



A.I., JE NIEUWE COLLEGA IN HET MAKEN VAN E-LEARNING?





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Effortlessly **planning, developing**
and **delivering** energizing
e-Learning powered by
instructional design instantly,
globally.



AUTHORING TOOL

→ e-learning ontwikkelen vanuit onderwijskundige principes

- ⚡ Begin met veelzijdige didactische formaten, templates en programma's
- ⚡ Vertaal (automatisch) zonder kopieën te moeten nemen en lokaliseer je training op een eenvoudige manier
- ⚡ Werk je training direct bij ook al is die beschikbaar gemaakt op verschillende platformen (LMS)
- ⚡ Maak je training probleemloos beschikbaar op meerdere apparaten en browsers

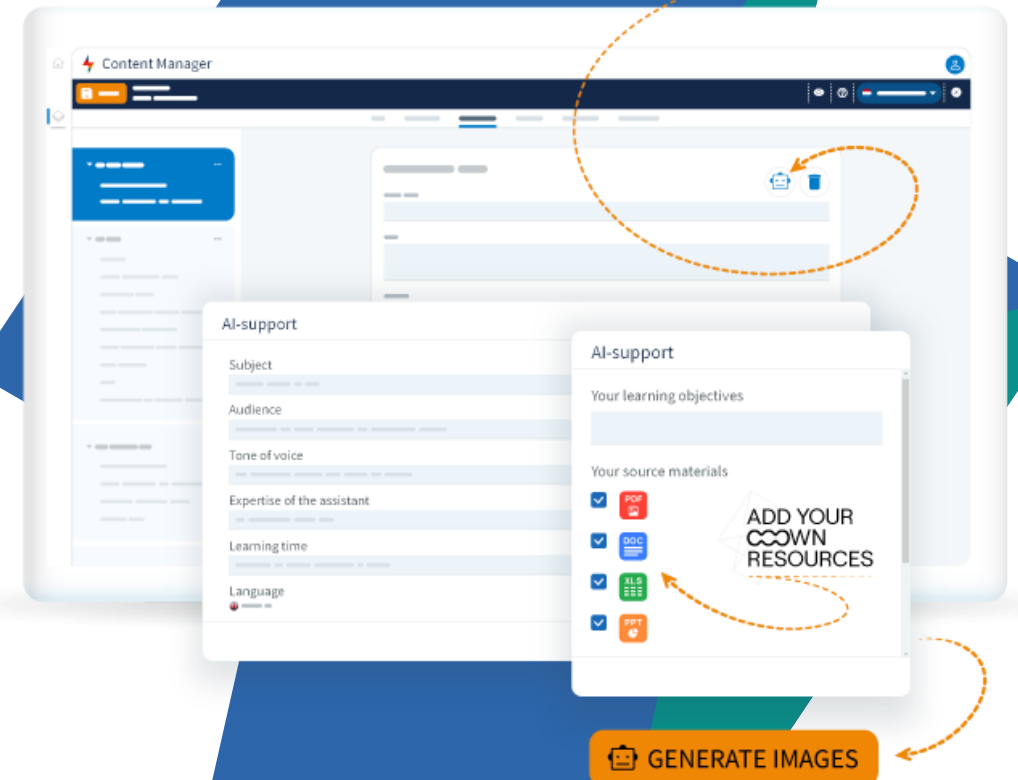


AI CO-AUTHOR

→ om het maken van e-learning gemakkelijker en efficiënter te maken

- ⚡ Combineer moeiteloos de kennis van A.I. met uw eigen bronnen om binnen enkele minuten interactieve e-Learning te genereren
- ⚡ Gebruik de output als basis en verfijn de inhoud om aan uw visie te voldoen
- ⚡ Vraag A.I. om je tekst en afbeeldingen verder te optimaliseren en te verbeteren
- ⚡ Maak tijd vrij voor spannender werk

GENERATE CONTENT WITH AI



VRAAG

→ A.I. gebruikt voor je werk?

💡
Begin 2024 gebruikte
34% van de bevroagde groep
mensen regelmatig
generatieve A.I.-technologie.

💡
96% van de Belgen
heeft al gehoord van A.I.

💡
77% van organisaties zegt
ermee bezig te zijn.



VRAAG

→ Wie van jullie is er bezig met e-learning?



VRAAG

→ Wie van jullie heeft al A.I. gebruikt om e-learning te maken?



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CASE: A.I. IN DE AUTHORIZING TOOL

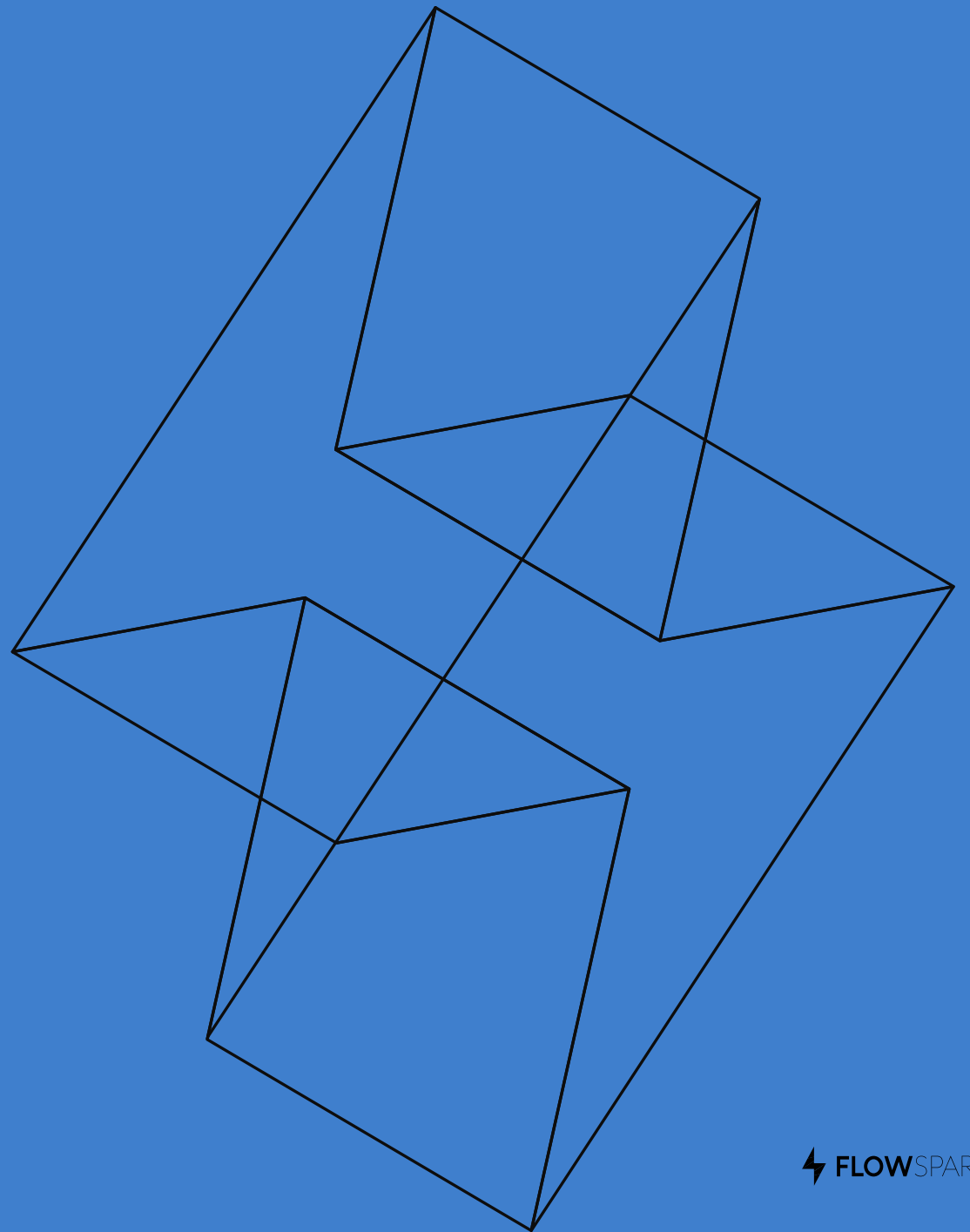
Deel 05

HOE GOED IS A.I. ALS NIEUWE COLLEGA?

DEEL 06

DATA VEILIGHEID & A.I.

**(GENERATIVE)
A.I.**



DEFINITIE A.I.

Kunstmatige intelligentie is het vermogen van een machine om de cognitieve functies uit te voeren die we gewoonlijk **associëren met het menselijke denken.**

... De waarde van kunstmatige intelligentie zit niet in de systemen zelf, maar in de manier waarop bedrijven die systemen gebruiken om **mensen te helpen**

GENERATIEVE A.I.

Artificial Intelligence

Is het vakgebied

Machine Learning

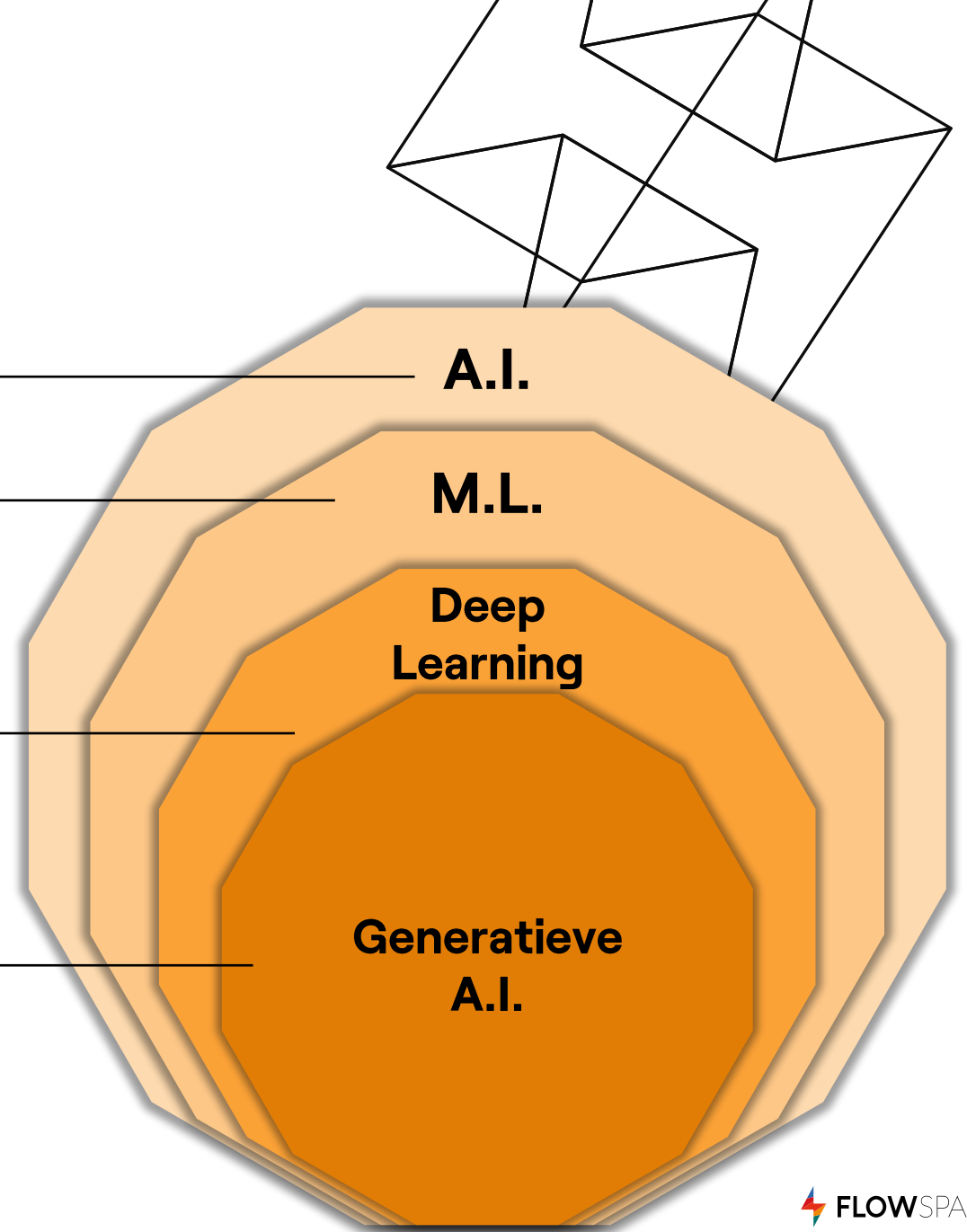
Is een tak van AI die zich richt op het creëren van intelligente machines die leren van data. Een andere zeer bekende tak binnen AI is Optimalisatie.

