetuating stereotypes.

Sensitivity Readings from AbleGamers can help!

Sensitivity Reading at a Glance

Goal: To spot cultural inaccuracies for people with disabilities, representation issues, biases, stereotypes, or problematic language.

- Level of effort (LOE) is mutually determined between studio and AbleGamers.
 - Sensitivity Readings are conducted by two readers
 - Delivery: one consolidated report based and 10-day turnaround
 - Minimum LOE is 10 hours (5 hours per reader) review of up to 15 pages
- Collaborate alongside players with disabilities to ensure that they are properly represented in your products and marketing
- Gain in-depth feedback about the designs, character traits, and roles of players with disabilities
- Identify and address content that may be offensive to people with disabilities

Contact Us

AbleGamers enables play in order to combat social isolation, foster inclusive communities, and improve the quality of life for people with disabilities.

To further our mission, we offer services that bring the insights of people with disabilities into your development process.

For additional information, contact:

userresearch@ablegamers.org

How do you know Sensitivity Reading is right for you and your team?

If your team is asking any of the following questions, a Sensitivity Reading might be right for you!

- How can I properly represent people with disabilities?
- Have I included any language that may be sensitive to people with disabilities?

How do Sensitivity Readings Work?

Step 1: Determine Material for Review

You will decide which of the following you'd like reviewed for feedback: scripts/dialogues; representations of characters with disabilities; references to cultural symbols and general customs in the disability community; marketing materials intended for consumption by people with disabilities. Once you have decided, you can contact us at: userresearch@ablegamers.org

Step 2: Respond to Initial Inquiry and Meet to Assess Needs

Once we review your initial request, we will contact you to set up a 30-minute meeting to better understand your needs. The overall objective is to determine the level of effort, the timelines, and the deliverable (output) required to fulfill your request.

Step 3: Create a Statement of Work

We issue a statement of work (SOW) that you will review and sign. The SOW is an agreement between you and AbleGamers that details timelines for deliverables, billing amounts, and other details relevant to the project. In terms of level of effort, 5000 words equals 10 hours of billable work by two sensitivity readers.

Step 4: Compile the Sensitivity Reading Report

Two sensitivity readers will review the assigned material and compile a report. The agreed deadline will be based on the level of effort reference in the SOW.

Step 5: Send the Report to the Client for Review & Schedule Debriefing with Readers

Once you receive your report, you will have one week to review and follow up with any questions or requests for clarification. A one-hour debriefing will be arranged with the assigned readers within two weeks of receiving report.

Step 6: Complete AbleGamers Services Feedback Form

At least one business day after the debriefing meeting, your team's primary contact(s) will be emailed a link to the AbleGamers User Research Services Feedback Form to understand your experiences.

Ready to have a Sensitivity Reading done for your game?

Reach out to get started at:
userresearch@ablegamers.org