

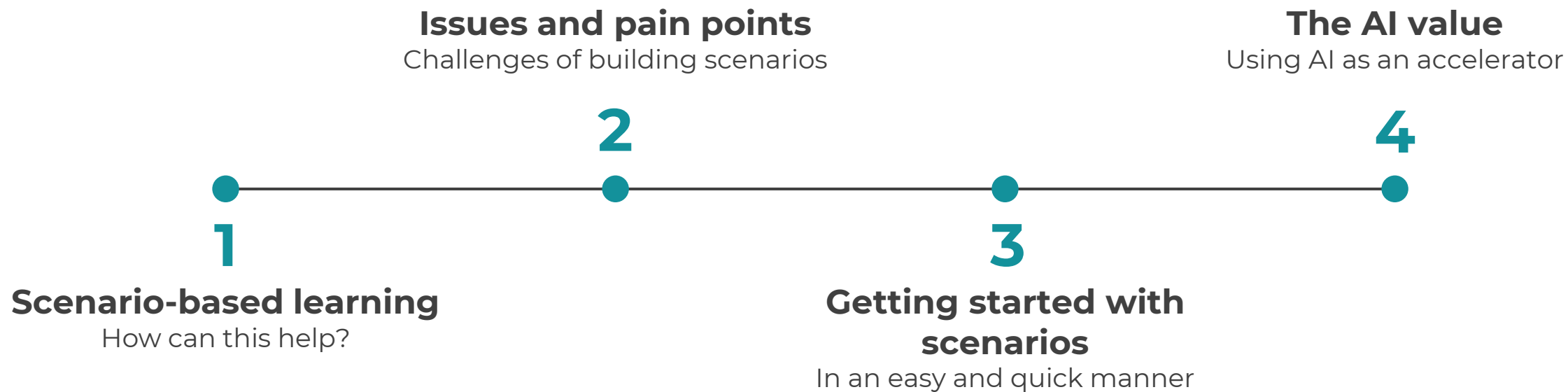
Maak digitaal **simulatieleren toegankelijk** en **impactvol** met 3D en AI

Proeverijen Festival
25 januari 2024



Arnaud Adam
Co-founder

Telling ain't training



1

Scenario-based learning

How can this help?