Deep Learning

Is een subset van Machine Learning-methoden, gebaseerd op kunstmatige neurale netwerken.
(vb. herkennen of iets een hond is).

Generative AI

Een type ANN's dat gegevens genereert die vergelijkbaar zijn met de gegevens waarop ze zijn getraind. Voorbeelden: GAN's, LLM's (vb. ChatGPT)



ALGEMENE VOORDELEN VAN A.I.

→ Op basis van een recente bevraging (ACCENT)

55%

Verhogen van het **werkplezier**

47%

Optimaliseren **efficiëntie**

40%

Automatiseren van repetitieve taken

30%

Verminderen van menselijke fouten

A.I. is ook niets nieuws

Voorbeelden: navigatie-apps, gepersonaliseerde aanbiedingen op webshops, scrollen door je foto's op je smartphone

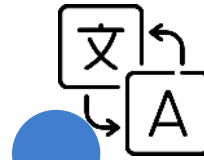
MEERWAARDE VAN A.I. VOOR L&D



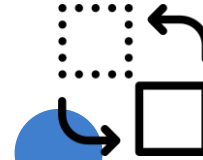
SNELLER AANMAKEN
VAN INHOUDEN



CREATIVITEIT BIJ HET
BEDENKEN VAN
SCENARIO'S



VERTALINGEN EN
LOKALISATIE



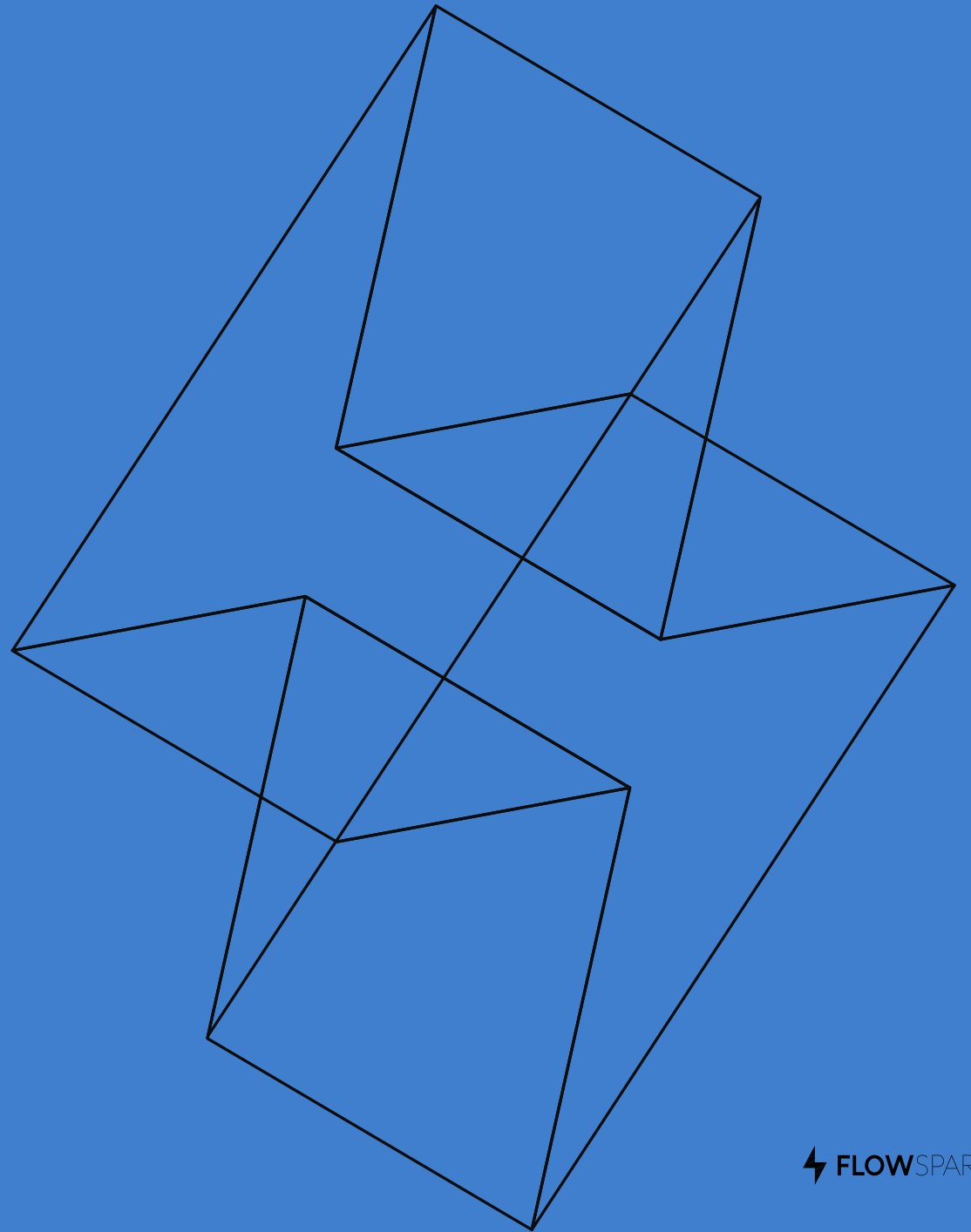
HULP BIJ KLEINE
AANPASSINGEN



MIJN MENING

“Vormgeven van **ervaringsgericht** leren
en het verbeteren **efficiëntie**”

PROMPTS



VRAAG

→ Wie heeft er al ooit gebruik gemaakt van ChatGPT?

Een **prompt** zal door het A.I. model gebruikt worden als **input** om een antwoord te formuleren.

Hoe meer **details** en **instructies** hoe beter dat je het antwoord zal vinden.



IN



OUT



PROMPTING

→ Slecht voorbeeld

ChatGPT 3.5 ▾



You

I want to create a STORYWISE about presentation skills, and more specifically what to do when you get interrupted



ChatGPT

Title: The Art of Uninterrupted Presentations

Once upon a time, in a bustling city filled with ambitious professionals, there lived a young woman named Maya. Maya had a passion for public speaking and was known for her captivating presentations. She believed that effective communication was the key to success in both personal and professional life.

One sunny morning, Maya was invited to deliver a crucial presentation at a prestigious conference. Excited and well-prepared, she stepped onto the stage, ready to share her ideas with the audience. However, as soon as she began, she encountered an unexpected challenge – interruptions.

Despite her best efforts to maintain focus, Maya found herself constantly interrupted by questions, comments, and even technical issues. Feeling flustered and disheartened, she struggled to regain control of the room and deliver her message.

Determined not to let interruptions derail her presentation, Maya took a deep breath and remembered the advice of her mentor, an experienced speaker named Alex. "Stay calm, stay confident, and stay in control," he had told her.

Drawing upon her training and experience, Maya decided to tackle the interruptions head-on. Instead of ignoring or dismissing them, she welcomed them as

PROMPTING

→ Goed voorbeeld



Poging 35 !

ChatGPT

↑ Delen



Title: Public Transport Etiquette: The Journey to Courtesy

Subtitle: Navigate Your Commute with Confidence

Fact: Understanding the Importance of Etiquette

- **Title:** Why Etiquette Matters
- **Body Text:** Public transport is a shared space, and understanding basic etiquette can make everyone's journey more pleasant. In fact, studies show that 65% of commuters believe that courteous behavior can significantly improve their daily travel experience. Simple acts, like giving up a seat or keeping noise levels down, can make a big difference.

Dilemma 1: The Crowded Train

Scenario Title: A Tight Squeeze

- **Description:** As our main character, Greg, a clumsy middle-aged accountant, boards a crowded train, he notices an elderly woman struggling to stand. Greg has just lost his glasses and is feeling a bit disoriented.
- **Intention:** Greg must decide how to respond to the situation while ensuring he maintains good etiquette in public transport.

Question to Introduce Answers:

What should Greg do in this situation to demonstrate proper etiquette?

1. **Answer A:** Offer his seat to the elderly woman.
 - **Feedback:** Great choice! By offering your seat, you show respect and kindness to those who may need it more. This is an excellent way to practice good etiquette in public transport.
2. **Answer B:** Stand still and hold onto the pole while pretending not to notice.
 - **Feedback:** This isn't the best choice. Ignoring someone in need goes against the principles of courtesy and empathy that are vital in a shared space.
3. **Answer C:** Grumble about the crowd and express his frustration out loud.
 - **Feedback:** This is not a good response. Complaining and being vocal about frustrations can create a negative atmosphere and affect those around you. Remember, maintaining a calm demeanor is key to good etiquette.

