



Shaking up (digital) Learning.

Stijn De Groef.

FizzyLemon

Agenda.

- 1. L&D: Why I got frustrated (and left) but came back**
- 2. Let's give you a little taste**
- 3. Build your own**

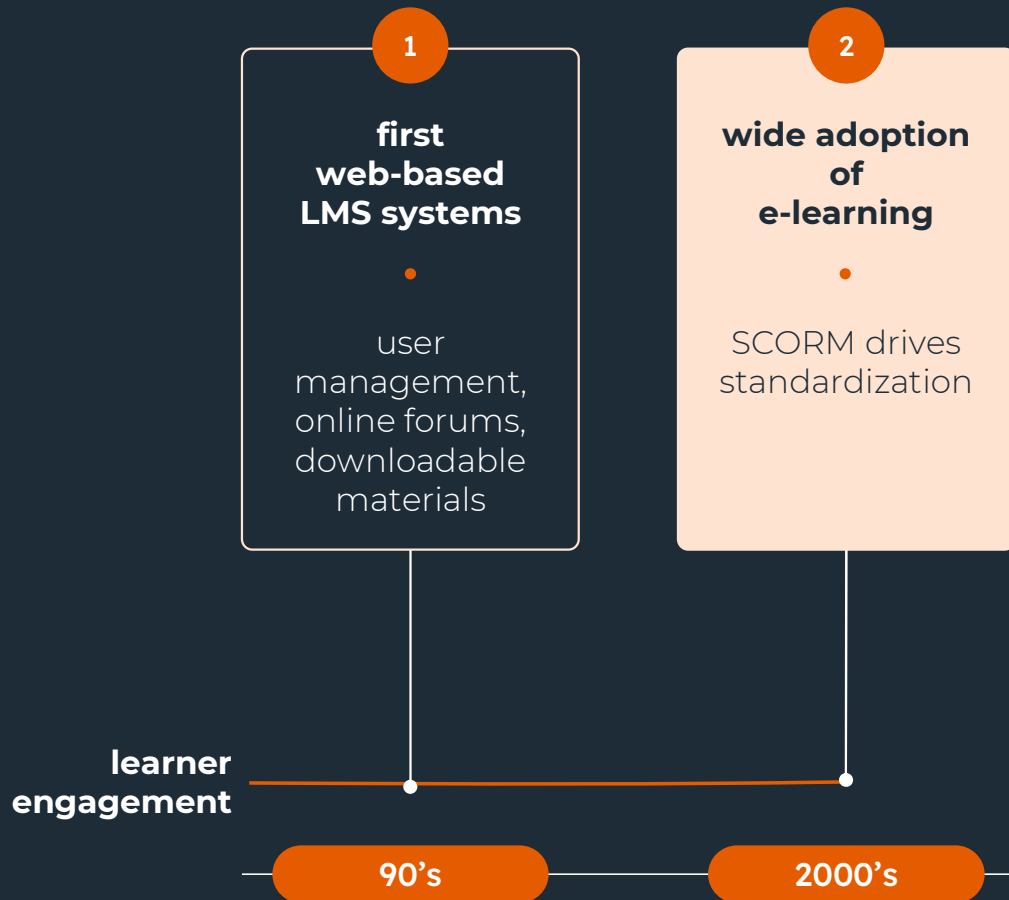
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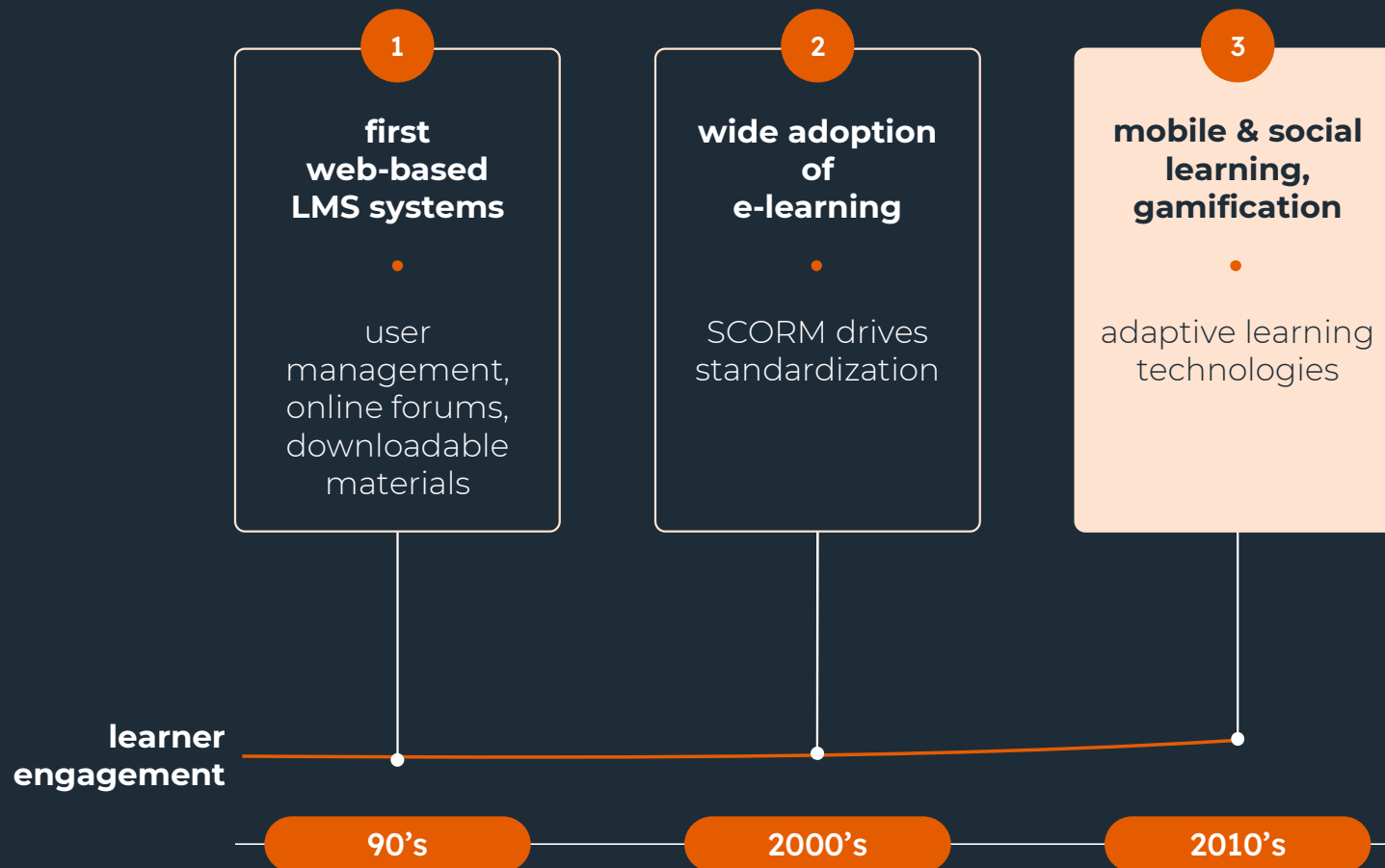
first web-based LMS systems