Scenario-based learning

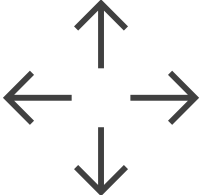
Simulations

Role-play

Scenario-based learning

Role-play

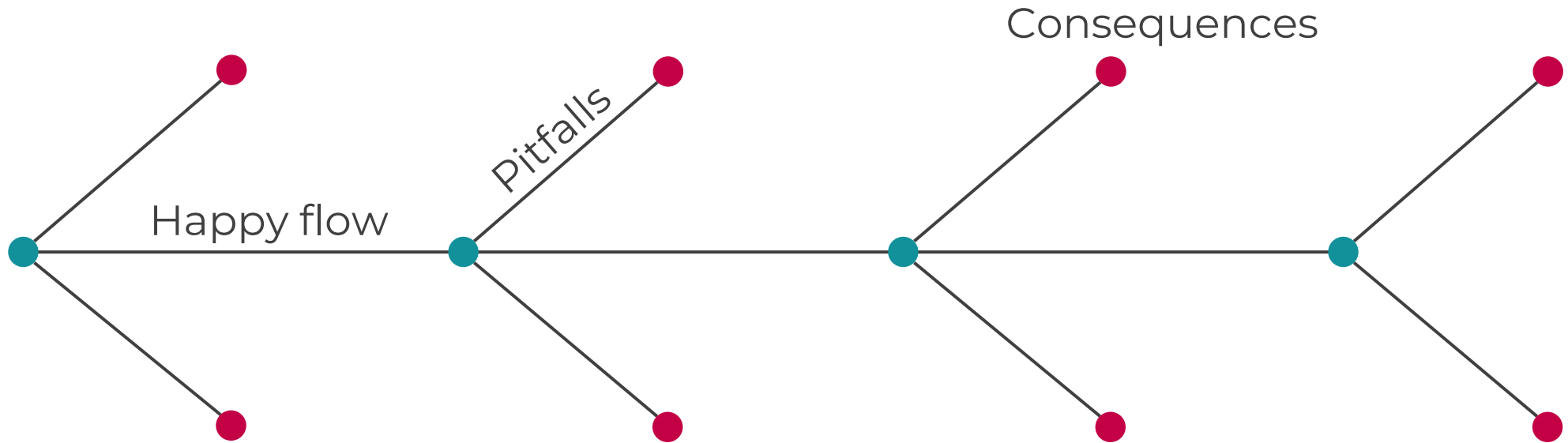
Simulations

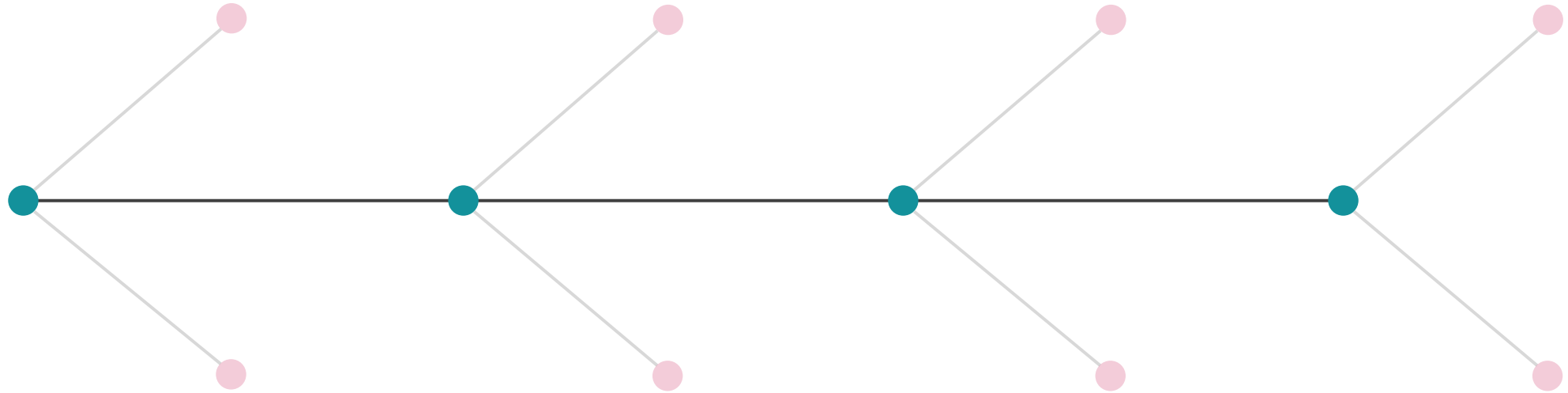
 **Active** learning

Witnessing
consequences

Boosting
engagement

Anatomy of a Learning scenario





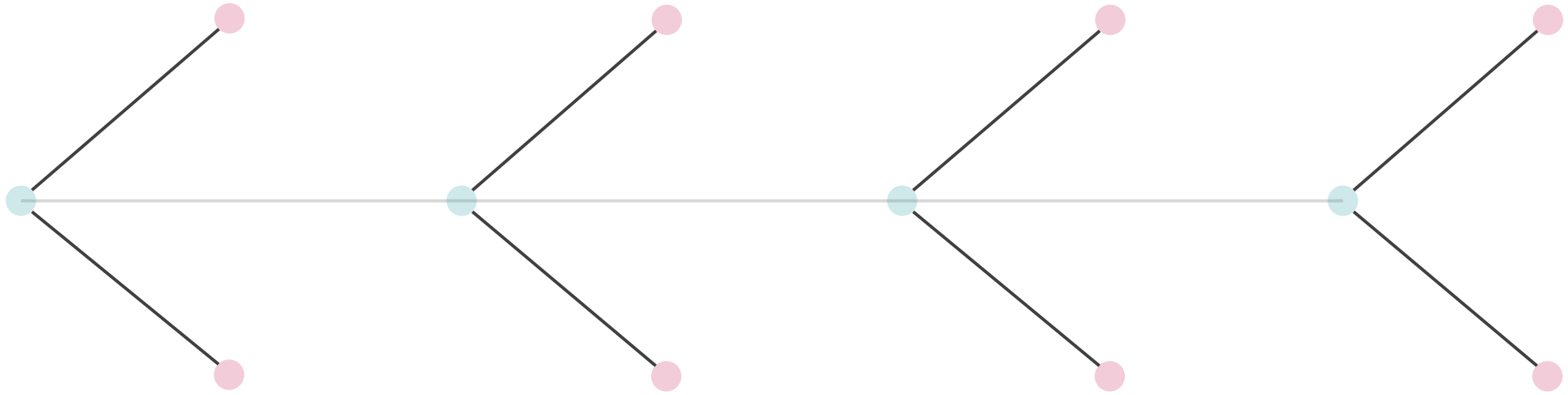
Example

Happy flow

Inquire about the customer's requirements in an empathic and patient way

Pitfalls