I learning activity
STORYWISE pattern.
This STORYWISE
activity with a title
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A dilemma is again
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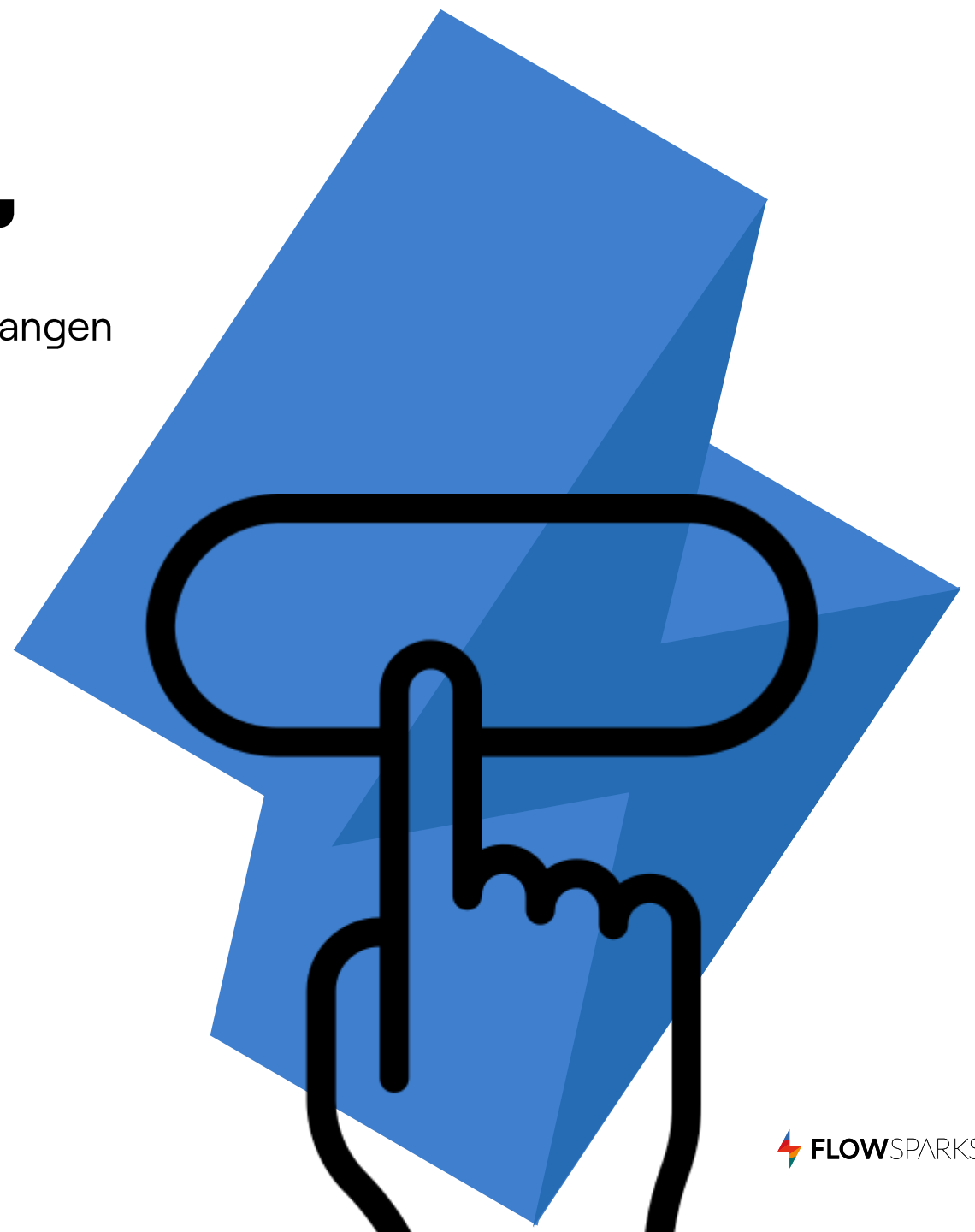
give me the title,
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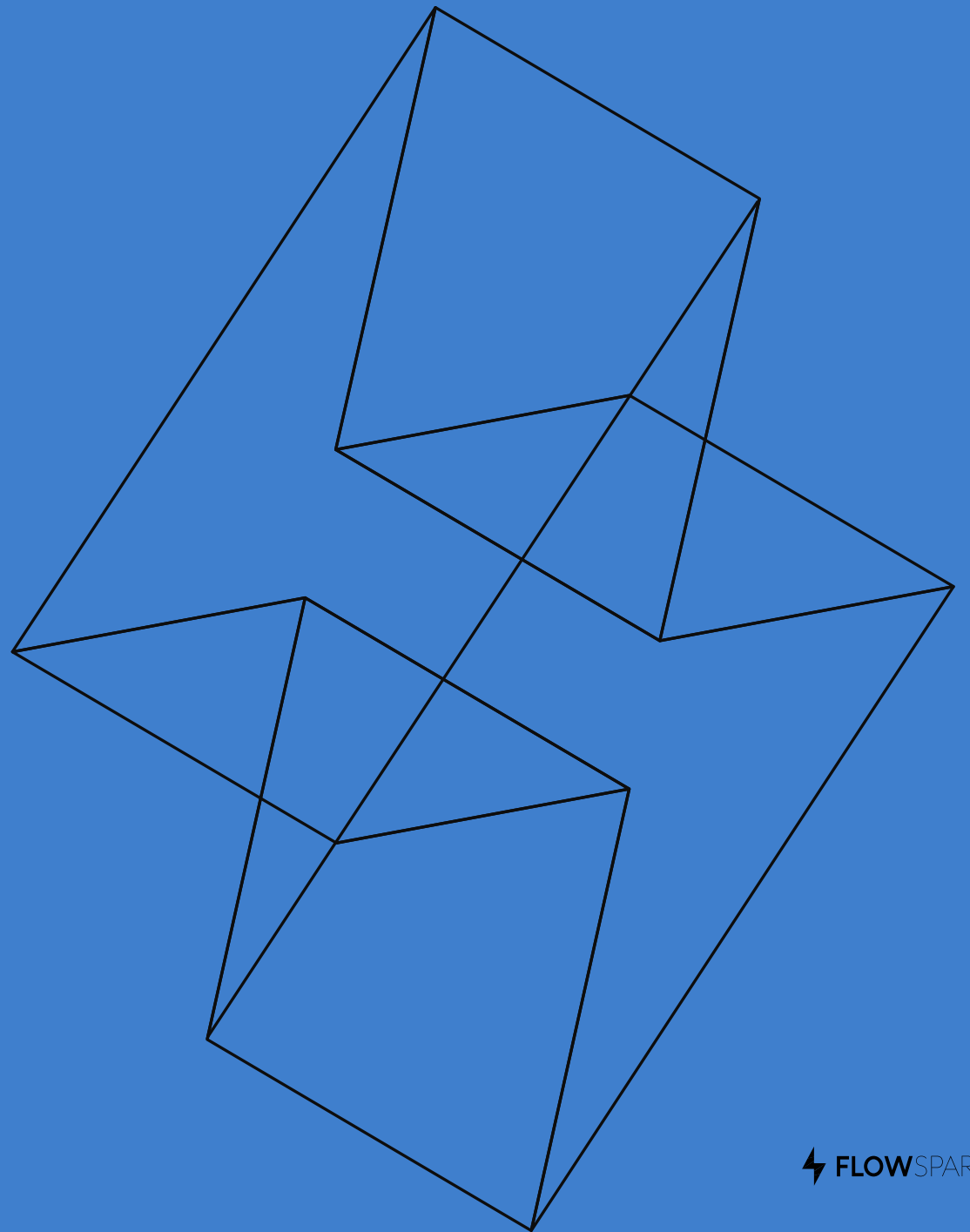
TREND: “BUTTONIFICATION”

→ De complexiteit van manuele prompts wordt vervangen door knopjes in applicaties

- ⚡ Verminderde transparantie (wat gebeurt er?)
- ⚡ Waar is de variatie in onderwijskundige principes?
- ⚡ Afhankelijkheid van een externe partij



CASE: A.I. NAAST DE AUTHORING TOOL



GEBRUIK VAN CHATGPT EN FLOWSPARKS

⚡Opdracht

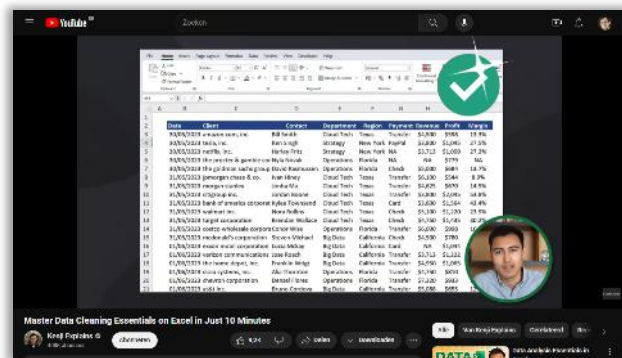
- Maken van een **Excel training** voor **eigen medewerkers**

⚡Aanpak

- Verzamelen info van het **web**
- **YouTube** als voornaamste bron van inhoud
- **GPT-3.5** gebruikt om inhoud en vragen te bedenken
- Afbeeldingen gemaakt met **PowerPoint**
- **FLOWSPARKS authoring tool** om alles samen te brengen



ONTWERP



x3



ChatGPT

Inhoud

Begripsvragen tijdens
het doornemen van de
informatie

Kennisvragen voor de
intaketest

Willekeurige data voor
de oefening



FLOWSPARKS®

RESULTAAT: DEMO

Mastering Excel for reporting and data visualisation - Basic Online Training

Mastering Excel for reporting and data visualisation - Basic Online Training

Master data cleaning essentials

WARNING! Answering the questions to complete this activity.

Why would we ever need to clean data?

1. Data Accuracy
2. Consistency and Standardization
3. Improved Analysis
4. Enhanced Presentation
5. Efficiency in Data Handling
6. Data Integrity and Decision-Making

In essence, mastering data cleaning is crucial for ensuring that your data is accurate, consistent, and well-structured, allowing you to derive meaningful insights and make informed decisions.

Master Pivot Tables

Result

Ready to dive into the Excel world? You have just plunged and showcase your skills. The Excel Essentials Course! This course is designed to empower you with the skills you need to succeed in the workplace. The program ensures a tailored learning experience for each participant. Congratulations! You've conquered the course with exemptions. Buckle up for advanced learning!

Cluster Data cleaning

Question 1

You have a dataset containing customer information with names combined (e.g., "JohnSmith", "AliceJohnson"). How would you split these names into distinct columns.

Which Excel feature would you use to split the combined names?

- ☐ Finding and replacing
- ☒ Removing duplicates
- ☐ Autofitting rows and columns
- ☐ Text to Columns

Exercises

1. Make sure all text is legible in the dataset.
2. Remove duplicates when all data is unique (e.g., removing duplicates).
3. Fill in the empty fields with "N/A".
4. Remove the language reference (e.g., removing the language reference).
5. Split the name between the first and last name (e.g., "JohnSmith" to "John" and "Smith").
6. Write the company names in the 'Company' column.
7. Format the table and make it professional.
8. Remove the gridlines.



developers to create more organized, personalized, and cost-effective learning experiences.



You
Give 3 reasons why LMS administrators could ever benefit of knowing this information.



ChatGPT
LMS (Learning Management System) administrators can find Excel functions like VLOOKUP, HLOOKUP, and XLOOKUP beneficial for various tasks related to managing, analyzing, and optimizing the learning platform. Here are three reasons:

1. **Data Management and User Analytics:** Understanding these functions helps administrators handle user data efficiently. They can use lookup functions to merge different datasets, link user information with course progress, grades, or completion status. This allows for detailed user analytics, enabling administrators to identify trends, track performance, and personalize learning experiences based on individual user data.
2. **Course Content and Organization:** LMS administrators often deal with organizing course materials, assignments, and assessments. Knowing these Excel functions aids in categorizing, tagging, or linking content items. For instance, they can use lookup functions to associate specific content with courses, modules, or learning paths, making it easier for learners to access and navigate through the content.
3. **Reporting and Metrics Analysis:** Excel functions enable administrators to create comprehensive reports and analyze metrics critical for assessing the effectiveness of the LMS. By using VLOOKUP, HLOOKUP, or XLOOKUP, they can pull together data from various sources within the LMS, cross-reference data sets, and generate detailed reports on user engagement, course popularity, completion rates, or even resource allocation within the system.

Having a grasp of these functions empowers LMS administrators to streamline data management, enhance content organization, and gain deeper insights through data analysis, contributing to better-informed decision-making and improved user experiences within the learning platform.



You
I have an excel sheet with 8 columns of data: Order number, Date,



Message ChatGPT...



LOOKUP in Excel

WARNING! Answering the questions and downloading the documents is mandatory to complete this activity.

(XLOOKUP, VLOOKUP, HLOOKUP and more)

Why would we ever need to use this?

1. **Data Management and User Analytics:** Understanding these functions helps us to handle user data efficiently. Use these lookup functions to merge different datasets, and link user information with course progress, grades, or completion status. This allows for detailed user analytics, enabling us to identify trends, track performance, and personalize learning experiences based on individual user data.
2. **Reporting and Metrics Analysis:** Excel functions enable us to create comprehensive reports and analyze metrics critical for assessing the effectiveness of the LMS. By using VLOOKUP, HLOOKUP, or XLOOKUP, you can pull together data from various sources within the LMS, cross-reference data sets, and generate detailed reports on user engagement, course popularity, completion rates, or even resource allocation within the system.

Having a grasp of these functions empowers you to streamline data management, enhance content organization, and gain deeper insights through data analysis, contributing to better-informed decision-making and improved user experiences within the learning platform.





You

Using the following subjects, create 2 questions that apply comprehension of these topics. Always create a short example and ask which technique participants would need to apply. For each question, include feedback when the response is correct and a feedback for an incorrect response. These are the topics: autofitting rows and columns, finding and replacing, lower and upper functions, text to columns, removing duplicates, filling empty cells, formatting, and gridlines.



ChatGPT

Absolutely! Here are two questions that apply comprehension of the mentioned topics:

Question 1:

Scenario: You have a dataset where the 'Product' column contains text in inconsistent cases. For example, some entries are in lowercase ('phone'), some in uppercase ('TABLET'), and others in a mix of cases ('Laptop'). You need to convert all the text in the 'Product' column to lowercase for consistency.

Example:

Original 'Product' column:

- Phone
- TABLET
- LaPtOp

Which technique would you need to apply to convert all the text in the 'Product' column to lowercase?