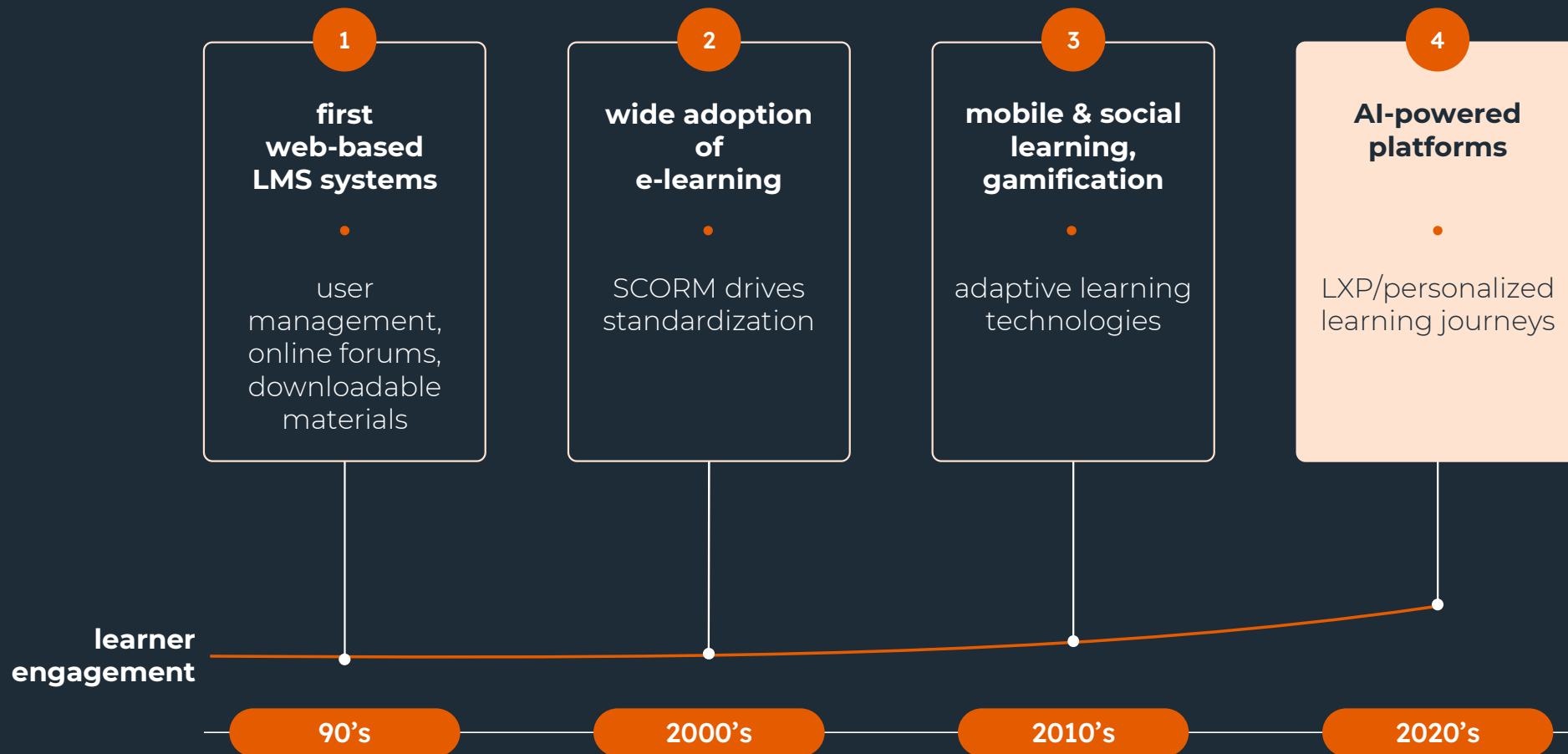
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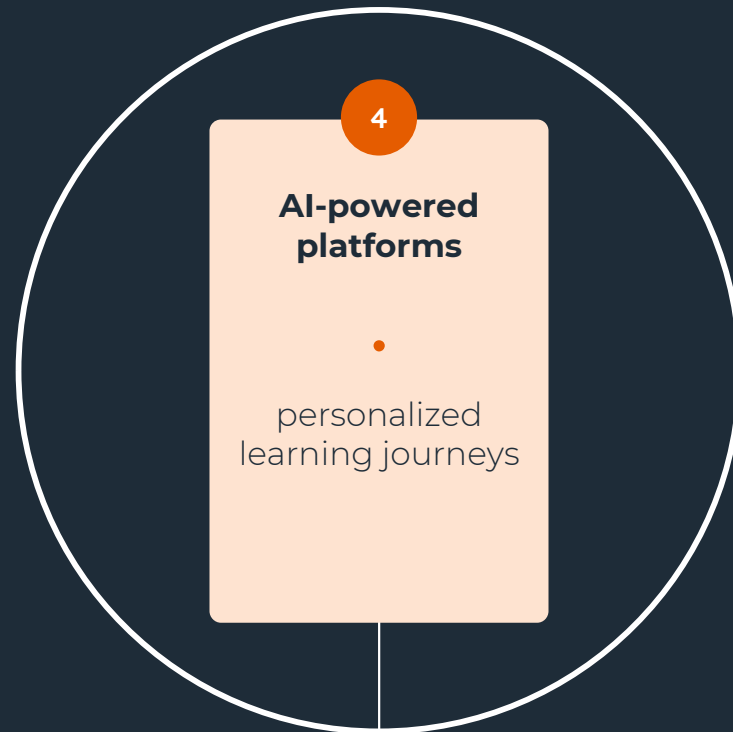
**learner
engagement**