Consequences



Example

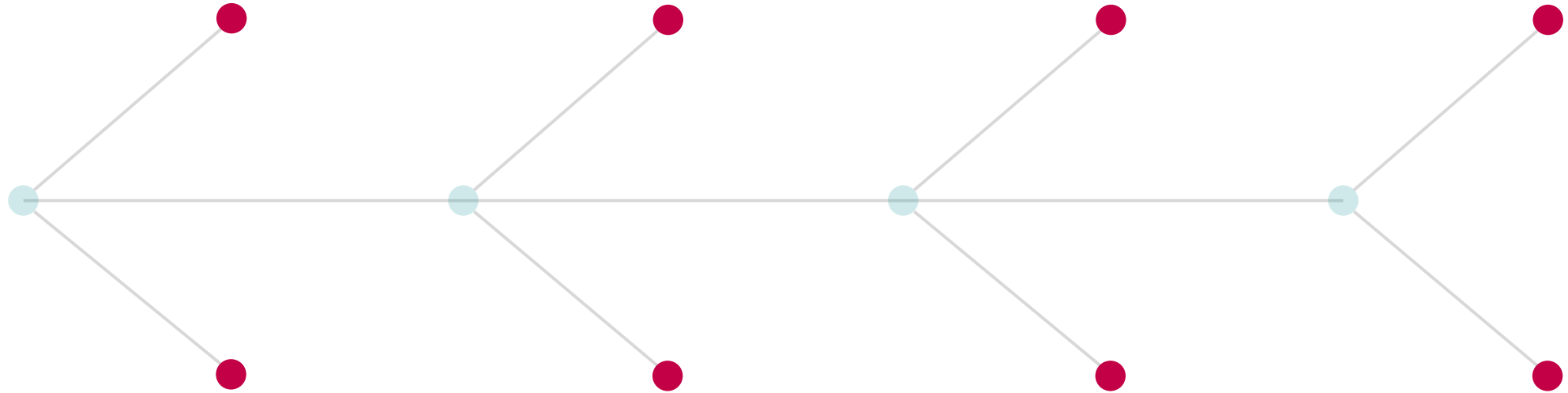
Happy flow

Inquire about the customer's requirements in an empathic and patient way

Pitfalls

Show signs of impatience at the customer's lack of clear directions

Consequences



Example

Happy flow

Inquire about the customer's requirements in an empathic and patient way

Pitfalls

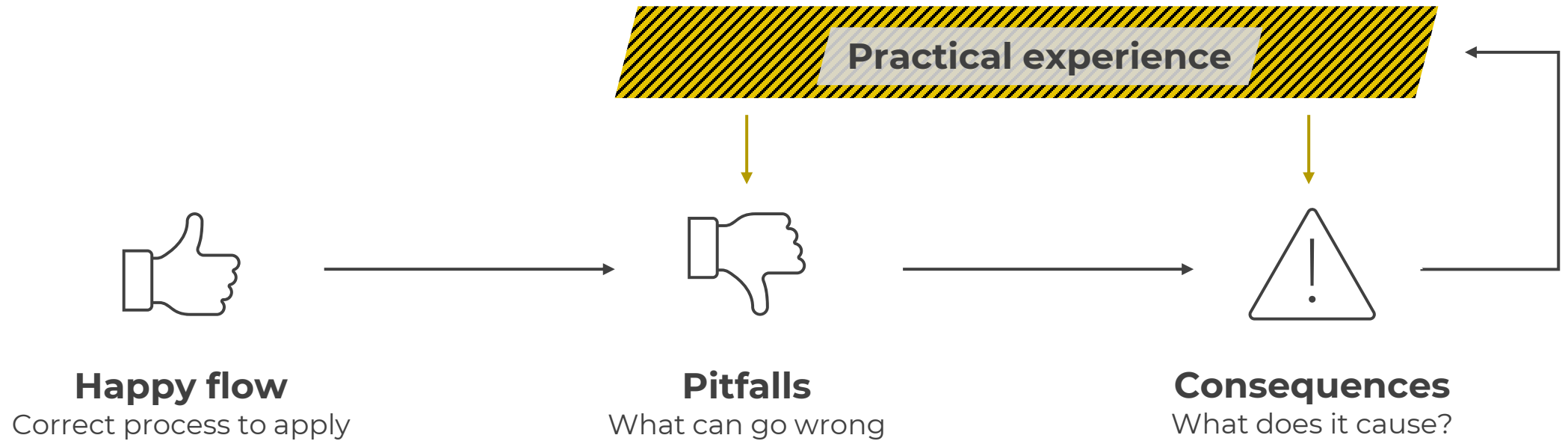
Show signs of impatience at the customer's lack of clear directions