- A) Autofitting rows and columns
- B) Lower function
- C) Text to columns

Feedback:

Correct: Well done! The correct technique to convert text to lowercase is using the Lower function, ensuring uniformity in text format across the 'Product' column.

Incorrect: The correct technique to convert text to lowercase is using the Lower function. This helps maintain consistency in text formatting.

Question 2:

Scenario: In a sales dataset, the 'Customer Name' column has multiple instances of the same customer names due to various purchases. You

Message ChatGPT...



Source: https://www.youtube.com/watch?v=jxq4-KSB_OA

Knowledge questions

You have a dataset where the 'Product' column contains text in inconsistent cases. For example, some entries are in lowercase ('phone'), some in uppercase ('TABLET'), and others in a mix of cases ('Laptop'). You need to convert all the text in the 'Product' column to lowercase for consistency.

Example: Original 'Product' column:

- Phone
- TABLET
- LaPtOp

Which technique would you need to apply to convert all the text in the 'Product' column to lowercase?

☐ Autofitting rows and columns

☒ Lower function



☐ Text to columns

The correct technique to convert text to lowercase is using the Lower function, ensuring uniformity in text format across the 'Product' column.

In a sales dataset, the 'Customer Name' column has multiple instances of the same customer names due to various purchases. You want to clean the dataset by removing these duplicate customer names while retaining unique entries.

Example: Original 'Customer Name' column:



You

Create basic knowledge questions to check if people understand core concepts about the following Excel skills: VLOOKUP, HLOOKUP, XLOOKUP, the filter function, and sum function. Create 4 questions (choose between multiple choice single answer, multiple choice multiple answer, match question, or sequencing question). Provide for each question multiple answer possibilities. And give a feedback to show to participants when the correct response is given and a feedback for when the incorrect response is given.



ChatGPT

Certainly! Here are four knowledge-based questions to assess understanding of Excel skills:

Question 1: VLOOKUP

Multiple Choice Single Answer:

What does the VLOOKUP function do in Excel?

- A) Searches for values vertically in a column
- B) Searches for values horizontally in a row
- C) Performs mathematical calculations on data
- D) Filters data based on specific criteria

Feedback:

Correct: Excellent! The VLOOKUP function searches for values vertically in a column, retrieving related information based on a given lookup value.

Incorrect: The correct answer is A) Searches for values vertically in a column. The VLOOKUP function retrieves information by searching for a value vertically in a specified column.

Question 2: FILTER Function

Multiple Choice Single Answer:

What does the FILTER function in Excel primarily do?

- A) Sorts data based on criteria
- B) Removes duplicate values
- C) Extracts data based on specified conditions
- D) Performs arithmetic operations

Message ChatGPT...



Selected question pool
Mastering Excel



Template test



Language
English (en)



Search

Label	Type	Set (label)	Question	Active	Tags
	Multiple choice	Lookup	What does the VLOOKUP function do in Excel?	Yes	knowledge
	Multiple choice	Lookup	What does the FILTER function in Excel primaril...	Yes	knowledge
	Multiple choice	Lookup	What is the primary purpose of the SUM functio...	Yes	knowledge
	Multiple choice	Lookup	What is a key feature of the XLOOKUP function i...	Yes	knowledge
	Multiple choice	Lookup	What is a limitation of the VLOOKUP function in...	Yes	knowledge
	Multiple choice	Lookup	You have a sales data spreadsheet with 'Order I...	Yes	knowledge
	Multiple choice	Lookup	You're managing an inventory database contain...	Yes	application
	Multiple choice	Lookup	You're managing a customer database containi...	Yes	application
	Multiple choice	DataCleaning	What does autofitting rows and columns in Exc...	Yes	knowledge
	Multiple choice	DataCleaning	What is the primary function of the 'Find and Re...	Yes	knowledge
	Multiple choice	DataCleaning	What do the LOWER and UPPER functions in Ex...	Yes	knowledge
	Multiple choice	DataCleaning	What is the main purpose of the 'Text to Colum...	Yes	knowledge
	Multiple choice	DataCleaning	Which combination of Excel functions or featur...	Yes	knowledge
	Multiple choice	DataCleaning	You have a dataset containing sales figures for ...	Yes	knowledge
	Multiple choice	DataCleaning	You have a dataset containing customer inform...	Yes	knowledge
	Multiple choice	PivotTables	What is the primary function of a pivot table in ...	Yes	knowledge
	Multiple choice	PivotTables	What does applying a filter to a pivot table in Ex...	Yes	knowledge
	Multiple choice	PivotTables	What does a timeline do in a pivot table in Excel?	Yes	knowledge
	Multiple choice	PivotTables	What is the primary purpose of creating a slicer...	Yes	knowledge
	Multiple choice	PivotTables	You are tasked with analyzing sales data for a c...	Yes	application
	Multiple choice	PivotTables	You have a sales dataset containing columns fo...	Yes	application

21 Items



You

I have an excel sheet with 8 columns of data: Order number, Date, Customer, Accountmanager, Region, Product, Price per piece, Amount, Revenue. Can you come up with an exercise we can do on this data for checking if a participant knows how to perform a VLOOKUP, XLOOKUP, FILTER, and SUM. Create 3 different exercises.



ChatGPT

Absolutely! Here are three exercises based on your dataset that involve using VLOOKUP, XLOOKUP, FILTER, and SUM functions:

Exercise 1: VLOOKUP

Scenario: You have a separate sheet named "CustomerDetails" that contains customer information, including their names and contact details. Your task is to populate the "Customer" column in your main dataset with the respective customer's contact details (email or phone) from the "CustomerDetails" sheet.

Exercise 2: XLOOKUP

Scenario: You need to retrieve the "Price per piece" of a particular product from your dataset. A new column requires the prices for each product. Use XLOOKUP to search for the product name in the dataset and fetch the corresponding price per piece.

Exercise 3: FILTER and SUM

Scenario: You want to analyze the total revenue generated from sales in a specific region. Use FILTER to extract rows related to a chosen region from your dataset. Then, calculate the total revenue for that region using the SUM function.

These exercises can help participants practice using VLOOKUP, XLOOKUP, FILTER, and SUM functions on your dataset, covering various scenarios relevant to data lookup, retrieval, and analysis within Excel.



You

invent 13 mobile phone numbers and make sure I can copy and paste them in an excel workbook as individual rows



ChatGPT

Sure, here are 13 mobile phone numbers that you can copy and paste into an Excel workbook as individual rows:

Message ChatGPT...

AutoSave

Excel LOOKUP, Ex... • Saved to this PC

Search

FileHomeInsertDrawPage LayoutFormulasDataReviewViewAutomateDeveloperHelp

Paste

Clipboard

Calibri

12

A^A

A^A

B

I

U

U

VRAAG

→ Wie van jullie heeft ook al Chat GPT gebruikt voor iets gelijkaardigs?

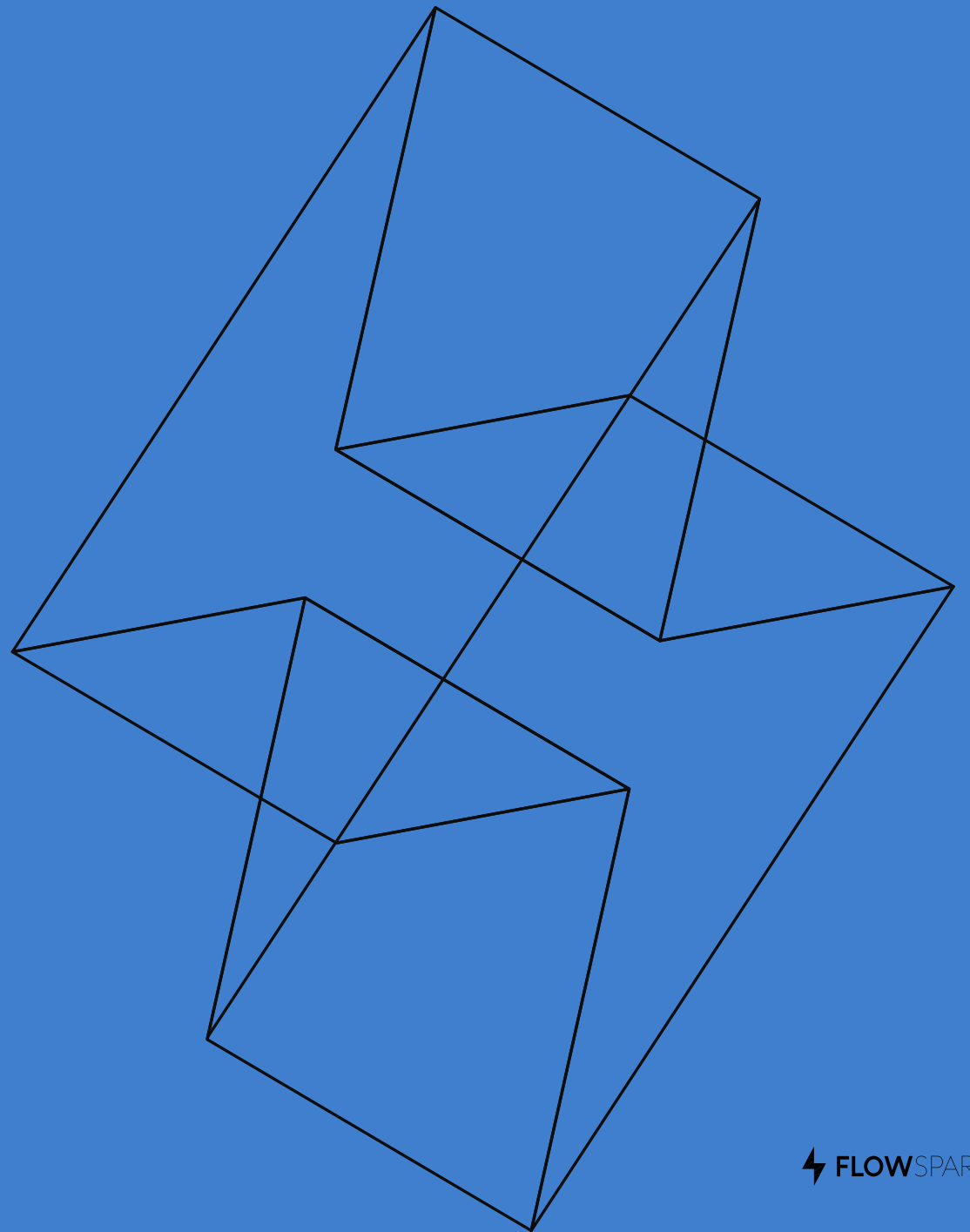


MIJN BEVINDINGEN

- ⚡ Veel **tijd** en **moeite** moeten stoppen in de prompts.
- ⚡ Al gaf me een **aanzet** en **inspiratie** om opleiding te verbeteren.
- ⚡ **Veel klikken** tussen vensters.
- ⚡ Tijd nodig: **4h30**



