

Tutoring on Critical Conversations using AI-based simulations

Integrate AI in your Coaching Strategy

About us

What you can expect today!



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Head of Interactive Learning
Methodology at **Lifelike Interaction**



I will share with you
how AI can be the
best friend of a
Leadership Coach.



MATTEO MALATESTA

Head of Business Design at
Lifelike Interaction



I will guide you through
some examples of AI
applied to leadership
coaching.



Goals of this Webcast

Let's be actionable!

At the end you will be able to:

- **Recognize** the key benefits of AI based Role Play
- **Assess** the key elements of AI based coaching solutions
- **Define** your AI integration strategy



Why Critical Conversations?

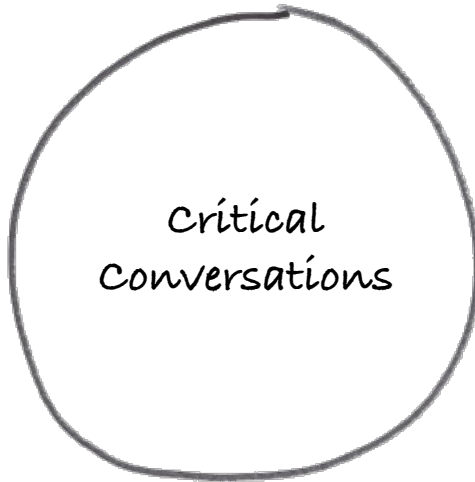
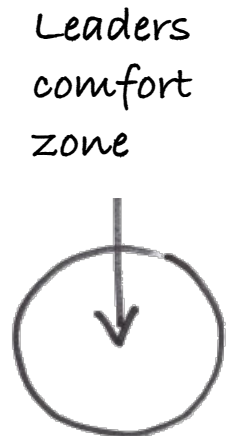
Leaders get things done through communication!

- The Critical Conversation is one of the places where **leadership turns into action**
- And also one of the **main challenges in coaching.**



It's all about Confidence

The challenge: extending the comfort zone!



- Critical Conversations are most often **outside of the comfort zone** of leaders
- Requiring practice to **increase confidence**
- And the most used tool in coach for this purpose is **ROLE PLAY**



Do you run Role Play ?

QUICK POLL!

A. Yes, it is a key strategy for me

B. Sometimes, but it's not key

C. No, sorry, not for me





The “role” of Role Play

Can we improve it?

- Role Play is the best way to **practice in a safe area**, but...
- Role Play is **not scalable**
- it demands **imagination in doing...**
- ...and **effort in debriefing**





Authentic Digital Role Play

AI-based immersive experiences





AI becomes your best friend

Supporting the emerging learning trends

Actionable practice?



AI turns Role Play into smart **authentic** experience

Adaptive Learning?



AI learns how you go and **adapts** the experience

Measurement?



AI provides lots of **insights** and KPIs



Where are you with AI?

QUICK POLL!

A. I already integrate AI in my role play



B. I heard about it, but not used yes

C. My first time



Let's see some examples

Better than thousand words





Immersive Practice

Let's see an example

We take a typical
Critical Conversation:



**Giving Feedback on poor
performance**

We skip the meeting
preparation today:



**The leader can prepare on the
scenario**

We run just a few
steps:

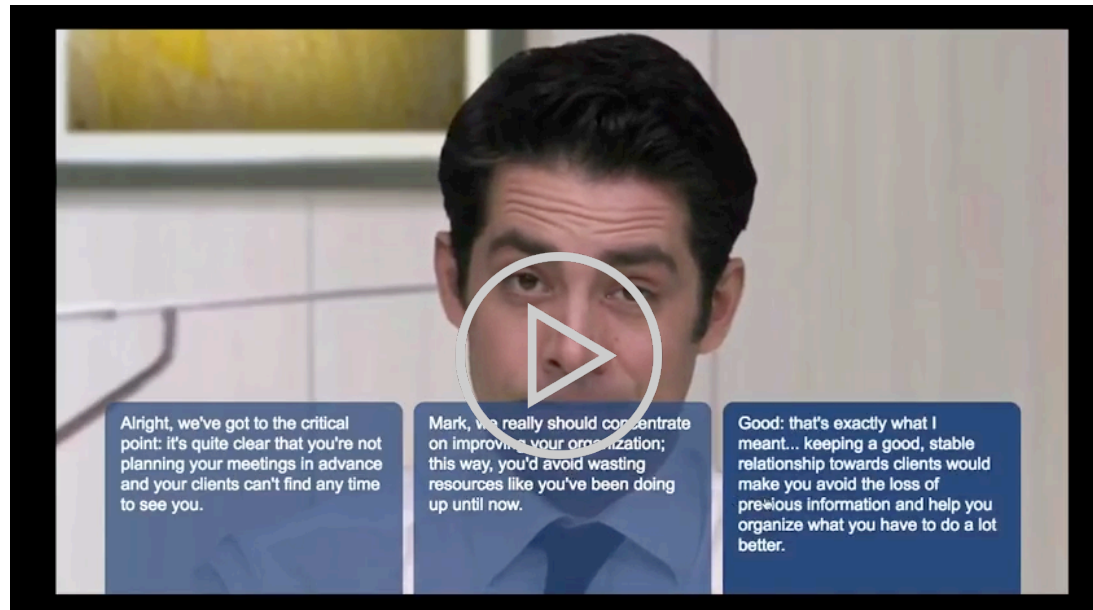


**Average simulation takes
12'-15' to complete**



DEMO

Playing the Role Play



CLICK HERE TO WATCH THE VIDEO

www.skillgym.com/features/VideoSimulator



Feedback and metrics

Let's see an example

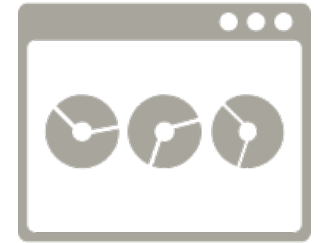
Three ways to learn:



Self Evaluation
Show Self Awareness



Subjective Feedback
Hot+Cold impact

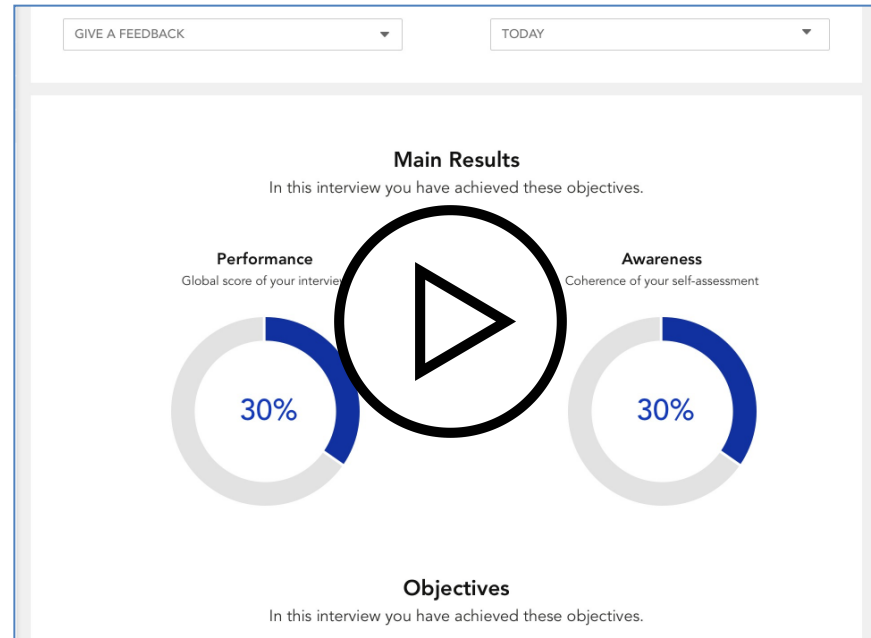


Analytics
Measure the impact



DEMO

Measuring the impact



CLICK HERE TO WATCH THE VIDEO

<http://www.skillgym.com/features/VideoFeedback>



“What is my role, then?”

...you may ask



Augmented Replay

Welcome to the future



- AI scans the simulation for you
- AI highlights the most relevant aspects of the conversation
- Providing you with scores, maps and more



How can you coach with AI?

Let's see an example

- **Review** the entire conversation as a dialogue
- **Rely** on multiple Augmented Reality aids
- To **inspire** your POWERFUL COACHING QUESTIONS



DEMO

The Augmented Replay

Conversation #1 - of 29/05/2018 15:32 with Marc

He is serene and confident
Details

You introduced one or more arguments in a clear and determined way.
Details

3/26

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26

CLICK HERE TO WATCH THE VIDEO

<http://www.skillgym.com/features/videoAugmentedReplay>



Clues about integrating AI?

QUICK POLL!

A. Yes, I have already some ideas

B. Not yet, but it's intriguing

C. No, sorry, still not sure about it





Integrating AI in coaching

How Early Adopters already do

Situation-based
coaching:



#TIME MACHINE

POWERFUL QUESTIONS GENERATOR

Follow-up
continuity:



EXTENDED PRACTICE

SMART ENGAGEMENT

Remote
coaching:



NEW SMART DATA-DRIVEN SERVICES

SCALE-UP YOUR BUSINESS



How Practice impacts Confidence?

Success Story

CASE STUDY

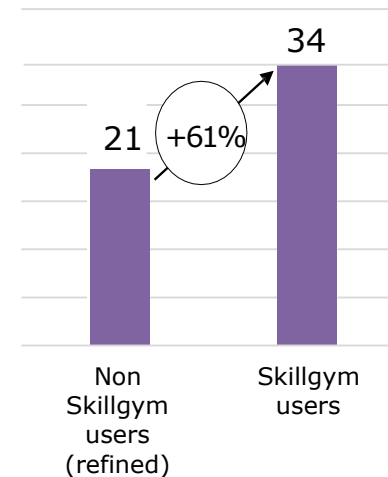
MAJOR EUROPEAN International company

ACTIVE USERS	SIMULATIONS	SIM BY USERS / Q
450	2.816	6

+61% LEADERS CONFIDENCE

As reported by scheduled Critical Conversations

Number of scheduled (Q+1)
Critical Conversations





Conclusions

And Call To Action

AI can be your best friend when delivering Role Play:

- more practice
- more measurement
- more services
- Less effort

- JOIN A FREE MASTERCLASS ON AI COACHING STRATEGY
- TRY AI BASED SIMULATION YOURSELF

www.skillgym.com



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Thank You !!
Questions Welcome