

IMMERSIVE LEARNING FOR HUMAN SERVICES

How the metaverse can accelerate the pace with which frontline workers become seasoned decision makers

How dirty is too dirty? How safe is safe enough? Where do you draw the line between poverty and neglect? It takes years for human services staff to build a deep bank of experience and confidence from which to draw in making the tough decisions they are faced with every day—decisions that have a profound impact on the safety and well-being of children and families.

AVenueS is an award-winning learning method that uses immersive virtual reality to replicate the situations and the emotions that caseworkers face in the field, providing a risk-free environment to practice making difficult decisions during tense moments. It opens up avenues for users build empathy, reduce bias, and step into positive behavior change.

AVenueS has powerful implications in the hiring process. For the applicant, it can help affirm that they are ready to learn how to do this work. It can also give them an opportunity to self-select out if they develop the understanding that this work might not be right for them.

For the agency, it provides the opportunity to make a more informed choice about the individuals they hire. It positions the agency to hire applicants who are in high alignment with the agency's priorities.

One of Accenture's clients reported a **31% reduction in worker turnover** after their first year using **AVenueS**. To learn more, visit: **MIT Sloan School of Management**

The AVenueS Learning Method

IMMERSION

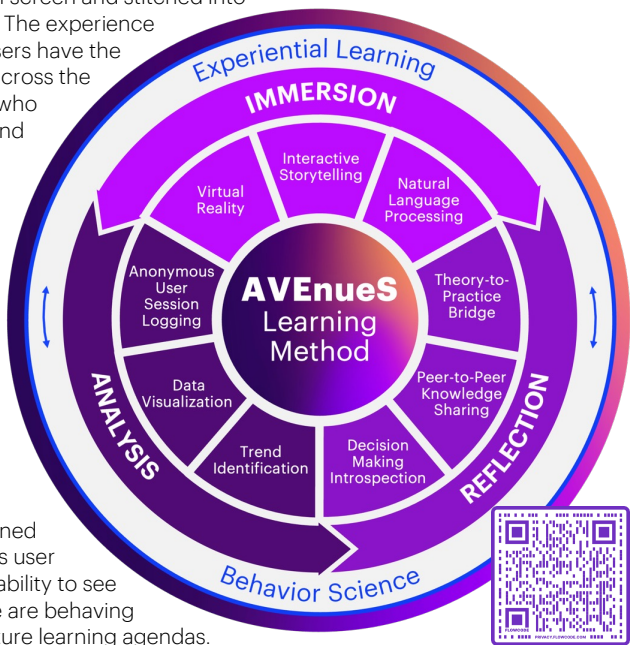
AVenueS immerses users into highly realistic scenarios designed to evoke a response. It uses actors filmed on green screen and stitched into carefully dressed locations. The experience is voice activated so that users have the sense that they are sitting across the table from another person who is looking them in the eye and conversing.

REFLECTION

Next, we bring groups of users together in carefully curated seminars. These interactive workshops prompt reflection about how each of us behaved in the headset and create an opportunity for users to learn from one another.

ANALYSIS

Finally, **AVenueS** is maintained on a platform that leverages user analytics. This gives us the ability to see how large groups of people are behaving in the headset and drive future learning agendas.



SOPHIA

Sophia's story provides a safe environment to practice the universal skills needed in human services. Users step into 7-year-old Sophia's home after a report of neglect. Their task is to interview each family member and



develop an opinion about her safety. This experience provides an opportunity to practice observing, inquiring and interpreting human behavior in complex families, especially when what people say doesn't match what they do.

MONICA

Monica's story invites the user back into Sophia's home to develop a deeper understanding of the intersection between domestic violence and child protection. In this scenario, users spend time with Sophia's mom, Monica, and her mom's boyfriend, Lance. Their task is to gather



information and negotiate a plan that will enable Sophia to stay safely at home. This experience provides an opportunity to practice conflict management and to explore the risks and power dynamics at play when domestic violence may be present.



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