CASE: A.I. IN DE AUTHORING TOOL



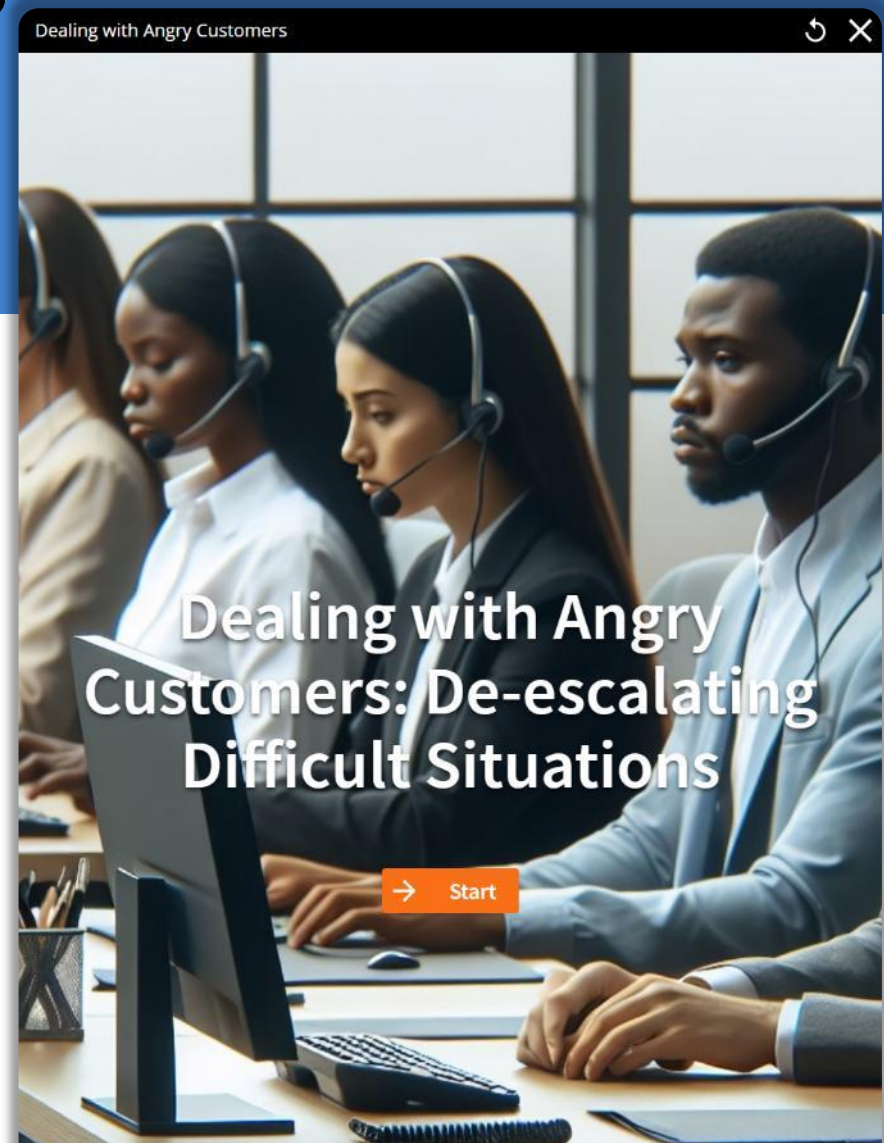
GEBRUIK VAN AI MODEL VANUIT **FLOWSPARKS**

⚡Opdracht

- **Meertalig** prototype gebruik makend van de **FLOWSPARKS co-author** op basis van aangeleved **bronmateriaal**.

⚡Aanpak

- Gekozen voor een activiteit dat gebruik maakt van **contextueel leren**.
- Co-author **wizard** ingevuld en aanzet laten **genereren**.





SANDBOX



Search

No data

Insert

Smart Programs:

- + Activity group
- + CROSSROADS
- + PROGRAMPAGE
- + THEMEPAGE

Learning Formats:

- + DECIDENOW
- + EXAMCARDS
- + FLASHCARDS
- + ONTHESPOT
- + QUICKSCAN
- + STORYWISE
- + THEBIGGERPICTURE

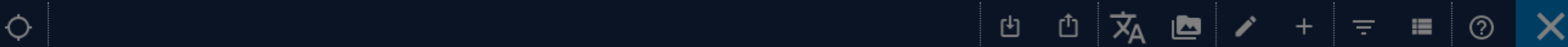
Smart Templates:

- + SMARTPAGES
- + SMARTTEST
- + SMARTMAGAZINE

Other:

- + Question pool

OK AI support Cancel



Insert

Smart Programs:

- + Activity group
- + CROSSROADS
- + PROGRAMPAGE
- + THEMEPAGE

Learning Formats:

- + DECIDENOW
- + EXAMCARDS
- + FLASHCARDS
- + ONTHESPOT
- + QUICKSCAN
- + STORYWISE
- + THEBIGGERPICTURE

Smart Templates:

- + SMARTPAGES
- + SMARTTEST
- + SMARTMAGAZINE

Other:

- + Question pool

OK

AI support

Cancel



AI support



Subject:

Example: how to serve a customer in our store, sustainability in our organisation, detecting and responding to potential bribery

Audience (optional):

Example: age 25-40, female, graduates, iPhone users

Tone of voice (optional):

Example: informal, humorous, motivating

Expertise of the assistant (optional):

Example: professional soccer player, influencer, president of the USA

Learning time (optional):

Example: 5 minutes

Output language:



Language
English (en)

Close



AI support

Subject:

Dealing with angry customers: de-escalating difficult situations

Audience (optional):

Customer support employees in a call center working for a retail store specialised in selling gardening equipment

Tone of voice (optional):

informal, concise

Expertise of the assistant (optional):

Senior customer support agent specialised in de-escalating conflicts

Learning time (optional):

Example: 5 minutes

Output language:



Language
English (en)

Next

Close



AI support

Summary (optional):

1. Stay calm
2. Allow your customers to be heard
3. Script your response
4. Offer options and solutions
5. Take ownership and follow up
6. Express gratitude for feedback



Learning objectives (optional):

Example: the participant needs to correctly identify a mandatory PPE from a list of examples, the participant needs to apply the principles of sustainability

Source material:

- ☒ De-Escalation Techniques for Customer Service.docx



Back

Next

Close



AI support

Additional instructions (optional):

Example: when creating questions always provide 4 possible responses, introduce the content with a funny anecdote

Facts

1

▼

Dilemmas

3

▼

☒ Generate images



Al support

Status Busy

Content:

Waiting

Close



AI support

Status Busy

Content:

- Activity: 1 (STORYWISE) Attempt: 1 - Run 'in_progress'

Close



AI support

Status Finished

Content:

+ Activity: 1 (STORYWISE) Success

Images:

Waiting: 0

Success: 9

Failed: 0

Back

Close









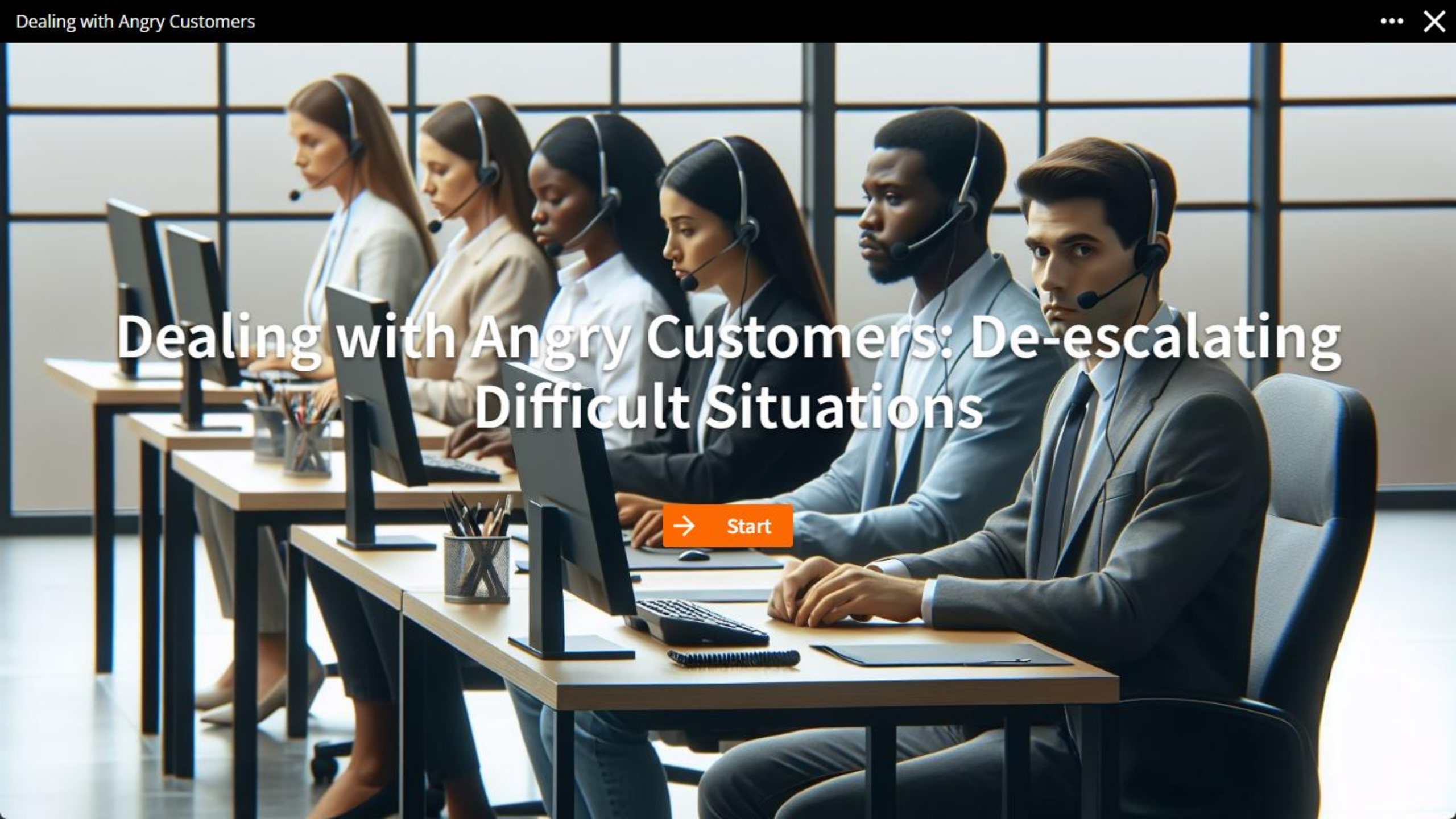
 **SANDBOX**

 Search





1 Item



Dealing with Angry Customers: De-escalating Difficult Situations

→ Start

Welcome to the Garden of Calm

Imagine yourself in a bustling call center for a renowned gardening equipment retailer. Amidst the fragrant scent of freshly cut grass and blooming flowers, your mission is to transform thorny customer encounters into blossoming relations. Dealing with angry customers is a challenge every call center employee faces, but with the right techniques, you can defuse the situation and even turn displeased callers into loyal customers. This journey will equip you with strategies to stay calm, listen actively, script responses, provide options, take ownership, and express gratitude. Welcome to your training on de-escalating difficult situations with grace and effectiveness.

[Next](#)

It's your intention to remain composed and solution-oriented throughout the conversation.

...maintain a calm and friendly tone, avoid getting defensive or taking the customer's frustration personally.

How can you best manage your emotional state when dealing with an irritated customer?

