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THE AI-DRIVEN DIGITAL ROLE PLAY METHODOLOGY STRIPPED BARE!

ABOUT US

Andrea Laus
CEO
Lifelike Interaction

Matteo Malatesta
Head of Business Design
Lifelike Interaction

ABOUT YOU

HR Manager

L&D Professionals

GOALS

At the end of this webinar you will be able to:

- **Understand** what digital role play is and how it can help corporate L&D professionals deliver effective and practical soft skills learning strategies
- **Evaluate** the main characteristics to look at when selecting a digital role play as a platform to deliver new and better digital learning services
- **Recognize** the leading advantages behind this new learning strategy as reported by early adopters

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AGENDA

PART 1
LEARNING BY DOING & DIGITAL ROLE PLAY

PART 2
THE ROLE OF AI

PART 3
PROS&CONS REPORTED BY EARLY ADOPTERS

PART 4
CHOOSE SAVVY

Conclusion + Q&A

DISCLAIMER

This is not
a sales pitch

We will use somewhere some
Screenshots, but just to help
you visualize

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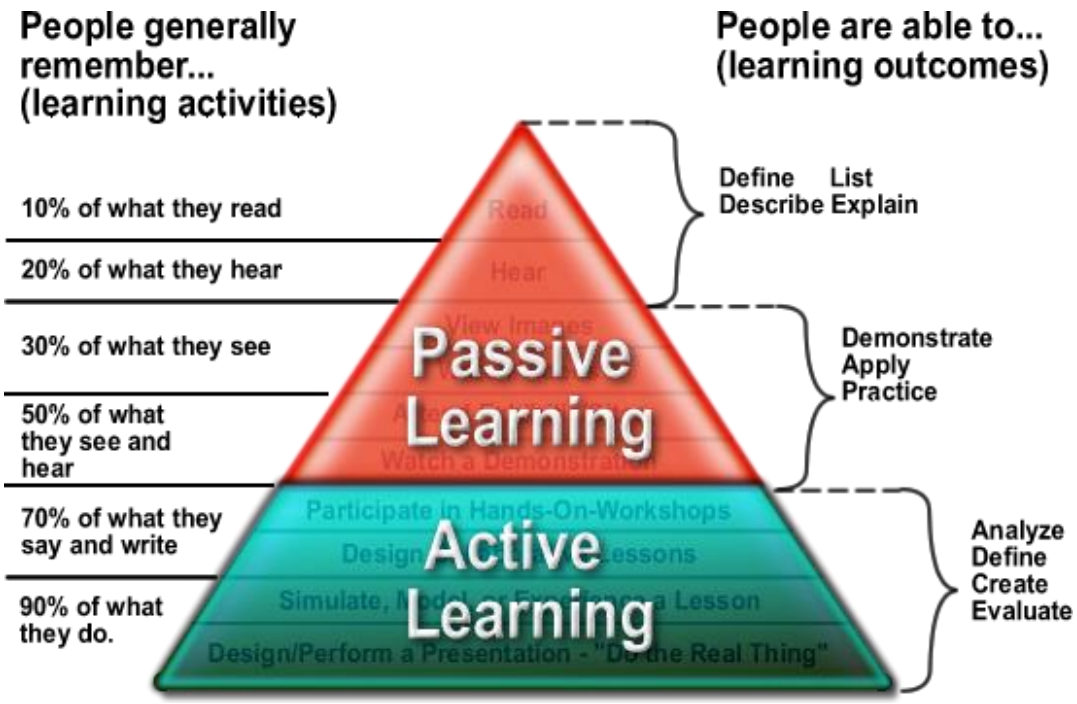
PART 1

LEARNING BY DOING AND DIGITAL ROLE PLAY

LEARNING BY DOING



POLL

WHERE ARE YOU WITH LEARNING BY DOING?

A. I already integrate Learning by doing

B. I would love too, but still stuck

C. It’s a totally new subject for me

DIGITAL ROLE PLAY (DRP)

vs

DRP
reproduces
conversations

Business Game
trains on taking decisions
in complex contexts

WHAT IS ”DIGITAL” ABOUT?

POLL

WHERE ARE YOU WITH DIGITAL ROLE PLAY?