Consequences

The customer feels pushed and disengages

Simulations do not
have to be complex

Simulations do **not** have to be **complex**

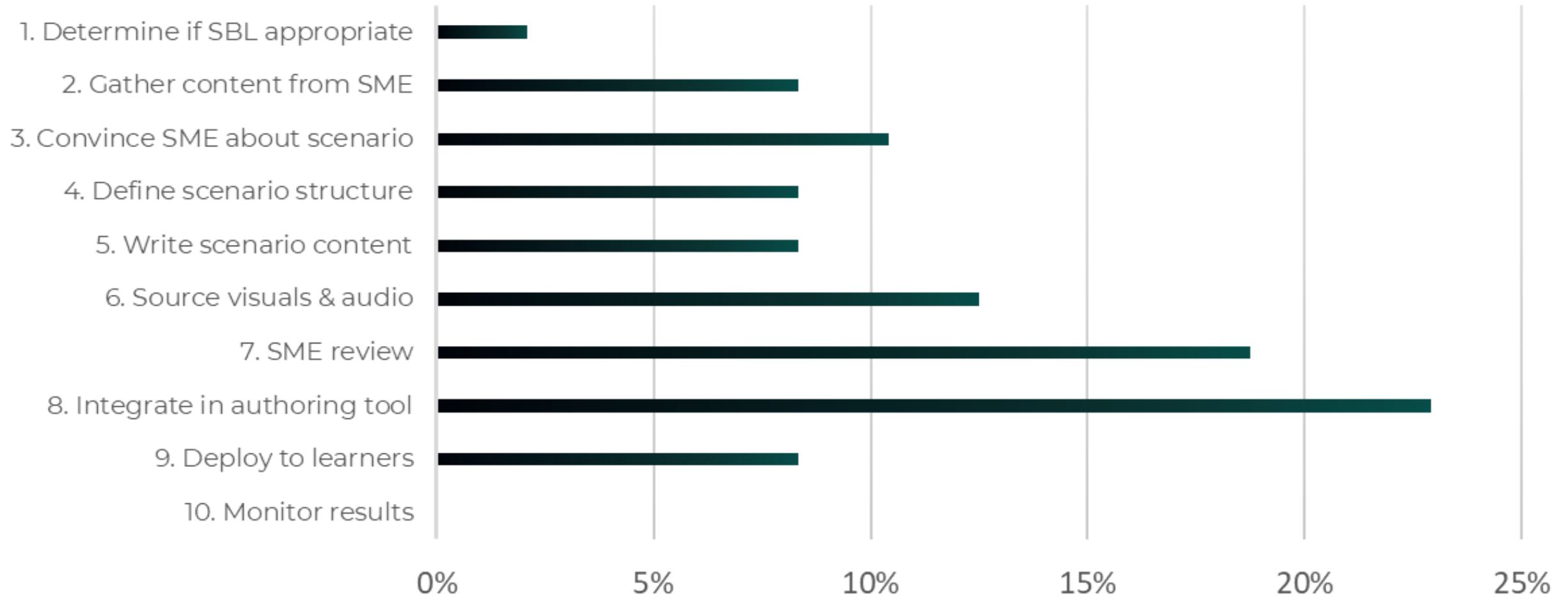


2

Issues and pain points

Challenges of building scenarios

PAIN POINTS IN THE SCENARIO CREATION PROCESS

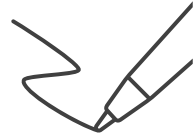


Study conducted by Synquest through interviews with 71 instructional designers in Europe and NA, in Oct and Nov 2023.
This graph illustrates the relative distribution of all the pain points mentioned, per step in the creation process.