A

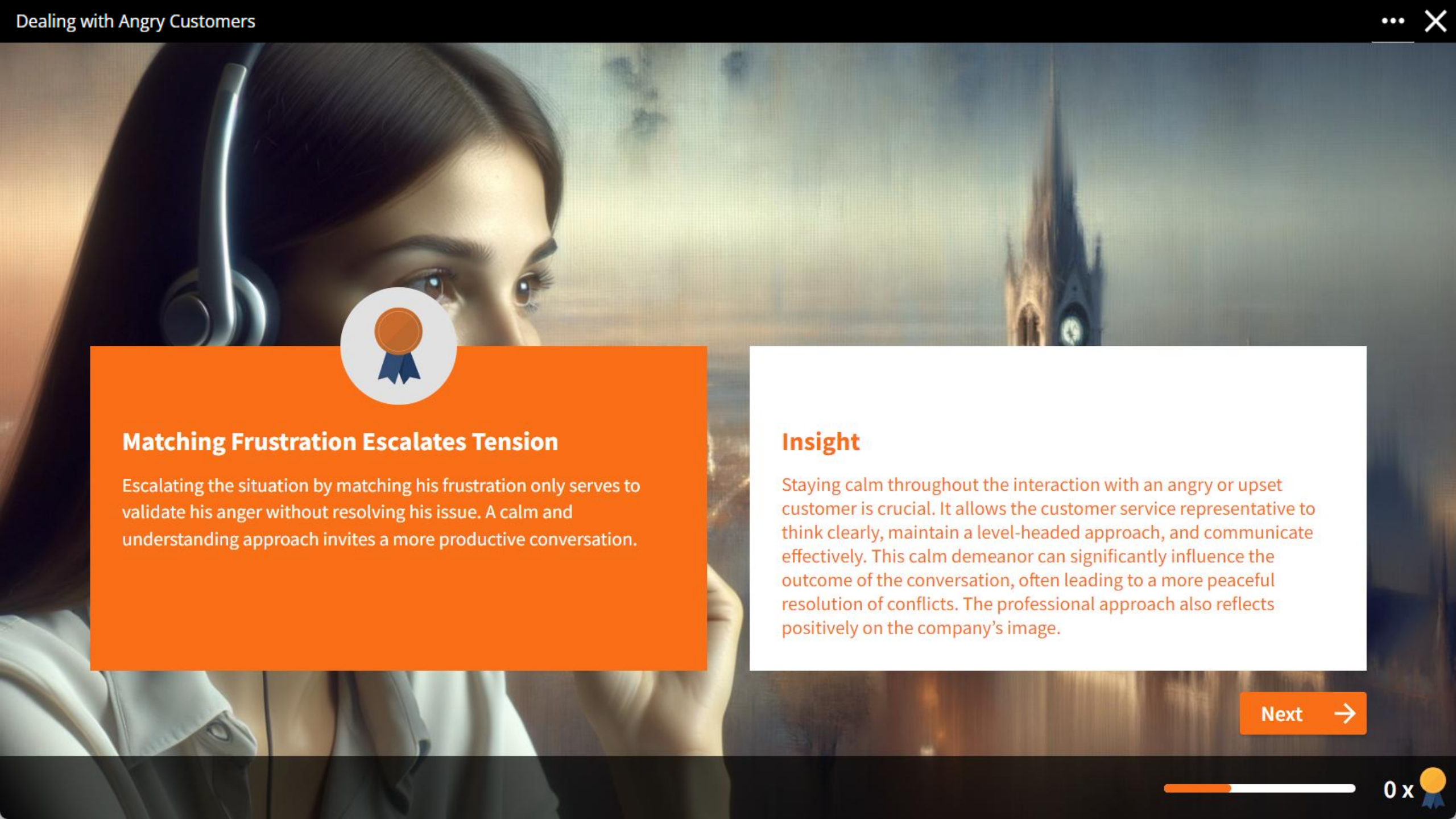
Immediately transfer Mr. Green to a manager without addressing his concerns.

B

Respond in a similarly frustrated tone, emphasizing the proper use of the lawnmower.

C

Maintain a calm and friendly tone, avoiding getting defensive.



Matching Frustration Escalates Tension

Escalating the situation by matching his frustration only serves to validate his anger without resolving his issue. A calm and understanding approach invites a more productive conversation.

Insight

Staying calm throughout the interaction with an angry or upset customer is crucial. It allows the customer service representative to think clearly, maintain a level-headed approach, and communicate effectively. This calm demeanor can significantly influence the outcome of the conversation, often leading to a more peaceful resolution of conflicts. The professional approach also reflects positively on the company's image.



✓ Saved

STORYWISE
Dealing with Angry Customers

Language English (en)



About Settings General Start page Facts Story Result page

Start page

Background image start page (1920x1080) (en)



AI_d4dbd226-b0b0-4fc1-8120-5ecc4a0e336f.jpg (268 kB)

Upload Other source

Title start page (en)

Dealing with Angry Customers: De-escalating Difficult Situations

Subtitle start page



✓ Saved

STORYWISE
Dealing with Angry Customers



Language
English (en) ▼



About Settings General Start page Facts Story Result page

Story

Dilemmas

Keeping Your Cool ...

Hearing Them Out ...

Valuing Feedback ...

Add



Dilemma

Background image dilemma (2304x1080) (en)



Situation_Image_8d0019ed-503c-4523-a0dc-162603b0b3a5.jpg (246 kB)



Upload



Other source

Title dilemma (en)

Keeping Your Cool

Description dilemma (en)

You're on the phone with Mr. Green, who is furious about a defective lawnmower he just purchased. He begins to raise his voice about how the inconvenience has disrupted his weekend plans. It's difficult, but essential, to not take his anger personally and remain calm.

Intention

Story

Dilemmas

Keeping Your Cool



Hearing Them Out



Valuing Feedback

Add new item

Add new item (AI support)

Add



Dilemma

Background image dilemma (2304x1080) (en)



Situation_Image_8d0019ed-503c-4523-a0dc-162603b0b3a5.jpg (246 kB)



Upload



Other source

Title dilemma (en)

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Intention



AI support

Subject:

Example: how to serve a customer in our store, sustainability in our organisation, detecting and responding to potential bribery

Audience (optional):

Customer support employees in a call center working for a retail store specialised in selling gardening equipment

Tone of voice (optional):

informal, concise

Expertise of the assistant (optional):

Senior customer support agent specialised in de-escalating conflicts

Output language:



Language
English (en)

Close



AI support

Subject:

The customer is calling for an elderly family member

Audience (optional):

Customer support employees in a call center working for a retail store specialised in selling gardening equipment

Tone of voice (optional):

informal, concise

Expertise of the assistant (optional):

Senior customer support agent specialised in de-escalating conflicts

Output language:



Language
English (en)

Next

Close



✓ Saved

STORYWISE
Dealing with Angry Customers

Language English (en)



About Settings General Start page Facts Story Result page

Story

Dilemmas

Keeping Your Cool ...

Hearing Them Out ...

Valuing Feedback ...

Handling Calls for Elderly Fami... ...

Add

Dilemma

Background image dilemma (2304x1080) (en)



AI_d40c5d4b-460e-41ef-bc3c-aec2a8e5ab41.jpg (457 kB)

Upload Other source

Title dilemma (en)

Handling Calls for Elderly Family Members

Description dilemma (en)

Jane, a customer support representative, received a call on a slow Tuesday afternoon. Mark, calling on behalf of his elderly mother Laura, was frustrated with a gardening kit Laura found too complex to use. Jane recognized this situation as an opportunity to apply her de-escalation training tailored for dealing with elderly customers or their family members.

Intention

Story

Dilemmas

Keeping Your Cool ...

Hearing Them Out ...

Valuing Feedback ...

Handling Calls for Elderly Fami... ...

Add



Introduction story

Background image introduction (1920x1080) (en)



Introduction_Image_c51cd9a0-4b90-476f-8e3c-76521d0bf90a.jpg (638 kB)



Upload



Other source

Title introduction (en)

Welcome to the Garden of Calm

Text introduction (en)



Default



Imagine yourself in a bustling call centre for a renowned gardening equipment retailer. Amidst the fragrant scent of freshly cut grass and blooming flowers, your mission is to transform thorny customer encounters into blossoming relations. Dealing with angry customers is a challenge every call centre employee faces, but with the right techniques, you can defuse the situation and even turn displeased callers into loyal customers. This journey will equip you with strategies to stay calm, listen actively, script responses, provide options, take ownership, and express gratitude. Welcome to your training on de-escalating difficult situations with grace and effectiveness.



Video introduction



Save

STORYWISE
Dealing with Angry Customers



Language
English (en)



AI support

Current text:

Imagine yourself in a bustling call centre for a renowned gardening equipment retailer. Amidst the fragrant scent of freshly cut grass and blooming flowers, your mission is to transform thorny customer encounters into blossoming relations. Dealing with angry customers is a challenge every call centre employee faces, but with the right techniques, you can defuse the situation and even turn displeased callers into loyal customers. This journey will equip you with strategies to stay calm, listen actively, script responses, provide options, take ownership, and express gratitude. Welcome to your training on de-escalating difficult situations with grace and effectiveness.

Manipulations:

Summarise

Create bullet points

Make it simple and improve clarity

Make more concise

Remove redundancy

Rewrite in an active voice

Improve sentence variety

Improve readability

Use input to write a real-world example

☐ Give additional instructions

Generate text

Add to current text

Replace current text

Cancel



Save

STORYWISE

ge

h (en)



Current text:

Imagine yourself in a bustling call centre for a renowned gardening equipment retailer. Amidst the fragrant scent of freshly cut grass and blooming flowers, your mission is to transform thorny customer encounters into blossoming relations. Dealing with angry customers is a challenge every call centre employee faces, but with the right techniques, you can defuse the situation and even turn displeased callers into loyal customers. This journey will equip you with strategies to stay calm, listen actively, script responses, provide options, take ownership, and express gratitude. Welcome to your training on de-escalating difficult situations with grace and effectiveness.

Manipulations:

Summarise

Create bullet points

Make it simple and improve clarity

Make more concise

Remove redundancy

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Improve sentence variety

Improve readability

Use input to write a real-world example

☒ Give additional instructions

Make this text ...

Add a statistic showing the importance of good customer success and add the source for the statistic.

Generate text

Add to current text

Replace current text

Cancel

centre employee faces, but with the right techniques, you can deruse the situation and even turn displeased callers into loyal customers. This journey will equip you with strategies to stay calm, listen actively, script responses, provide options, take ownership, and express gratitude. Welcome to your training on de-escalating difficult situations with grace and effectiveness.

Manipulations:

- Summarise
- Create bullet points
- Make it simple and improve clarity
- Make more concise**
- Remove redundancy
- Rewrite in an active voice
- Improve sentence variety
- Improve readability
- Use input to write a real-world example

☒ Give additional instructions

Make this text ...

Add a statistic showing the importance of good customer success and add the source for the statistic.

Generate text

New text:

Welcome to your training on handling difficult call centre situations for a garden equipment retailer effectively. Learn key strategies such as staying calm, active listening, scripting responses, providing options, taking ownership, and expressing gratitude to transform customer complaints into satisfaction. A study by American Express found that 33% of Americans would consider switching companies after just a single instance of poor service, highlighting the importance of good customer success strategies. (Source: American Express)

Add to current text Replace current text Cancel









 **SANDBOX**

 Search





1 Item

✓ Saved

Language options



Translation by online service

Choose your translation service:

DeepL ▼

Select the source language:

 English (en)

Cost: 6892 characters x 1 languages x € 0.00002 = € 0.14

Select the target languages:

☐ Name

☒  Nederlands

☐  Norsk

☐  Polski

☐  Português

☐  Português brasil...

☐  Româna

45 Items

Translate automatically

Cancel

Omgaan met boze klanten: Moeilijke situaties de-escaleren

→ Start

Welkom in de Tuin der Kalmte

Welkom bij uw training om effectief om te gaan met moeilijke callcentersituaties voor een detailhandelaar in tuinbenodigdheden. Leer belangrijke strategieën zoals kalm blijven, actief luisteren, antwoorden op papier zetten, opties bieden, verantwoordelijkheid nemen en dankbaarheid uiten om klachten van klanten om te zetten in tevredenheid. Uit een onderzoek van American Express bleek dat 33% van de Amerikanen zou overwegen van bedrijf te veranderen na slechts één geval van slechte service, wat het belang van goede strategieën voor succes bij de klant benadrukt. (Bron: American Express)

Volgende →

Het is jouw bedoeling om tijdens het gesprek kalm en oplossingsgericht te blijven.

...blijf kalm en vriendelijk, voorkom dat je defensief wordt of de frustratie van de klant persoonlijk opvat.

Hoe kun je het beste je emotionele toestand beheersen wanneer je te maken hebt met een geïrriteerde klant?

A

Een kalme en vriendelijke toon aanhouden en niet defensief worden.

B

Reageer op een vergelijkbare gefrustreerde toon en benadruk het juiste gebruik van de grasmaaier.