A. I already integrate Digital Role Play in my strategy

B. I heard about it, but not used yet

C. My first time

THE COMPONENTS

(1) Preparation Room

(2) Interactive Area

(3) Self Evaluation

(4) Feedback return

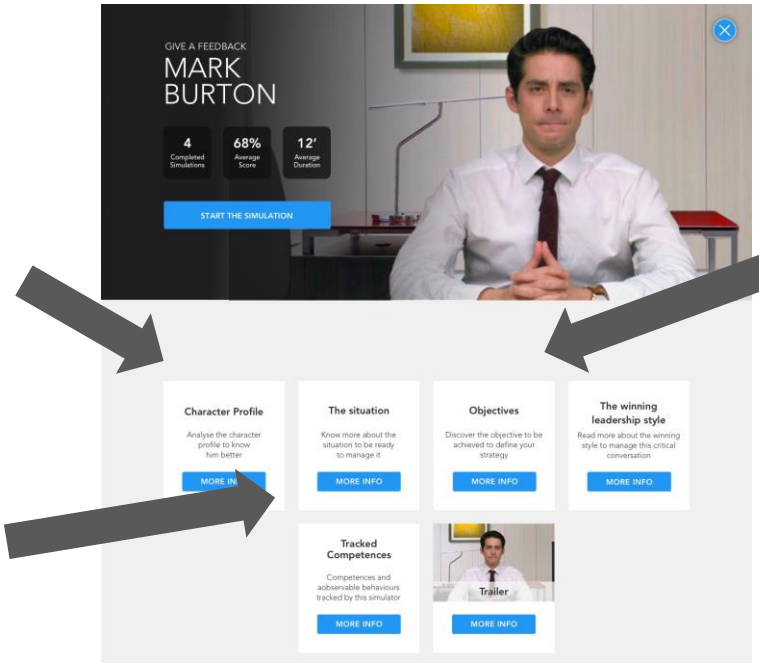
(5) Measurable metrics

(6) DRP Review

THE PREPARATION ROOM

Learn about
The CHARACTER

Learn about
The CONTEXT



Learn about
The KPIs

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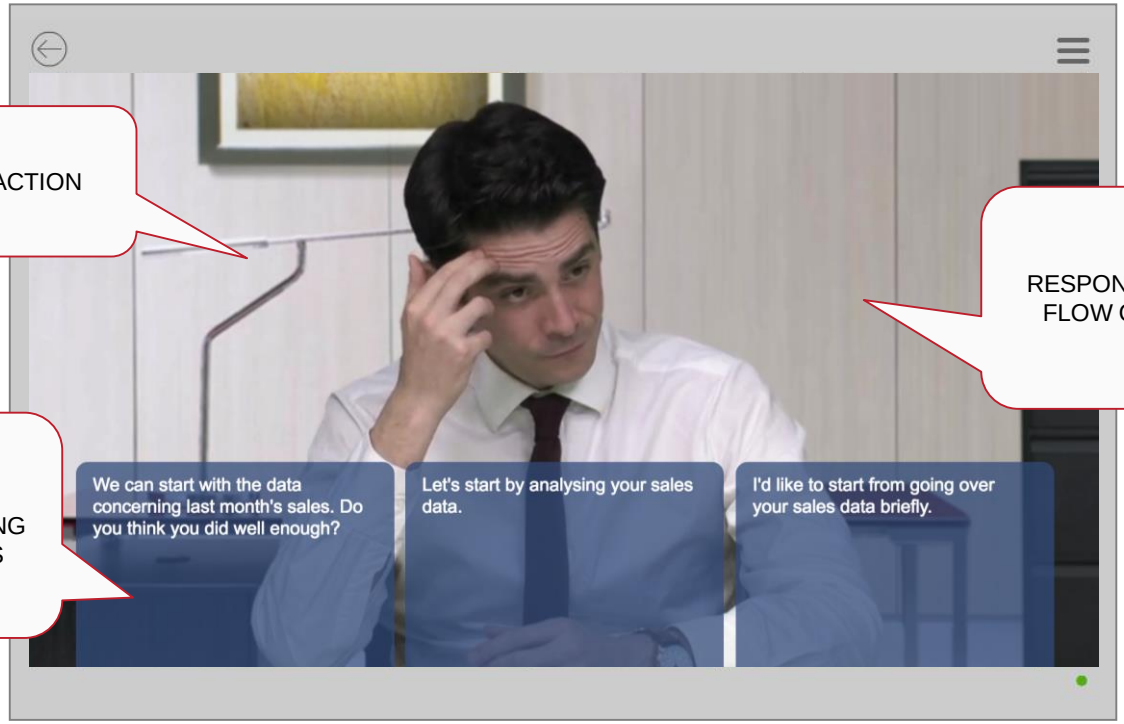
THE INTERACTIVE AREA

REAL TIME INTERACTION

RESPONSES DEPEND ON THE FLOW OF THE DISCUSSION

INTERACTION IS DRIVEN THROUGH OPTIONS UNDERLYING COMMUNICATION BEHAVIORS



THE SELF ASSESSMENT

Self-assessment

Answer the questions by choosing a circle on the right side

1	Were you able to analyse and face the situation without bias, focusing on facts instead of anything else?	Not at all ● ● ● ● Yes, absolutely
2	Did you clearly point out the issue with your coworker, around which the feedback was based?	Not at all ● ● ● ● Yes, absolutely
3	Were you able to share the advantages of the proposed solution in a way that would make your coworker aware of the advantages he'd get from it?	Not at all ● ● ● ● Yes, absolutely
4	Did you take responsibility for a decision and encourage your coworkers to follow suit?	Not at all ● ● ● ● Yes, absolutely
5	Were you able to spot the issue that was subject to feedback in a way that was easy to understand and easily identifiable by your coworker?	Not at all ● ● ● ● Yes, absolutely
6	Did you introduce the subject correctly, by introducing a suitable context for the meeting?	Not at all ● ● ● ● Yes, absolutely