Determine that SBL is appropriate

Generally a no brainer!



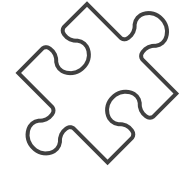
Write and structure a scenario

Feeling overwhelming and too complex



Manage the SME and review

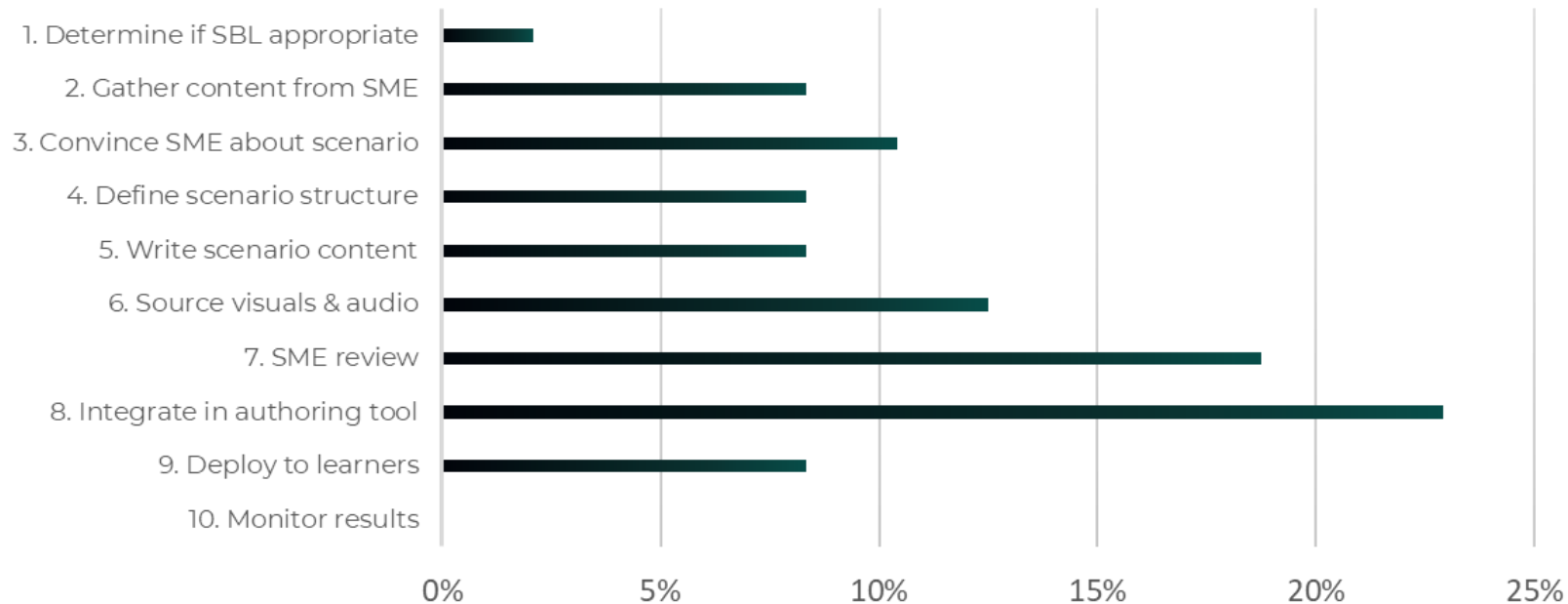
Lacking a review approach that is tailored to branching scenarios



Build using an authoring tool

Convolved and complicated process, manually defining steps and triggers

PAIN POINTS IN THE SCENARIO CREATION PROCESS



Study conducted by Synquest through interviews with 71 instructional designers in Europe and NA, in Oct and Nov 2023.
This graph illustrates the relative distribution of all the pain points mentioned, per step in the creation process.

3

Getting started with scenarios

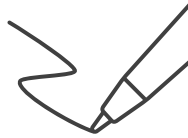
In an easy and quick manner

SceneHero

Making simulation-based learning **accessible**.

SceneHero

A visual interface empowering instructional designers to easily create scenarios & simulations using life-like 3D characters.