C

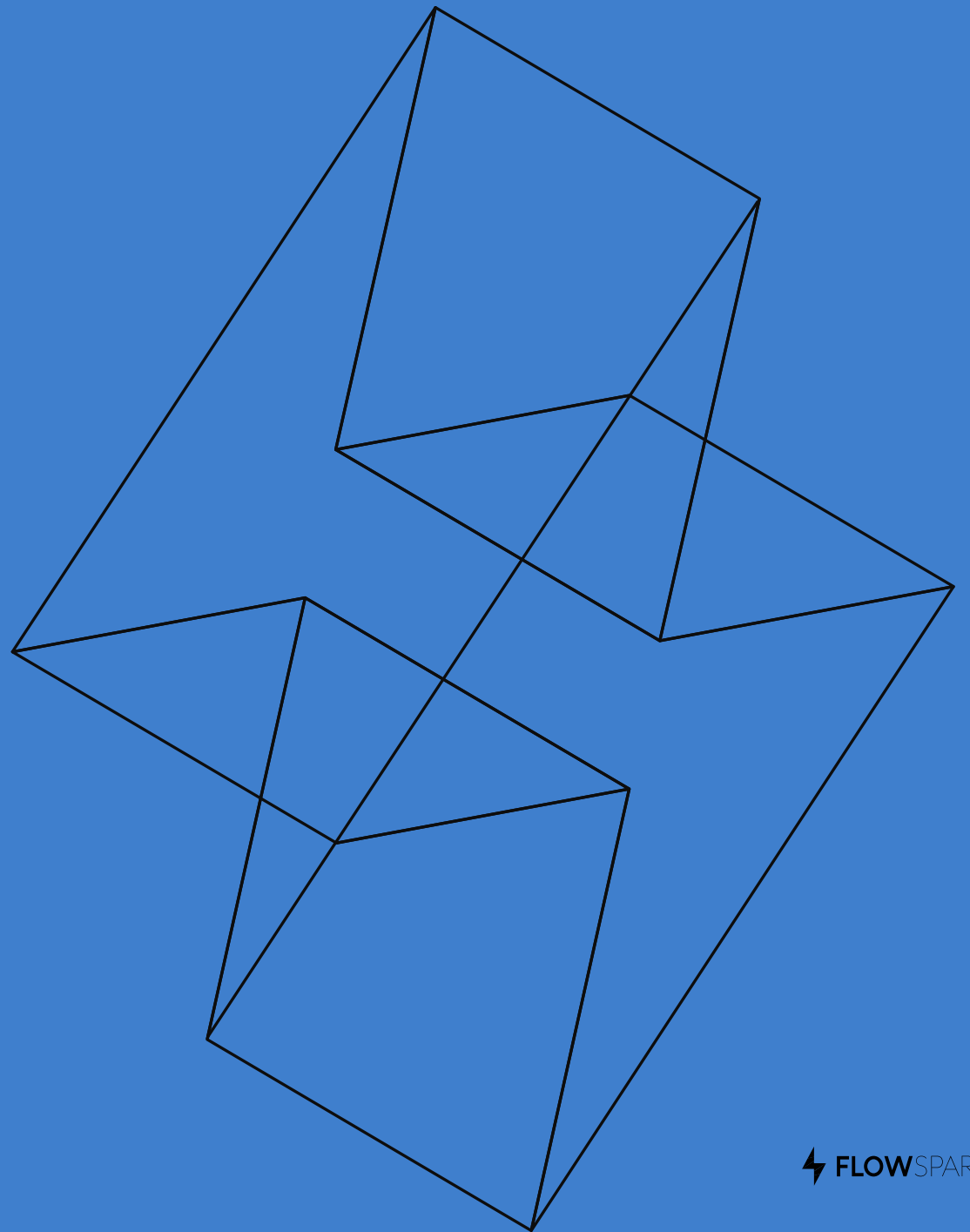
Verbind Mr. Green onmiddellijk door met een manager zonder op zijn zorgen in te gaan.

MIJN BEVINDINGEN

- ⚡ **Tijd bespaard**, A.I. deed de analyse en genereren van afbeeldingen. **Focus** kon liggen op de aanpak.
- ⚡ **Minder klikken** gezien ik in de applicatie bleef.
- ⚡ Geen toegeving op **kwaliteit** of **creativiteit** want A.I. krijgt instructies over de aanwezige onderwijskundige principes.
- ⚡ Tijd nodig: **1h30**, waaronder aanpassingen en vertalingen.

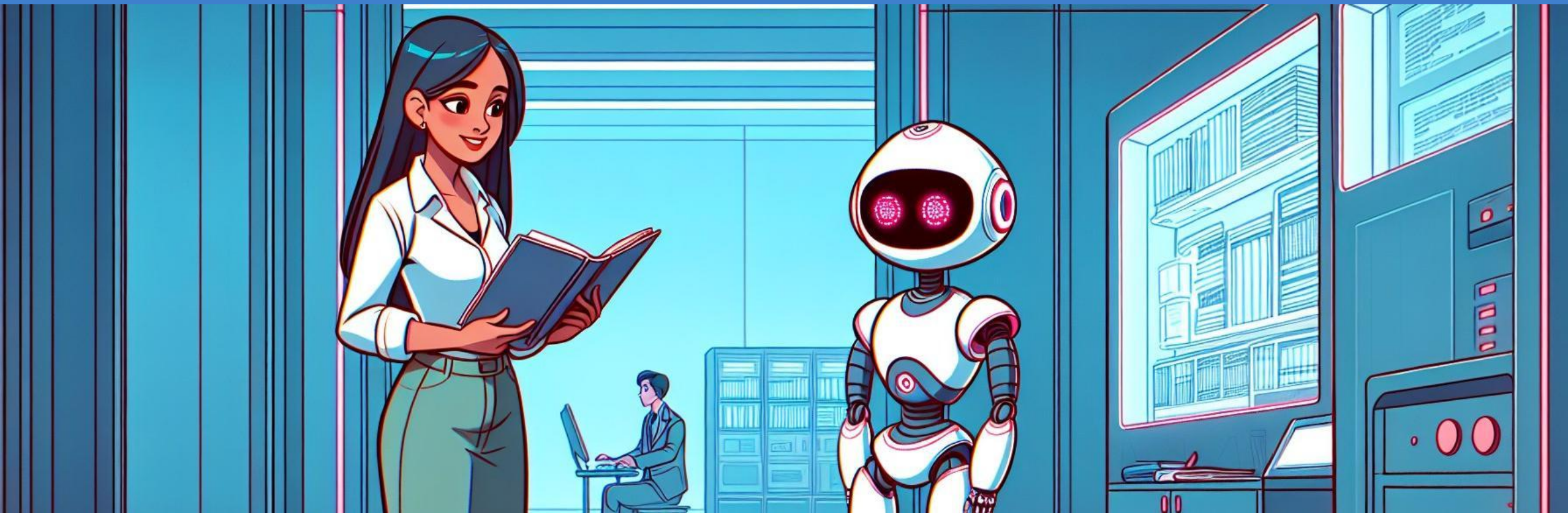


HOE GOED IS A.I. ALS NIEUWE COLLEGA?



STRAFFE COLLEGA...

→ ... maar wel eentje met een 'handleiding'



ERVARINGEN VAN FLOWSPARKS GEBRUIKERS



Ashley Wieferink
International L&D Specialist
@Bechtle



FLOWSPARKS co-author saves me so much time. Before I would look up the information on the internet or books to create new e-learning content. Now, I can simply put in the learning goals in our SMART templates and the AI just takes the information from the internet and creates the e-learning for me.



Beluister de podcast van
HR Magazine waar
Ashley meer vertelt
over haar ervaringen.

ERVARINGEN VAN FLOWSPARKS GEBRUIKERS



Evelien Taillieu
Learning & Development Officer
@CRAS Woodgroup



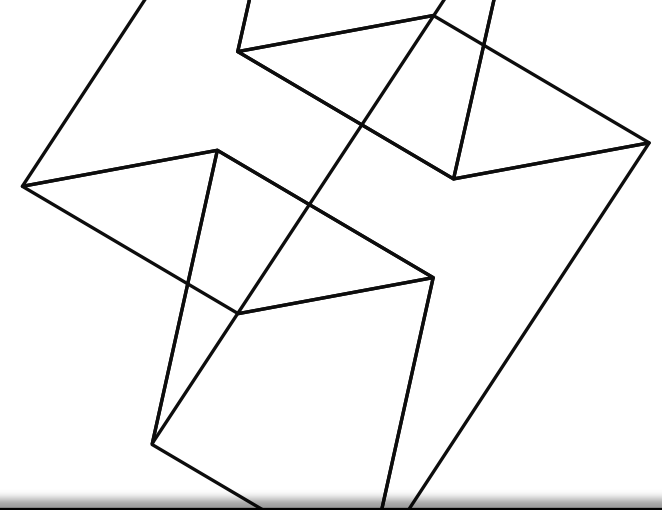
- Voed het enkel bronmateriaal dat kort, helder en volledig is.
- Geef het voldoende mee waar je aan denkt, de A.I. kan geen gedachten lezen en kan geen aannames maken.
- Gebruik het eerst voor inspiratie, nadien om activiteit per activiteit te genereren.



Herbekijk de webinar en zie hoe
CRAS Woodgroup
A.I. gebruikt om hun µproduct
training uit te werken op
 www.flowsparks.com

ONZE EIGEN ERVARINGEN

→ A.I. versus géén A.I.



Emotional Intelligence at Dunder Mifflin: A Guide to Self and Team Enhancement (V2)

Emotional Intelligence: Elevating the Workplace

Hello, Dunder Mifflin fans! Heard of "emotional intelligence" and wondered its importance? It's more than jargon; it's crucial.

Whether navigating office dynamics or preventing Bob in accounting from swiping your stapler, EI is your toolkit. It helps manage emotions better than Pam during Dwight's beet stories, enhancing communication and teamwork. 🤖

Our program offers insights into EI, the office comfort you need. Get practical tips to enliven workdays—beyond pranks. Even Jim might embrace EI! Boost your EI and enjoy the office more.

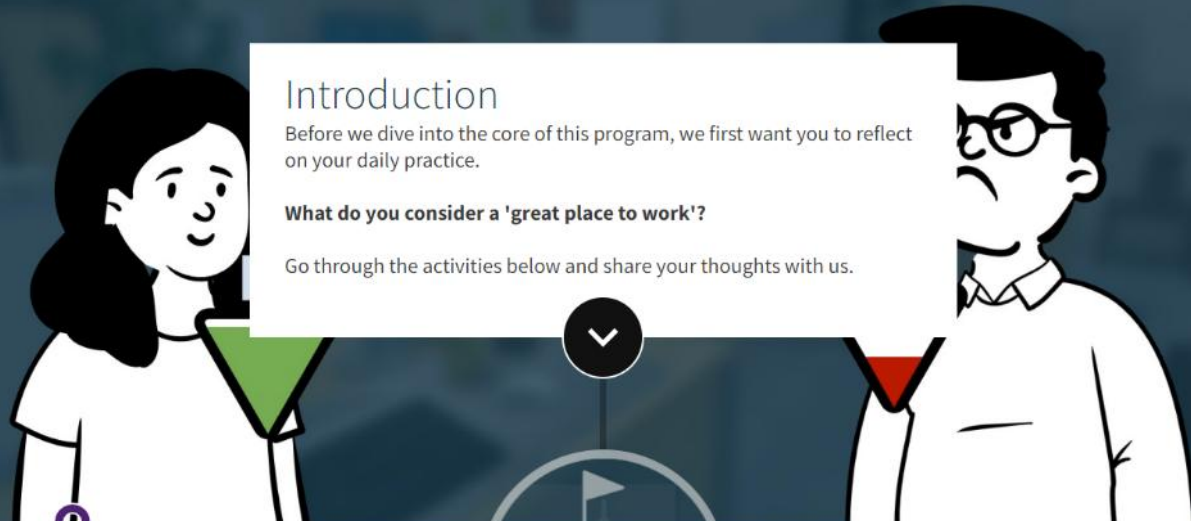
Content	Duration	Progress
5 activities	20 min	Not started

Let's go!

Emotional intelligence training V2

Emotional Intelligence at the workplace





Introduction

Before we dive into the core of this program, we first want you to reflect on your daily practice.