Next

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THE FEEDBACK RETURN

Warm, direct, personal, emotional

Detailed with specific examples on what actually happened

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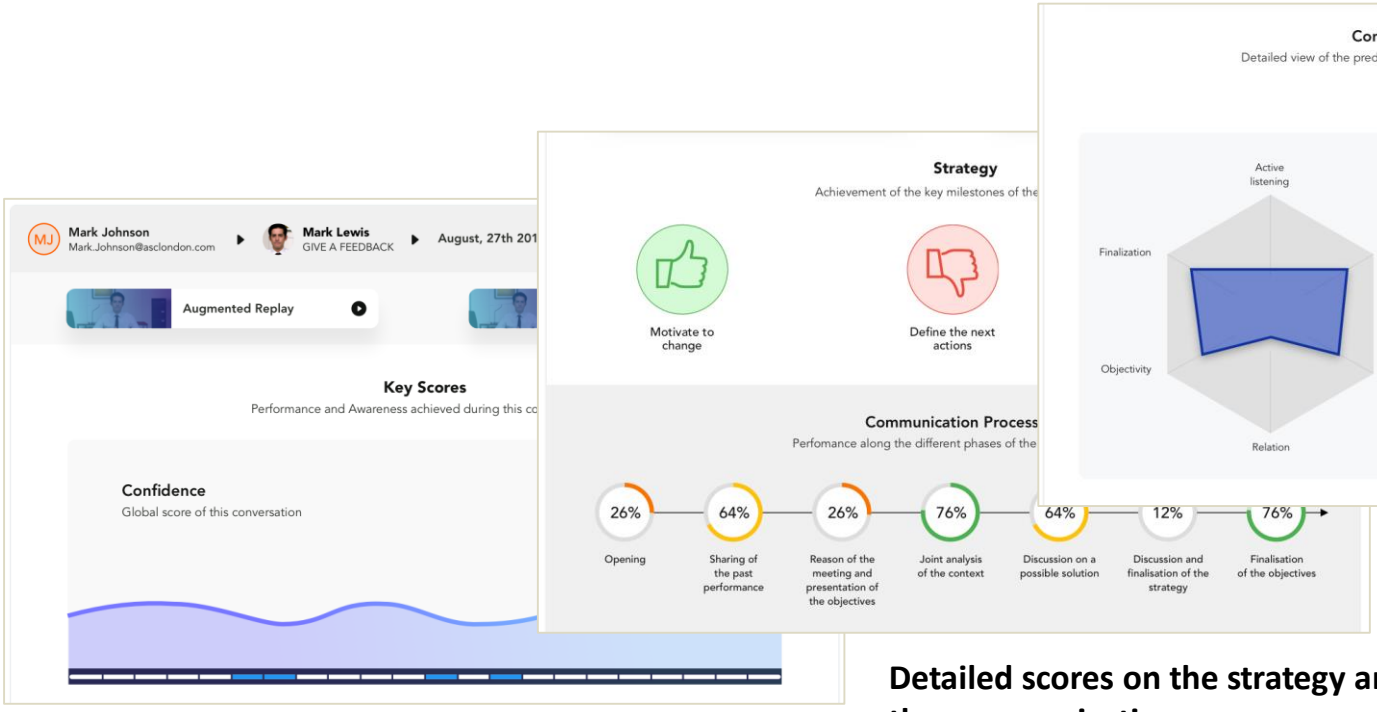
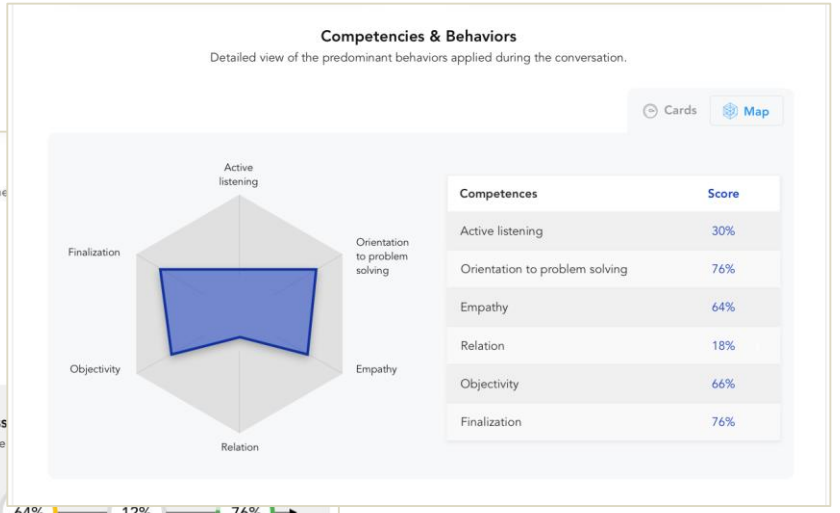
THE METRICS