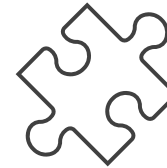
Write and **structure** a scenario

Feeling overwhelming and too complex



Manage the **SME** and **review**

Lacking a review approach that is tailored to branching scenarios

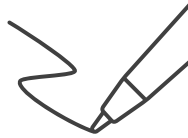


Build using an authoring tool

Convoluted and complicated process, manually defining steps and triggers

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Write and **structure** a scenario

Feeling overwhelming and too complex

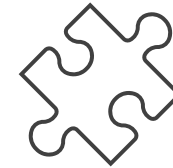
Structure complex scenarios easily with the visual interface and the AI assistant



Manage the **SME** and **review**

Lacking a review approach that is tailored to branching scenarios

Let the shareholders browse through the scenario and comment in preview mode or via the visual interface



Build using an authoring tool

Convoluted and complicated process, manually defining steps and triggers

Automatically generate the output as ready-to-go and SCORM compatible, including voice over.



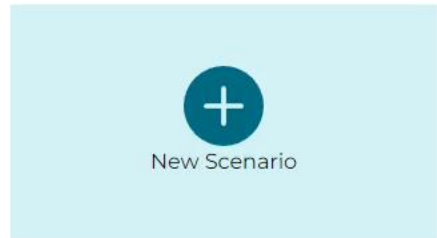
Welcome, Arnaud

Arnaud Adam

Your scenarios

NEW SCENARIO

Scenarios



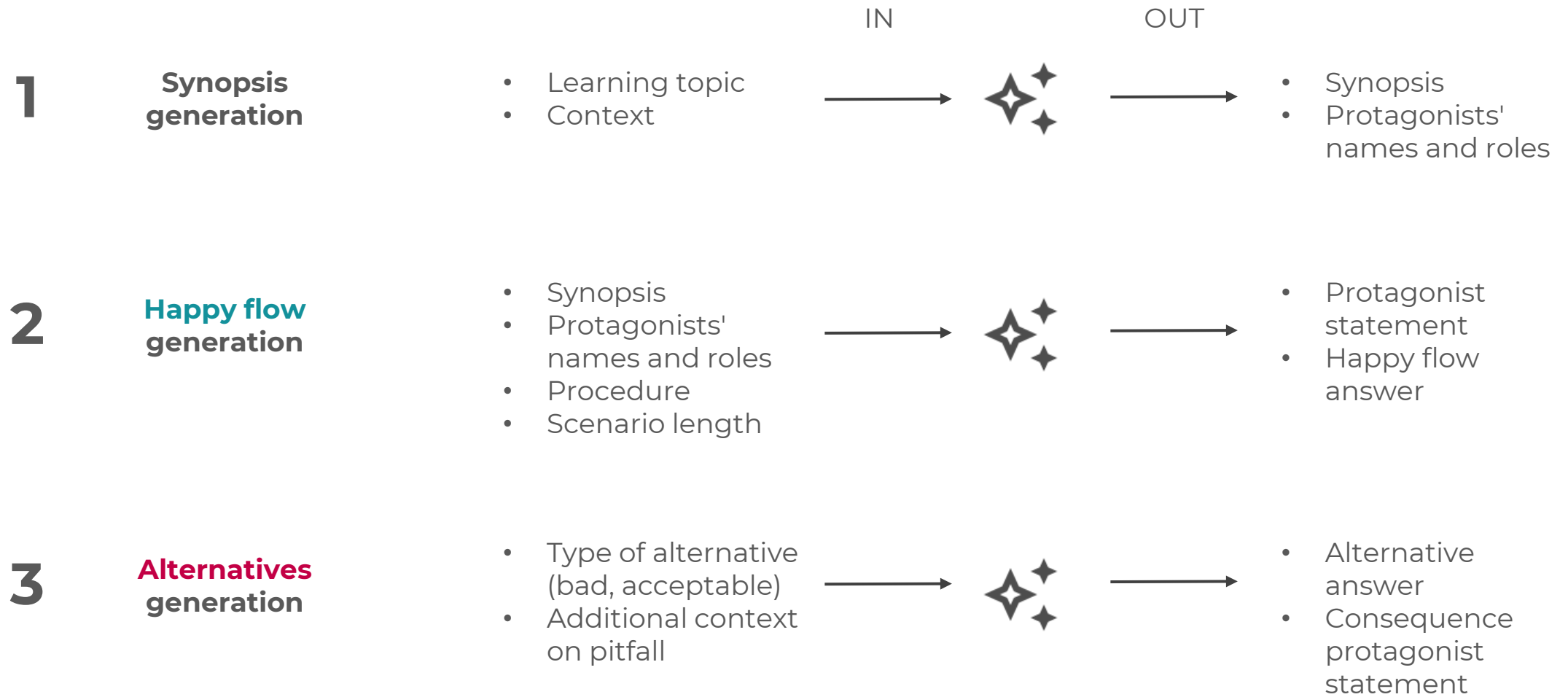
**CONFLICT
RESOLUTION 1
- HENRY**
26/12/2023



