METAVERSE FOR PUBLIC SERVICE

How virtual reality can help people build empathy, reduce bias, and step into positive behavior change

accenture

Public sector workers make important decisions every day that have significant impact on people's lives. It is a responsibility that demands certain skills and experience in understanding human dynamics. **AVEnueS** is an award-winning learning method that uses immersive virtual reality and experiential learning to transform hiring, training, and continued skill development for frontline staff across the public sector.

AVEnueS aims to help users come to a deeper understanding of their own thought processes in terms of how they make decisions and develop opinions. Left unexamined, those processes can lead to decisions that are made in the flash of an eye. **AVEnueS** offers an opportunity to broaden each worker's ability to observe, inquire, interpret, and reflect in a way that informs a more robust and firmly grounded professional opinion.

Benefits of Learning in AVEnueS

31% reduction in staff turnover

40% reduction in training time

75% reduction in training resource costs

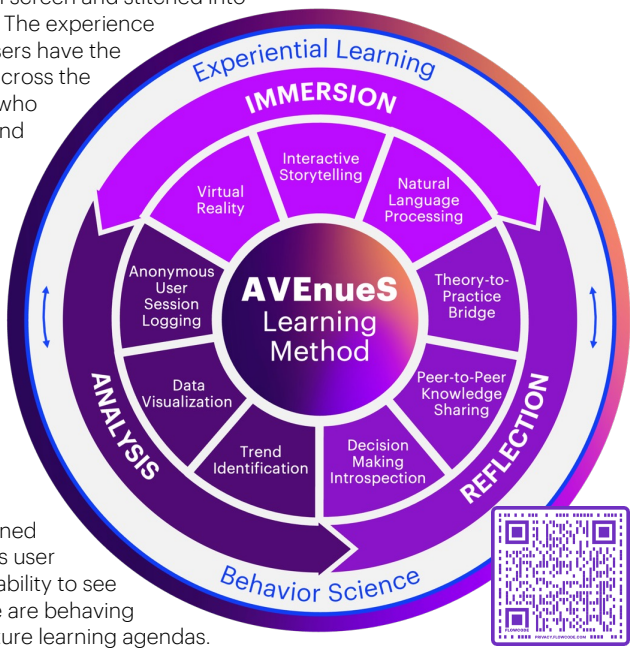## The AVEnueS Learning Method

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.

AVEnueS Learning Method

Experiential Learning — IMMERSION
- Interactive Storytelling
- Virtual Reality
- Natural Language Processing
- Theory-to-Practice Bridge
- Anonymous User Session Logging
- Peer-to-Peer Knowledge Sharing
- Data Visualization
- Trend Identification
- Decision Making Introspection

ANALYSIS — Behavior Science — REFLECTION
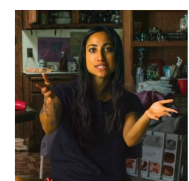
Content Library

SOPHIA
An opportunity to practice observing, inquiring, and interpreting human behavior, especially when what people say and what they do don't match up

MONICA
An opportunity to practice navigating power dynamics and managing conflict, particularly when it might rise to the level of violence
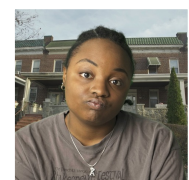
TORY
An opportunity to deepen our understanding of how and when racial bias enters our decision-making process
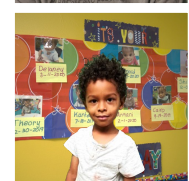
ALAYNA
An opportunity to focus on how trauma impacts us over generations and to consider ways to help people begin to heal
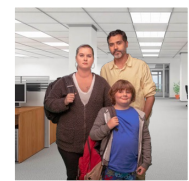
MS. GARCIA
An opportunity to practice understanding what young children are trying to tell us when they are not using words to do it

PATRICIA
An opportunity to practice empathy with families trying to navigate the complexities of public assistance programs

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