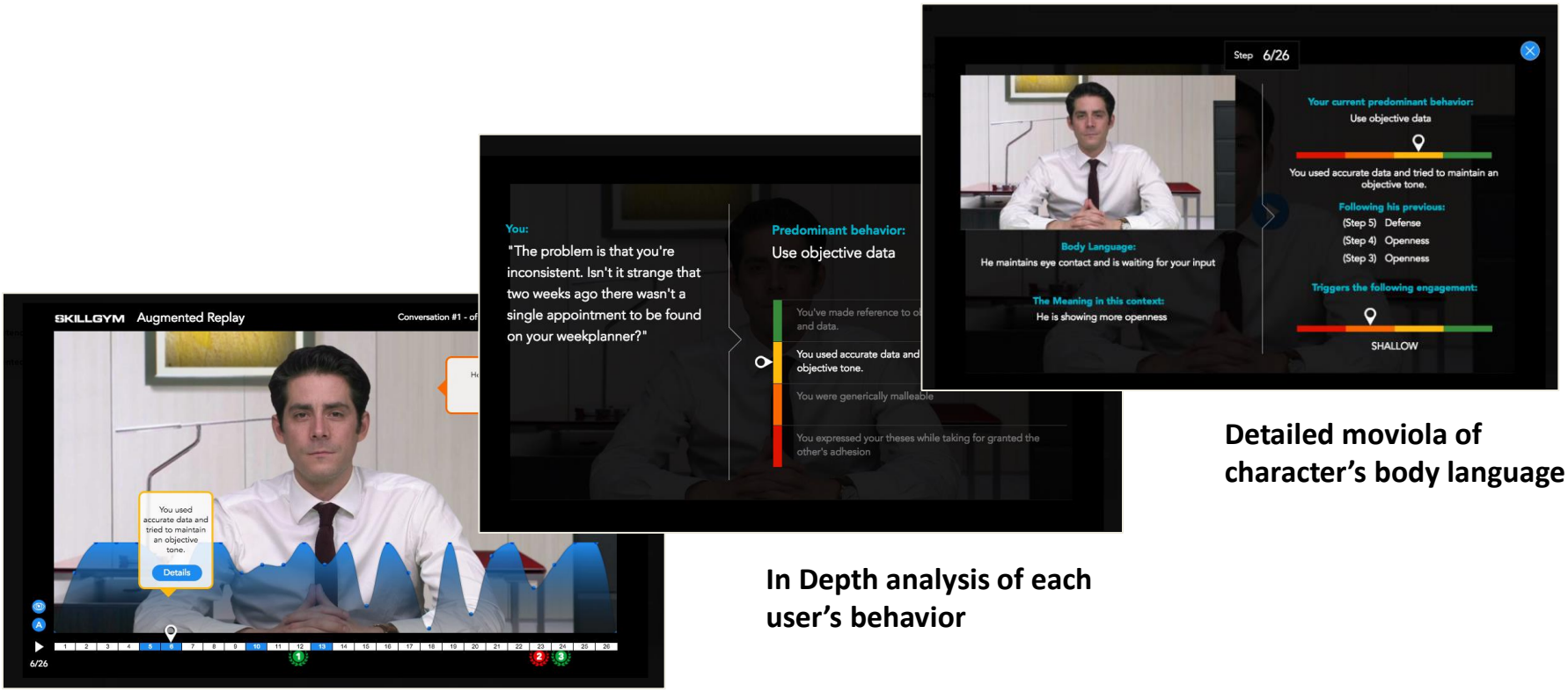
Key performance metrics

Detailed scores on the strategy and the communication process



Deep dive on behaviors and competences

THE DRP REVIEW

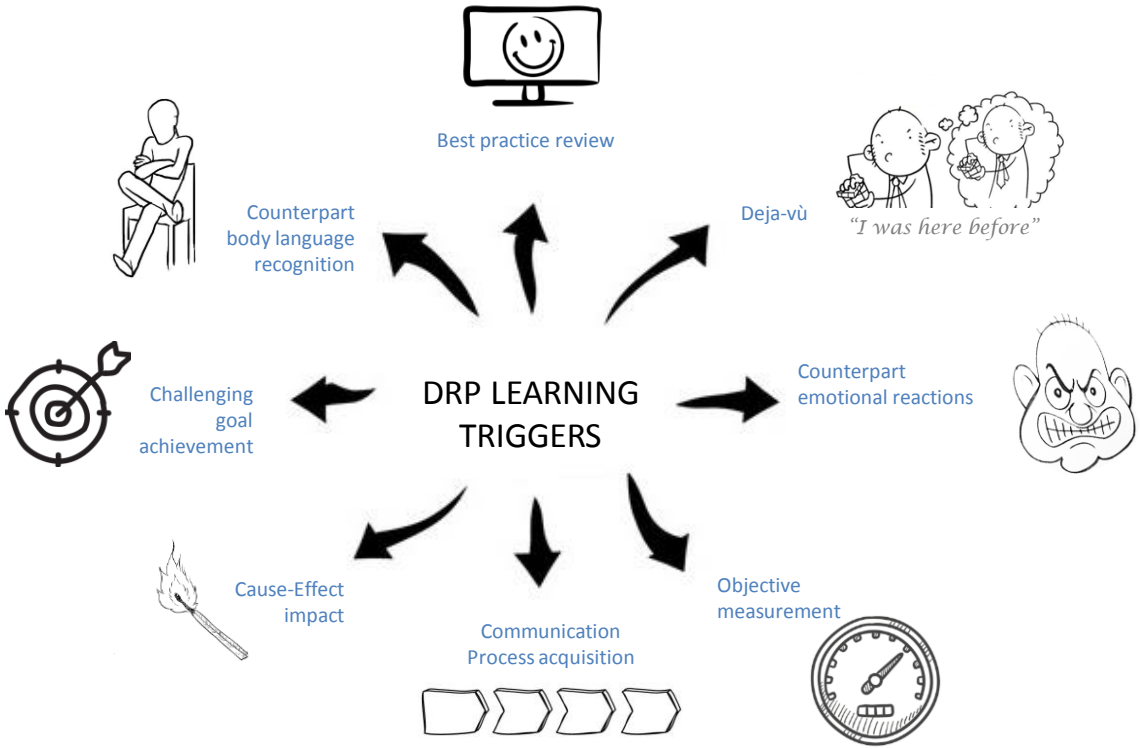


Full review of each DRP with augmented reality