**DEMO
PROEVERIJEN
24**
24/01/2024

SceneHero

AI use case



SceneHero

AI use case

1

Synopsis generation

IN

- Learning topic
- Context

OUT

- Synopsis
- Protagonists' names and roles

G You

Create 3 synopses on handling a nervous customer at an electronic store



SBL Assistant - Topic selection

- **Title:** Calming a Tech-Troubled Customer
- **Protagonist's role and name:** Nervous Customer, named Alex
- **Learner's role:** Electronics Store Salesperson
- **Synopsis text:** Alex, visibly anxious about choosing the right laptop, is overwhelmed by the options. The salesperson patiently listens to Alex's concerns, asks specific questions to understand his needs, and reassures him by comparing features relevant to his requirements.
- **Title:** Soothing a Worried Gadget Buyer
- **Protagonist's role and name:** Nervous Customer, named Sarah
- **Learner's role:** Electronics Store Customer Support
- **Synopsis text:** Sarah is worried about a recent purchase not meeting her expectations. The store's customer support representative empathizes with her concerns, offers to demonstrate the product's features, and discusses the return policy, easing her anxiety.
- **Title:** Easing Warranty Woes
- **Protagonist's role and name:** Nervous Customer, named Brian
- **Learner's role:** Electronics Store Manager
- **Synopsis text:** Brian is upset about a potential warranty issue with his phone. The store manager listens to his concerns, explains the warranty terms in simple language, and offers a solution that aligns with store policies and satisfies the customer.

SceneHero

AI use case

2 Happy flow generation

IN

- Synopsis
- Protagonists' names and roles
- Procedure
- Scenario length

OUT

- Protagonist statement
- Happy flow answer



SBL Assistant - Scenario structure

Hello! Are you looking to create a "happy flow" conversation scenario for scenario-based learning? If so, could you please provide me with the following details:

1. The synopsis of the scenario
2. The name and role of the protagonist
3. The role of the learner
4. The procedure that the learner should demonstrate as part of the happy flow
5. How long should the conversation take (short, medium, or long)?



You

Protagonist's role and name: A nervous customer, no role.

Learner's role: Electronics Store Salesperson

Synopsis text: Alex, visibly anxious about choosing the right laptop, is overwhelmed by the options. The salesperson patiently listens to Alex's concerns, asks specific questions to understand his needs, and reassures him by comparing features relevant to his requirements.

The procedure must be: greet the customer, identify his or her requirements, recommend the proper product, process the customer payment, thank the customer

This should be a medium conversation



SBL Assistant - Scenario structure

Thank you for providing the details. Here's a "happy flow" conversation scenario based on your input:

1. **Protagonist (Alex, a nervous customer):** "Hi, I'm not sure where to start. I need a laptop but there are so many options."
Learner (Salesperson): "Welcome to our store! I understand it can be overwhelming. Let's start by discussing what you're looking for in a laptop."

SceneHero

AI use case

3

Alternatives generation

IN

- Type of alternative (bad, acceptable)
- Additional context on pitfall

OUT

- Alternative answer
- Consequence protagonist statement



You

Please give me an alternative for exchange 2



SBL Assistant - Scenario structure

Sure, for exchange 2, what type of answer would you like the learner to give regarding the procedure (terrible, bad, decent, sub-optimal, good)? And are there any additional details you'd like me to consider?



You

A decent one, where the learner does not ask proper diagnostic questions



SBL Assistant - Scenario structure

1. **Exchange 2**
2. **Original Protagonist's statement:** "Well, I mostly need it for work, but I'm not tech-savvy."
3. **New Learner's answer:** "I see. We have a range of laptops suitable for work. Let me show you some of the popular models."
4. **Exchange 3 (Protagonist's reaction):** "Okay, but there are so many. How do I know which one is right for me?"

Would you like to adjust any other part of the scenario or add more alternative branches?

SceneHero

Making simulation-based learning **accessible**.



[Scenehero.io](https://scenehero.io)

arnaud@synquest.io



SYNQUEST

www.synquest.io