

'Real-World' e-Learning Through Microsimulations

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Agenda

- Learning Objectives & About Capsim
- Current Environment & L&D Challenges
- What is a Microsimulation?
- Key Benefits & How Microsims Transform L&D
- CapsimInbox Authoring Platform
- Summary & Demo Access

Learning Objectives

Key Takeaways from Today's Presentation

- Discover the qualities and benefits of custom microsimulations.
- Understand how microsimulations can transform L&D.
- Get a first-hand experience with a three-minute demo.
- **Have Capsim create a custom demo for your company.**

About Us



We define our success by the success of our clients.



We own every challenge and solution.



We believe in the power and creativity of collaboration.



We encourage curiosity and experimentation.



We have fun and make a difference.



Matthew Shell
Market Development
Manager



Brendan Langen
Director, Product
Design & Development



Current L&D Environment

- Working from home a paradigm shift
- Limited resources and reduced budgets
- Tasked with doing more with less
- Online training common, but what about the output?
- Increased emphasis on practical, experiential learning
- **Challenge: Assess key skills in virtual atmosphere**

L&D Challenges

Digital Trends & the Current Environment

- Primary Focus: Increasing learner engagement
- Evaluate impact of learning & identifying skill gaps
 - Leadership & management, problem-solving, communication
- Most common measurement is course completion
- Increased prevalence of upskilling and reskilling
- Traditionally, hard to measure these “soft skills”
- **Microsimulations: Assess, measure, & predict job performance**

A Practical Scenario

Imagine receiving the following email from one of your direct reports:

Thank you again for choosing me as the recipient of the Service Excellence Award! It means so much to me – working here for the past year has been incredibly exciting.

I also wanted to let you know that I really appreciated the positive feedback about my job performance during our last one-on-one meeting. We had also talked about taking on more responsibility. This morning Sanjay told me that we might have a chance to present to CircaTech about our newest offerings. What a great chance to expand our business to such a large and distinguished client.

I know that I haven't done presentations for a client this big yet, but I'd love the chance to tackle this challenge.

1. Let them know that this is too big of opportunity to use someone without more work experience.
2. Tell the person that they can sit-in on team meetings to gain exposure.
3. Allow the person to attend the presentation in order to learn the ropes.
4. Have them create a first draft of the presentation to give to the team for feedback.

What is a Microsimulation?

- Bite-sized Learning
- Very specific topical focus
- Measures defined set of attributes (i.e. Skills, Competencies)
- Emphasis on analytics at the individual and cohort level
- Utilized in academic, corporate, and government applications
- **Misconception: Difficult to create and not cost effective**

What is an Inbox Microsimulation?

CAPSIM|inbox Time Remaining **58:23** Show/Hide Exit Inbox

Folders

- Inbox (19)
- Sent Items (0)
- Archived (0)

Drive

- Company Files
- Documents
- Photos

Message List:

- WG** William Gretsch Jr. Chief Marketing Officer **CliMate Video** 4:09 PM
Dear Colleagues, As you know we've been looking for a
- RR** Robert Ryerson Financial Analyst **Re: Reference Letter Request** 4:01 PM
I'm writing to ask if you'd serve as a reference for me. I realize this might be
- JP** Jed Parker Region 3 Sales **Thanks to the UbiquiTools Team!** 3:57 PM
I can't tell you how happy we are to have received an A+ rating on our
- JG** Jen Grawl SVP Sales & Operations **Re: Sales Goals for this Year** 3:30 PM
Dear Regional Managers, As you all know, I have just returned
- CD** Chris De'Boten Sales Manager **My customer Mika Swason** 1:27 PM
See the exchange below. Last week when I was out on a sales call, one of
- TS** Tellula Styles Production Supervisor **Employee Safety Issue** 11:15 AM
I just found out that my best employee,

Selected Email:

WG William Gretsch Jr. Chief Marketing Officer **CliMate Video** 4:09 PM

Dear Colleagues,

As you know we've been looking for a way to promote our latest suite of products. In particular, we have high hopes for the second iteration of CliMate, the smart learning thermostat that can be controlled from anywhere in the world. Check out the new video we cut that will be used as a basis for a series of advertising venues from print, mobile/social media, TV and search. I've uploaded the video to everyone's drive.

Before we go live with it, I thought I'd share it broadly to get your feedback – I'm open to your thoughts, but I'm sure you are going to love it as much as I do.

Let's go get 'em!