Late 90's





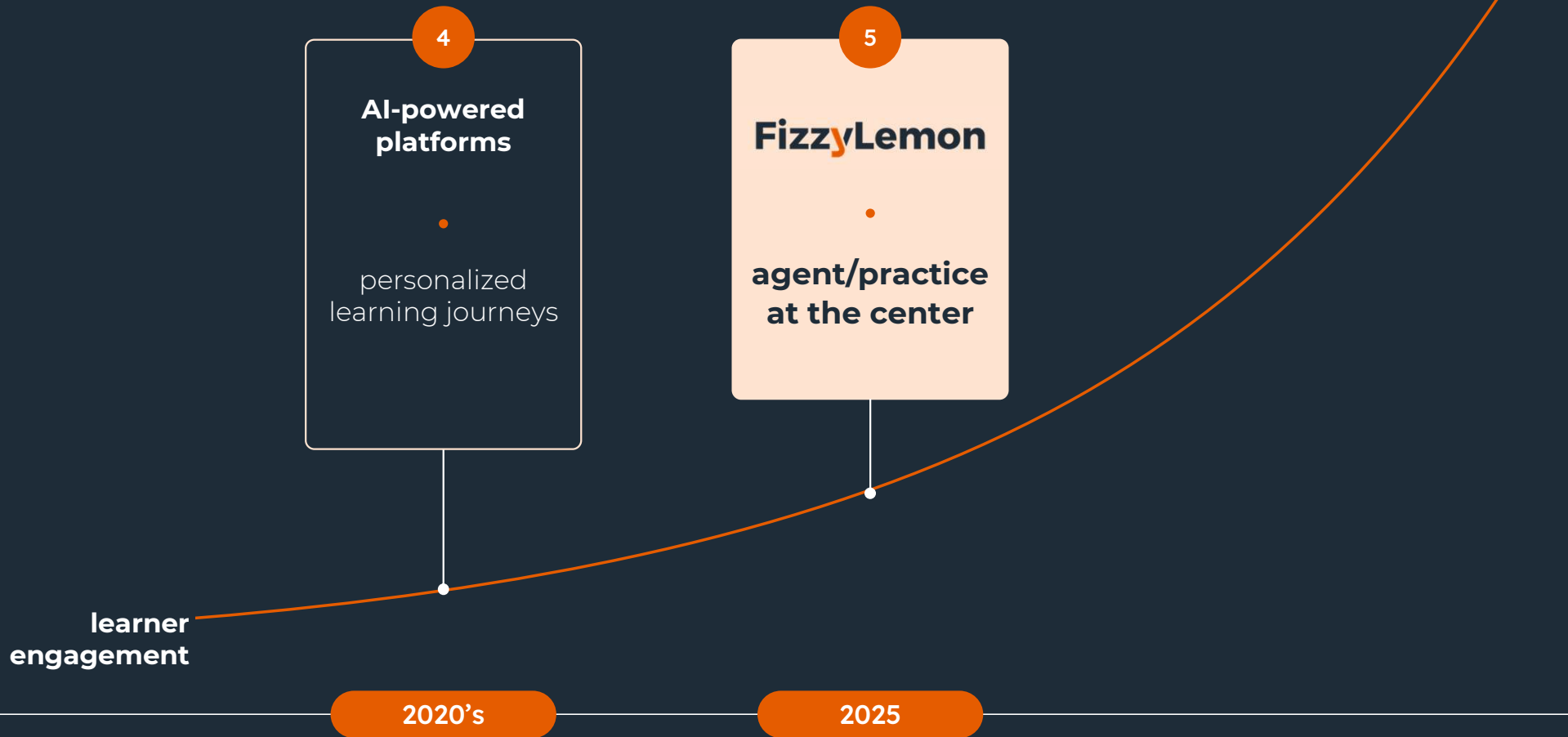




?????????

learner
engagement

2020's



Let's Practice.

FIZZYLEMON

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AllNewPracticed

All

All Duration

Q Search...

Sort by: Recent

Gestion de la frustration et de l'agressivité



Un dernier verre

3 min

Practiced

Une femme au bar de l'aéroport est visiblement ivre et commence à faire des remarques inappropriées, trop personnelles, ... [more](#)

Practice againHistory



Exception de bagage cabine – Statut Gold

3 min

New

Un voyageur fréquent arrive à l'enregistrement bagages avec un bagage cabine clairement trop volumineux et tente d'obtenir... [more](#)

Start Practice



Passager arrive en retard à la porte...

3 min

Practiced

Un passager qui arrive trop tard à la porte d'embarquement réagit avec frustration et rejette la faute sur le personnel... [more](#)

Practice againHistory

Managing Frustration-Aggression with Boundaries



One More Drink

3 min

Practiced

A woman at the airport bar is visibly frustrated and starts making... [more](#)

Practice againHistory



Gold Status Cabin Bag Exception

5 min

New

Un voyageur fréquent arrive à l'enregistrement bagages avec un bagage cabine clairement trop volumineux et tente d'obtenir... [more](#)

Start Practice



Frustrated Passenger at the boarding gate

3 min

Practiced

Un passager qui arrive trop tard à la porte d'embarquement réagit avec frustration et rejette la faute sur le personnel... [more](#)

Practice againHistory

Build your own.