In Depth analysis of each user's behavior

Detailed moviola of character's body language

HOW TRAINEES LEARN IN A DRP



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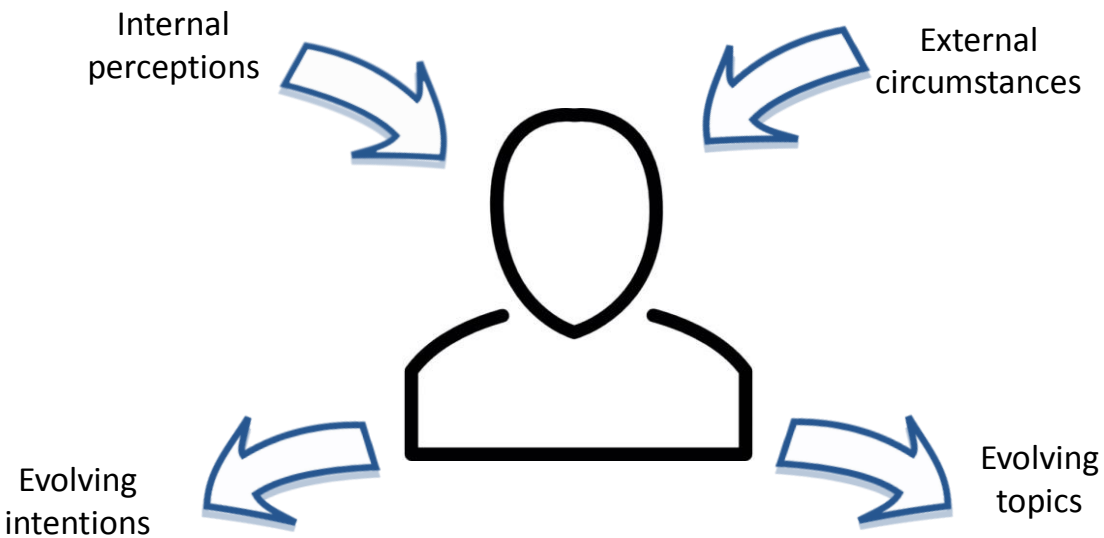
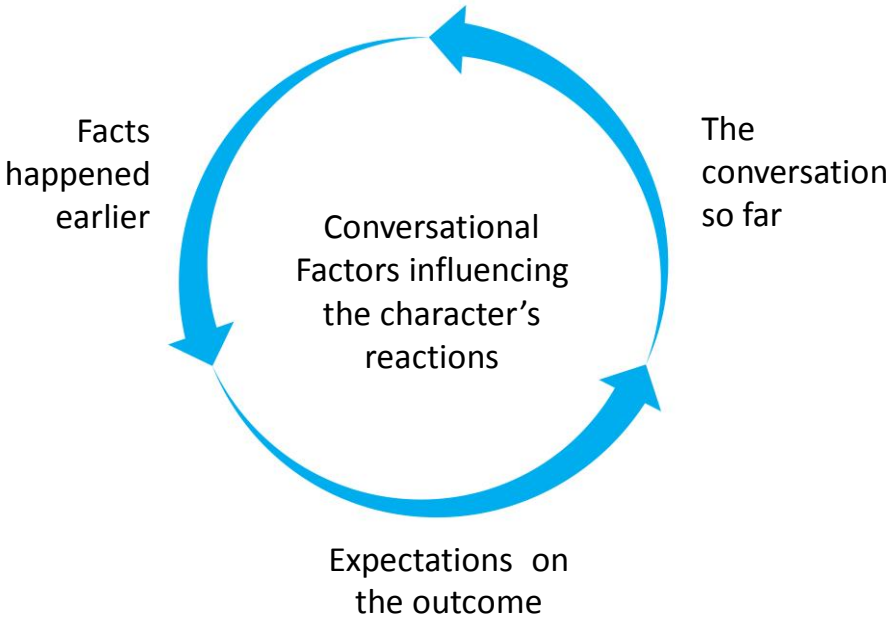
PART 2

