

Future proof

The why, how and what of VR soft-skills training

In 2020, the world of work has changed forever. But even as we rely increasingly on technology to work remotely, **the skills our workforces most need to adapt and thrive are "soft" ones** such as collaboration, leadership, communication, creativity and resilience.

Responding to immediate needs (such as **socially distanced training**) and driving longer-term strategic goals (such as **organizational transformation**), **VR is a proven and future-proofed solution for immediate needs, such as socially distanced training, as well as longer-term strategic goals, like organisational transformation.**

Here we look at **why it works, how it works and what it delivers.**

Why

Why is VR effective for soft skills training?



1

Transform

VR is highly effective in delivering behavioural transformation. That's because the technology allows for **repeated and applied autonomous practice** that takes place in realistic yet psychologically safe environments.



2

Measure

Immersive soft skills learning creates unprecedented amounts of data, including behavioral and semantic analytics. These closely reflect real-world capabilities which allows for **actionable real-time competency tracking as well as predictive analysis of employees performance.**



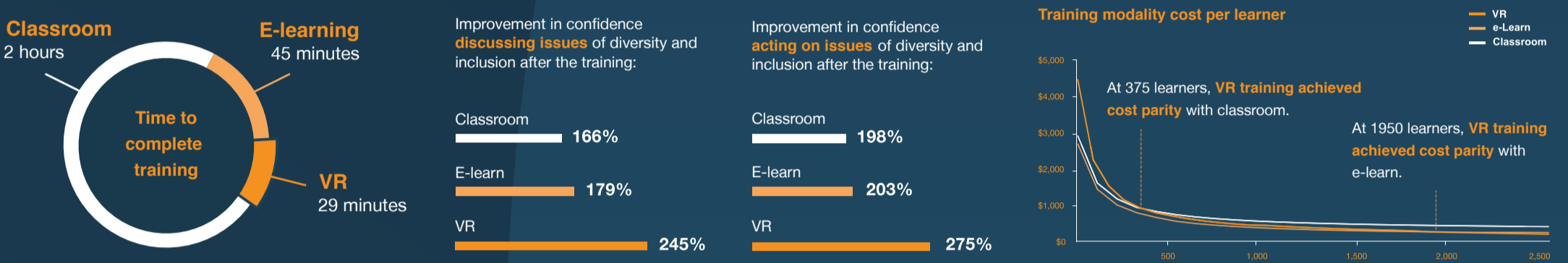
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Scale

VR offers **cost-effective off-the-shelf solutions** that can be deployed immediately, repurposed across multiple platforms (VR devices, mobile, PC) for accessibility and easily customised to different markets and audiences.

In a study on soft skills training by PwC*, VR learners were:

275% more confident to apply skills after learning **4x faster to learn than learners in the classroom** **More cost effective at scale**



*The Effectiveness of Soft Skills Training in the Enterprise (June 2020) is a study conducted by PwC that compares the effectiveness of VR, elearning and classroom learning as soft skills training mediums for more than 1,600 PwC managers in 12 US locations.

How

There are multiple ways to deliver immersive soft-skills VR training safely, cost-effectively and at scale.

- Headset Ownership
- Content
- Facilitation
- Organization Maturity
- Scalability



1

Classroom Learning

Make VR part of your face-to-face training and bring the power of applied practice together with the benefits of peer learning.

- non-owned
- off-the-shelf or POC
- third-party partner
- validation phase
- low



2

Facilitated Practice

Empower learners to book practice sessions in the office or learning campus at the point of need. Ensure their comfort and safety by providing technical facilitation on location

- owned
- multiple solutions from several providers
- own staff trained
- integration phase, mutualisation of use cases
- medium



3

Autonomous Practice

Bring the learning center home. Make headsets available at scale to let employees practice from home, anytime, and with a high enough frequency to continuously unlock their soft skills potential.

- owned
- multiple solutions from several providers
- trained employees, support from trainers
- optimisation phase, integrated programmes
- high

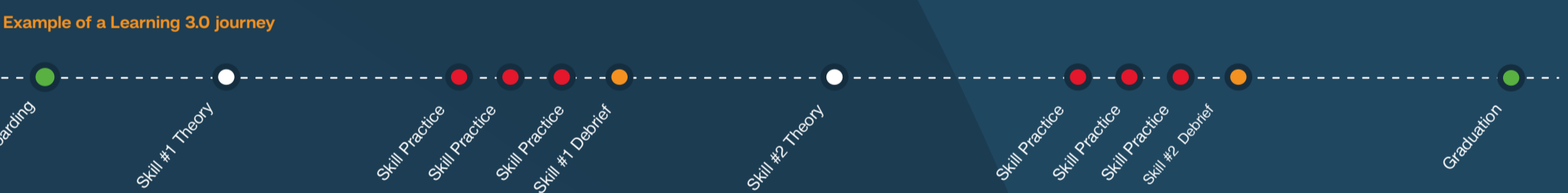
Learning 3.0 - A new Generation of blended learning

Covid-19 has accelerated the digitisation of learning across all industry sectors. In the new paradigm that is emerging, VR does not replace e-learning, virtual classrooms or face-to-face training.

Instead, VR is a critical part of a new approach to blended learning in which it combines with and augments other learning approaches to soft-skills training to drive real behavioral impact. We call this approach Learning 3.0.

For organisations and for individuals, adopting Learning 3.0 means:

- Using different technologies as part of integrated learning journeys
- Results-focused training that is tailored to individuals' needs
- Continuous learning which promotes real-world behavioural change.



What

Case Studies



Safeguarding VR Humanitarian Leadership Academy

Working with Bodyswaps, the Humanitarian Leadership Academy used VR to deliver safeguarding training in a pilot programme involving the UN Agency for Refugees, Save the Children and the International Labour Organization.

The solution offered:

- A highly realistic environment where the learner practices a conversation with a virtual survivor of a safeguarding incident.
- Personalised feedback and recommendations via AI-powered behavioral analytics.
- Opportunities to repeat the experience and improve performance.

85% of learners reported a significant improvement in confidence to handle conversations with survivors of a safeguarding incident

Sexual Harassment Awareness REVERTO

French VR developer REVERTO created a training solution to raise awareness of sexual harassment issues in the workplace and reduce incidences of misconduct.

Based on real interviews with victims of harassment, the solution offered:

- A 10-minute 360-degree film called La Traque in which learners experienced an escalating range of inappropriate sexist workplace behaviours through the eyes of Zoe, a female communications project manager in a large organization.
- A post-film interactive VR module with commentary by an expert psychologist probed the learner to reflect on their experience and own behavior.

3,000+ employees across 10+ companies have completed sexual harassment training using La Traque

Emotional Resilience Training with VR Lloyds Banking Group

Lloyds Banking Group used VR training built by MakeReal to help employees develop their emotional resilience to combat workplace stress and uncertainty.

The solution offered:

- A highly realistic immersive training experience set in the context of an organizational restructure.
- The opportunity to practice challenging conversations and navigate workplace conflicts with virtual colleagues (voiced by professional actors).

4.1 out of 5 rating by learners for training effectiveness

£127,000 savings in training expenditure in the first year of roll-out

About Bodyswaps

Transformative Soft Skills Training Delivered at scale with VR & AI

Bodyswaps is a complete training environment that uses VR and AI to provide adaptive behavioural training similar in performance to expert coaching and role-playing, but close to the cost and scalability of online courses.

Delivered face to face or as a self-service tool, Bodyswaps simulates realistic workplace scenarios to let learners roleplay with virtual characters, explore problematic and challenging situations, and learn by observing their own behaviour.

Visit www.bodyswaps.co