Instructions

Think of a *real* difficult conversation you want to practice

Examples:

- Giving tough feedback
- Handling conflict
- Managing an underperformer
- Pushing back to a stakeholder

Write down your situation in 1–2 sentences

Open ChatGPT or Copilot on your phone/laptop

Build your own.

Set-up your AI Coach

“You are my coach and roleplay partner. I want to practice a difficult conversation. Here is the situation: [insert your situation]. Please:

1. Ask me 3 clarifying questions,
2. Then act as the other person in a realistic way,
3. Keep your replies short and emotionally authentic.”

Instructions

- Answer the questions
- Start the roleplay
- Keep it fast, short, and natural

Build your own.

Prompt - Coaching Feedback

"Stop the role-play. Evaluate my performance.

Give me:

- 3 things I did well*
- 3 things to improve*
- A stronger version of my best sentence*
- A better rewrite of my weakest sentence*
- 1 thing to try next time."*

Now reflect (pairs or small groups)

- What surprised you?
- What did you learn about your behaviour?
- What would you change in a real conversation?

safe X personal X immersive = impact

Thank You.

FizzyLemon

How it works.



STEP 1. Skill/ simulation selection

Choose from real-world scenarios - like employee feedback, customer service issues, or conflict resolution.

Feedback Skills

Constructive Feedback Mastery
Sarah Chen
5 min
New
Learn to deliver feedback that motivates and improves performance. Master the art of constructive communication that bui... [more](#) >
Start Practice

Difficult Conversations Navigator
Alex Rodriguez
10 min
Practiced
Completed: 2024-12-10
★★★★☆
Navigate challenging conversations with confidence and empathy. Develop skills to handle conflicts, performance issues, ... [more](#) >
Practice again My history

Difficult Conversations Navigator
Alex Rodriguez
10 min
Practiced
Completed: 2024-11-15
★★★★☆
Navigate challenging conversations with confidence and empathy. Develop skills to handle conflicts, performance issues, ... [more](#) >
Practice again My history

[Show more \(8 more\)](#) >

Commercial Skills

Strategic Sales Psychology
Alex Rodriguez
10 min
Practiced
Completed: 2024-12-09
★★★★☆
Understand the psychological drivers behind purchasing decisions. Master techniques to influence and persuade ethically ... [more](#) >
Practice again My history

Strategic Sales Psychology
Alex Rodriguez
10 min
Practiced
Completed: 2024-09-18
★★★★☆
Understand the psychological drivers behind purchasing decisions. Master techniques to influence and persuade ethically ... [more](#) >
Practice again My history

Digital Marketing Mastery
Sarah Chen
5 min
New
Dominate digital channels with data-driven marketing strategies. Learn SEO, social media, content marketing, and analyti... [more](#) >
Start Practice

[Show more \(8 more\)](#) >

How it works.



STEP 2. Roleplay introduction

Get a quick intro to the situation - who you are, what's happening, and what's your objective.

1

Step 1: Intro

2

Step 2: Settings

3

Step 3: Practice

4

Step 4: Feedback

Constructive Feedback Mastery

 Sarah Chen 🕒 5 min

[Go Back](#) [Next Step](#)

 **Setting the Scene**

In this interactive practice session, you'll practice delivering constructive feedback in a realistic workplace scenario. You'll be placed in a situation where you need to address performance concerns with a team member while maintaining a positive relationship and encouraging improvement. This scenario simulates common workplace challenges that require thoughtful communication and emotional intelligence.

Examples of Similar Past Situations

- Addressing an employee's repeated missed deadlines during a performance review
- Providing feedback to a team member whose communication style affects team dynamics
- Discussing with a colleague about improving their presentation skills for client meetings
- Having a conversation about work quality standards with an underperforming team member
- Giving developmental feedback to a high-performer ready for additional responsibilities

How it works.



STEP 3. Avatar interaction

Step into the moment and interact with an AI avatar in a realistic, high-pressure scenario.



How it works.



STEP 4. Feedback

Get instant, practical feedback to help you reflect, improve, and try again with confidence.

Practice Feedback

Constructive Feedback Mastery

Completed on: January 15, 2024

< Previous Step 1 of 5 Next >

★★★★☆

3.44

out of 5

Overall Performance
Good foundation with clear areas for focused improvement

4:23
Training Time
4:23 / 5:00

Performance Indicators

Clarity Your communication was generally clear, though some messages could be more concise.	★★★★☆
Relevance You stayed focused on the key objectives and maintained topic relevance well.	★★★★☆
Empathy Good attempt to understand context, but could show more emotional connection.	★★★☆☆
Confidence Demonstrated solid confidence with room for more assertive communication.	★★★★☆