THE ROLE OF AI

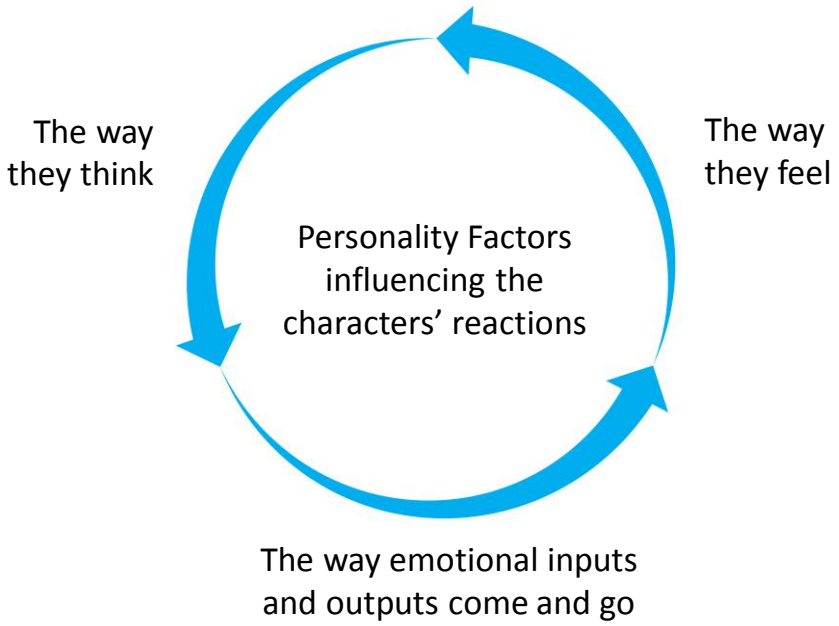
THE FLOW OF COMMUNICATION



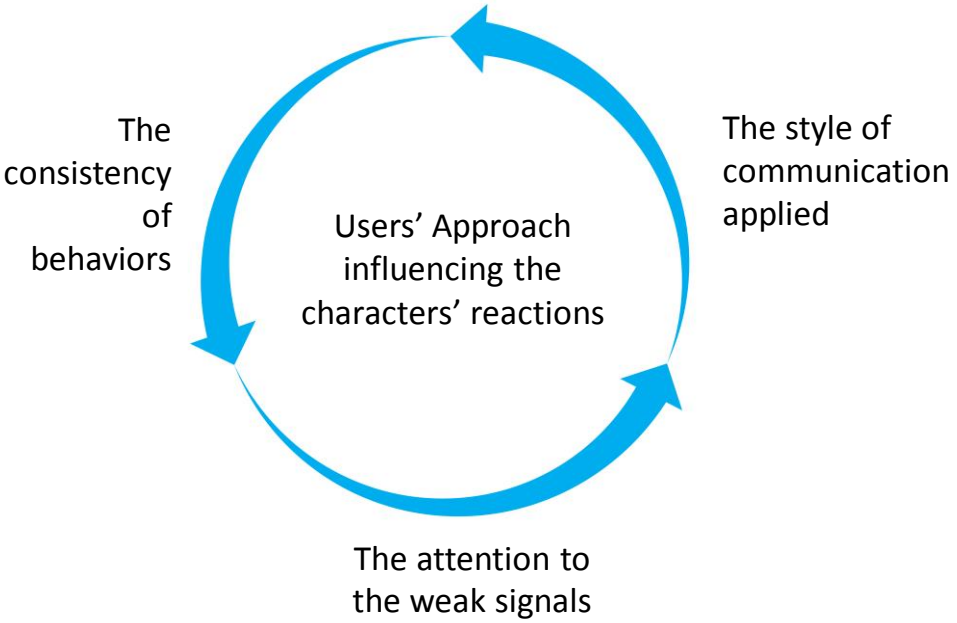
THE COMPLEXITY OF THE CONTEXT



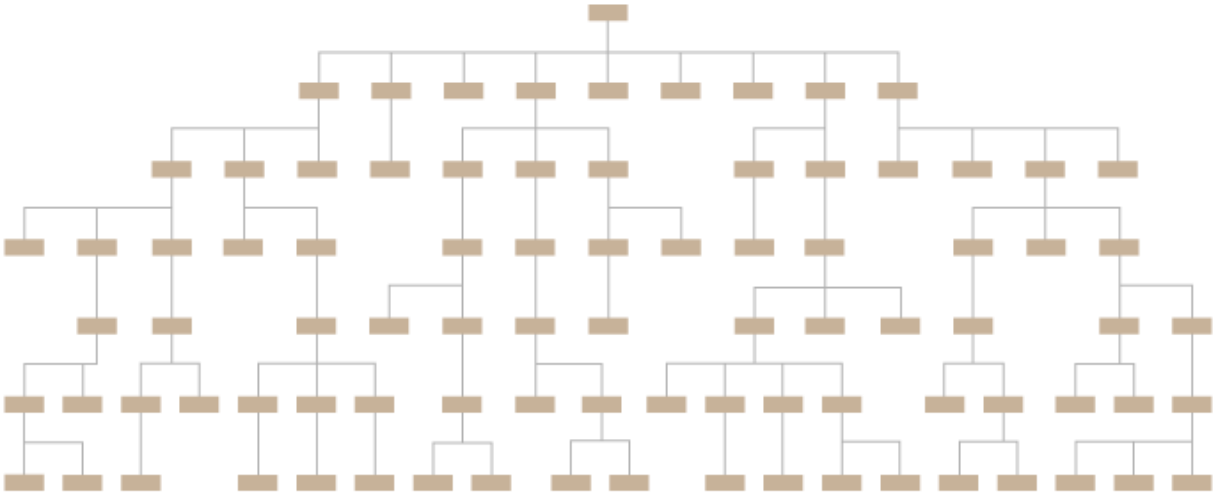
THE COMPLEXITY OF THE CHARACTERS



THE SHADES OF USERS' APPROACH

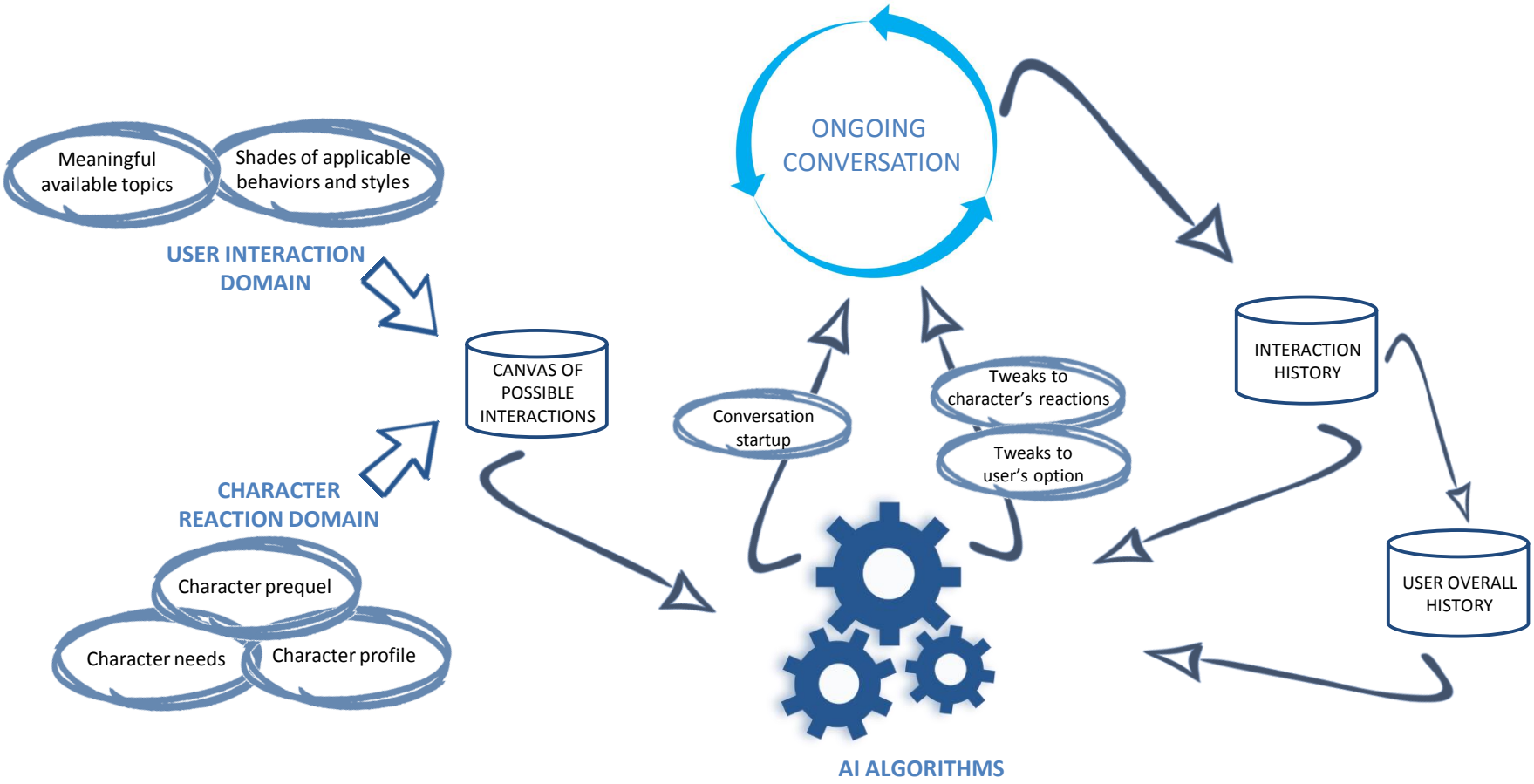


LIMITATION OF TRADITIONAL BRANCHING



- LIMITED
- PREDICTABLE
- FIXED, NOT FLOWING

HOW AI CAN HELP



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PART 3

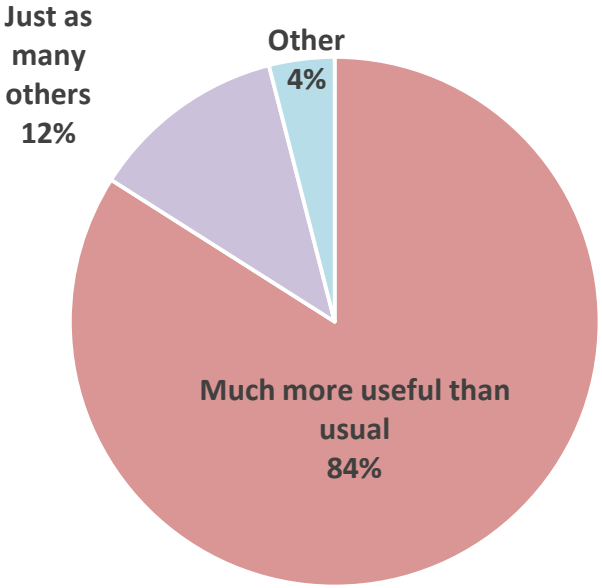
PROS&CONS REPORTED BY EARLY ADOPTERS

THREE (QUITE) DIFFERENT SITUATIONS

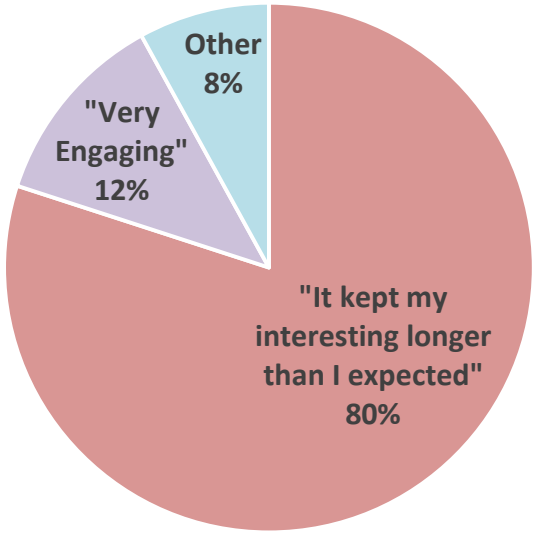
INDUSTRY	INSURANCE	RETAIL	AUTOMOTIVE
TOPIC	*Leadership Development*	*DE&I Development*	*Sales Development*