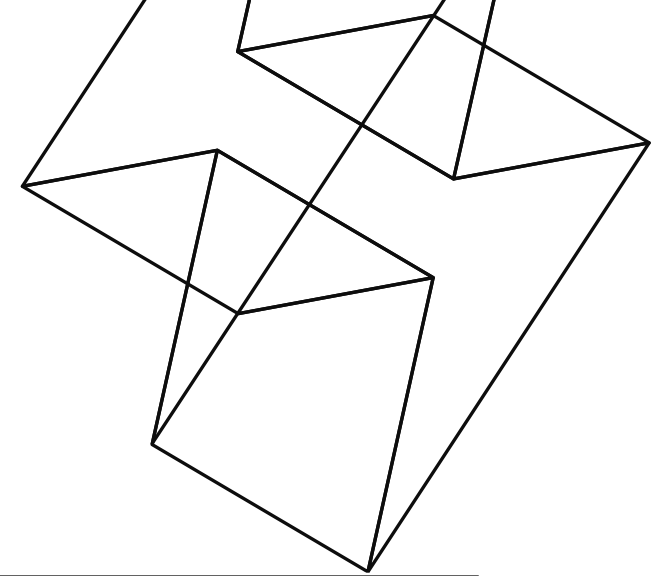
What do you consider a 'great place to work'?

Go through the activities below and share your thoughts with us.



ONZE EIGEN ERVARINGEN

→ Eerste resultaten: Tijd gespendeerd



	Geen A.I. 13 jaar ervaring	Mét A.I. 8 maand ervaring
1e versie	12h	6,5h
Finale versie na feedback (gelijkaardig)	6h	1,5h
	18h	8h

ONZE EIGEN ERVARINGEN

→ Eerste resultaten: kwaliteit van het resultaat

	Geen A.I. 13 jaar ervaring	Mét A.I. 8 maand ervaring
Rekening houden met de doelgroep	4,5	4,5
Rekening houden met de leerdoelen	4	4
Visueel motiverend	4,5	4,5
Toepasbaarheid in de praktijk	4	4
Interactiviteit	4,5	5
Motiverend aspect	4	4
Impact op lange termijn	3,5	4

29

30

INZICHTEN

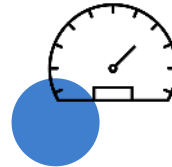
→ Schakel de hulp in van A.I., maar verwacht geen mirakels



A.I. zal je een **aanzet** geven die je nadien kan aanpassen.



Grootste toegevoegde waarde is **creativiteit**.



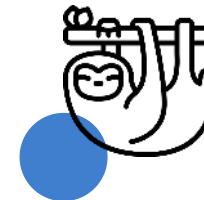
Enorme **snelheid**, zeker in het bedenken van inhoud in context.



Hoe **kleiner de opdracht**, hoe beter de resultaten.

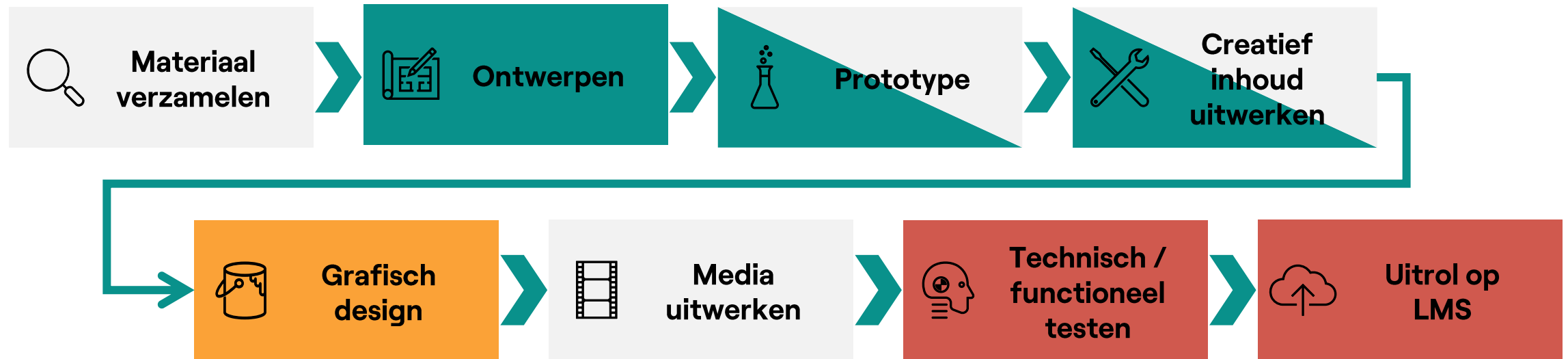
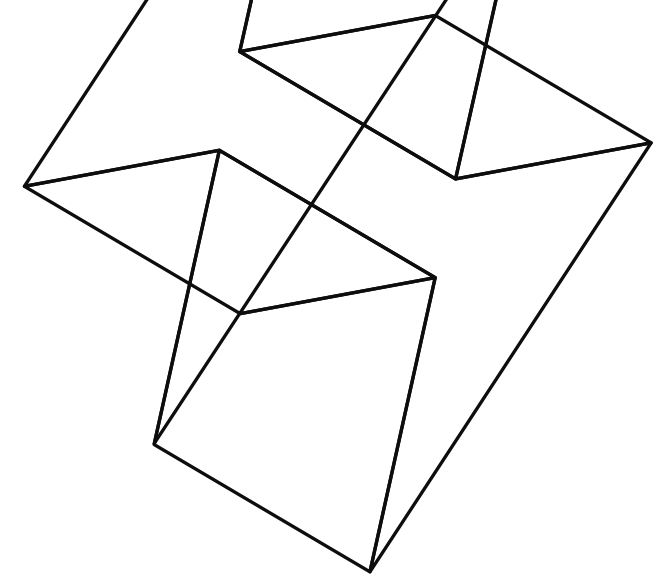


Hoe **kwalitatiever de input**, hoe beter de resultaten.

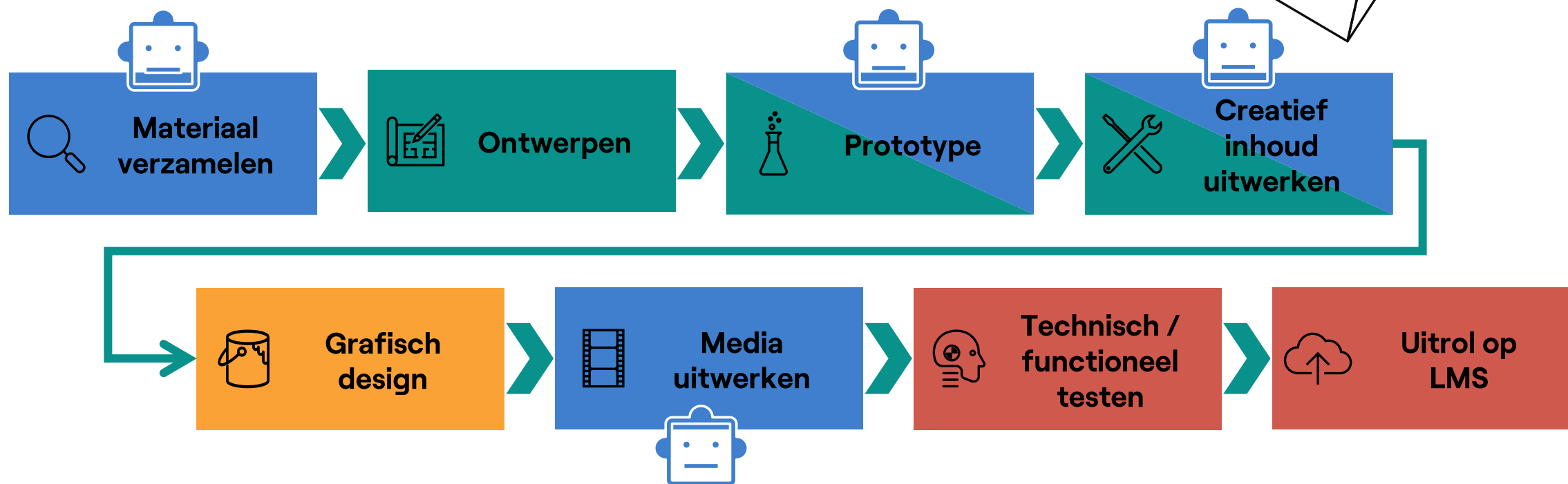
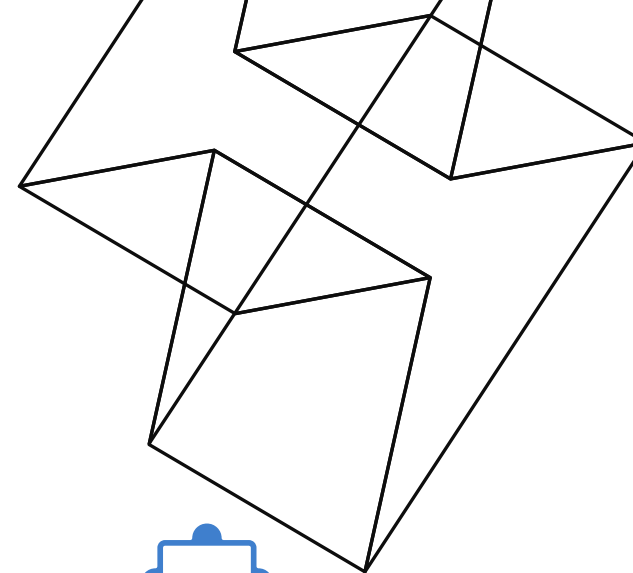


Aanvaard dat A.I. **lui** is.

A.I. PAST PERFECT IN JE PLAN VAN AANPAK



A.I. PAST PERFECT IN JE PLAN VAN AANPAK



DATA VEILIGHEID

GEBRUIK A.I. NIET ZONDER EVEN NA TE DENKEN

FLOWSPARKS laat organisaties toe om hun **eigen Open AI API / Azure Open AI keys** toe te voegen zodat alle data verwerkt wordt volgens de afspraken die de organisatie **rechtstreeks** heeft met deze aanbieders.



Bartłomiej Polakowski • Following

Learning Technologies Expert/ E-learning speaker and consultant/ Amazon
2w •

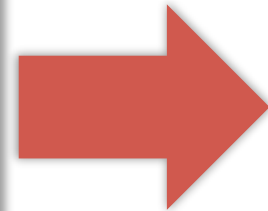
With all the buzz around Articulate's new AI Assistant, instructional designers are practically doing cartwheels to try it out.

Who wouldn't want an #AI sidekick to help create killer courses? But before we throw caution to the wind and upload everything from our company's deepest secrets to last week's lunch menu, let's hit pause for a sec.

It's all fun and games until someone breaches the database! That's why doing proper info and data security assessments is like wearing a helmet before riding the AI rollercoaster.

And while Articulate's AI Assistant is an exciting new tool, it's important to remember this is a completely different use case and data processing model than we're used to. Just because it's from Articulate doesn't mean it's the same cozy platform we've been using for years. We're talking about AI—whole new ballgame, folks! So let's make sure our shiny new AI toys don't accidentally leak any sensitive info.

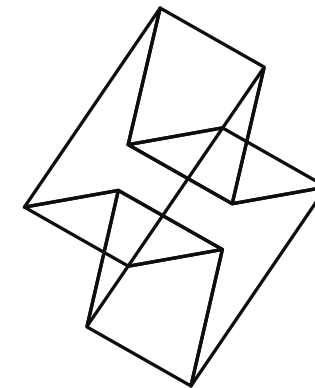
#edtech #elearning



 **Microsoft
Azure**

 **OpenAI**

- ⚡ Jullie ervaringen?
- ⚡ Aanvullingen?
- ⚡ Vragen?



LET'S TALK!

Christophe Jacobs

Chief Customer Success Officer

+32 470 95 97 03

christophe.jacobs@flowsparks.com