POPULATION	*Managers*	*FrontDesk*	*Branch Sales*

USERS' SENTIMENT

"How USEFUL was this learning approach?"



"How ENGAGING was this learning approach?"



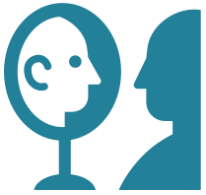
TRAINERS REPORTED BENEFITS

SAFE

SCALABLE

CONSISTENT PRACTICE

CLEAR METRICS



BENCHMARKING

EVIDENCES FOR COACHING

TRAINERS REPORTED CHALLENGES

DIGITAL LEARNING LOW TRAFFIC

EFFORT TO KEEP USERS ENGAGED

SHALLOW TECHNOLOGY

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PART 4

CHOOSE SAVVY

DIGITAL ROLE PLAY IS A WAY

LEARN BY EXPERIENCIAL PRACTICE

DEVELOP ON CRITICAL CONVERSATIONS

PROVIDE SOUND METRICS

WARNING:

CHOOSE SAVVY YOUR NEXT DRP

ENGAGING TECHNOLOGY

AUTOMATION FEATURES

LEARNING TRIGGERS and AI

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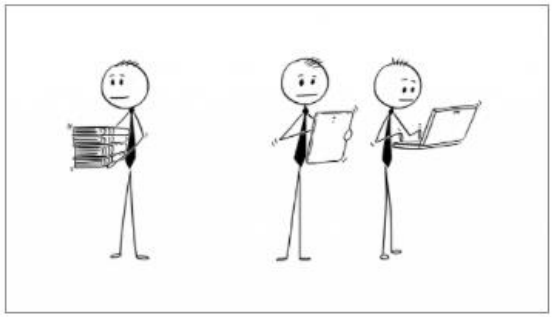
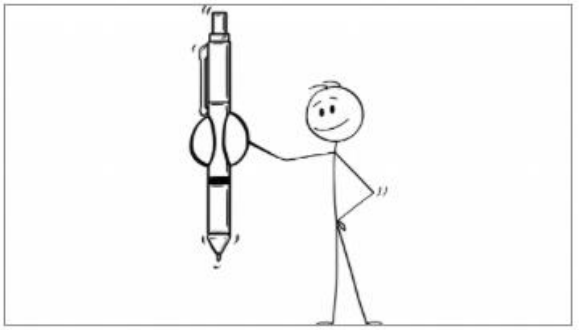
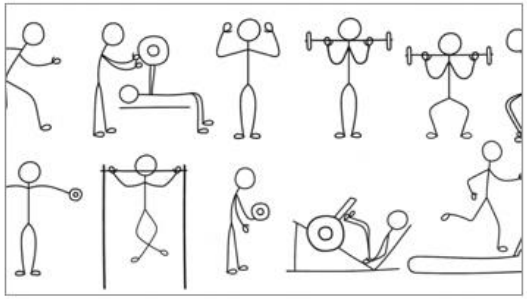
FURTHER READINGS



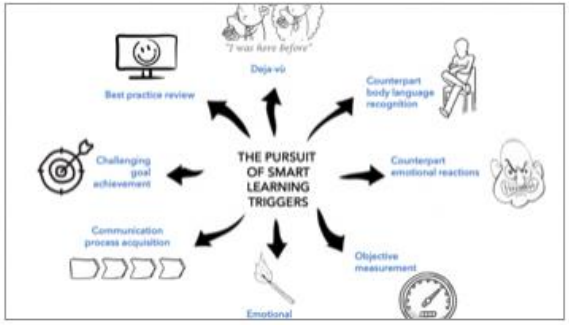
HOW PRACTICING ON DIGITAL ROLE PLAY IMPROVES PERFORMANCE: A CASE STUDY



WHY USE INTERACTIVE STORYTELLING IN TRAINING: BENEFITS OF ROLE PLAYS



PRACTICING CONVERSATIONAL LEADERSHIP: SIX FACTORS TO CONSIDER IN DESIGNING A WELL-BALANCED TRAINING PROGRAM



8 WAYS YOUR SKILLS WILL IMPROVE BY PRACTICING ON DIGITAL ROLE PLAYS

THANK YOU

DISCOVER HOW EASY IT IS TO APPLY THOSE STRATEGIES WITH

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