Bill

Response Options

- Reply to Bill congratulating him on the CliMate video.
- Forward to your boss to let her know your concerns about the video and ask for her opinion about these concerns.
- Reply to Bill to let him know that you have some concerns about the effectiveness of the video.
- Forward to your boss to let her know your concerns about the video and ask her to share those concerns with Bill.
- Forward to your closest colleague to get his take on the video. *

ARCHIVE FLAG Reply

Jordan:
Sorry to interrupt, I know you're super busy, but there's an employee here from production who doesn't appear all that happy - in fact he's snarling at me as I type. He won't tell me why he wants to meet with you, but is insisting on talking with you. What should I do?

Response Options

- I will meet with him now. Send him back.
- Please set up a time for us to meet tomorrow.
- I'll come up front and set up a time to meet myself.

Reply

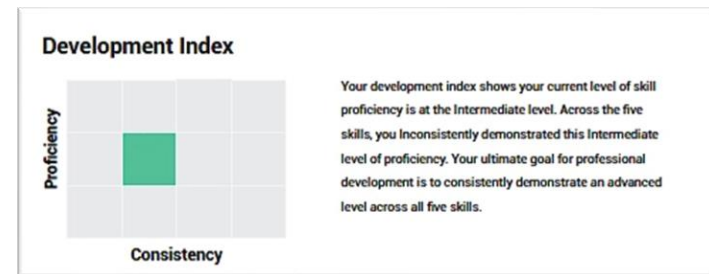
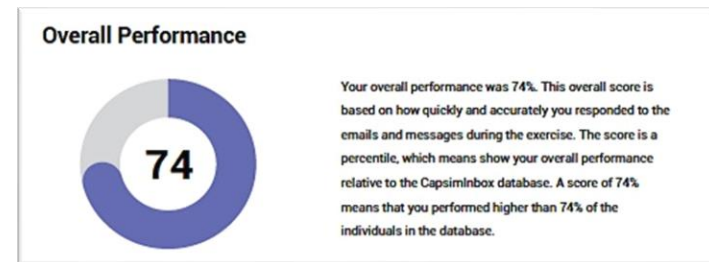
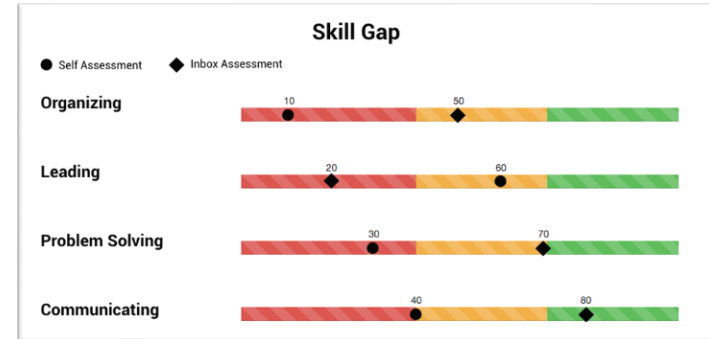
Capsim's "Four Pillars" Approach

Infusing the Science of Learning

- 1 Assess both knowing and doing**
~ Skills and/or the application of knowledge
- 2 Foster accurate self-awareness**
~ Objective (not self-reported) information
- 3 Deliver an engaging and relevant experience**
~ Fidelity, experiential approach, and career-related
- 4 Provide actionable feedback**
~ Specific, developmental, and application guidance

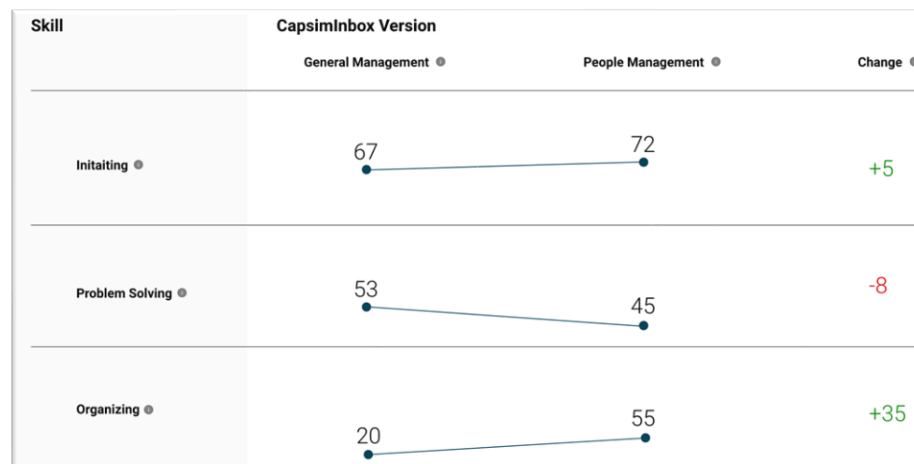
L&D Applications

- Identifying Skill Gaps
- L&D Program Inferences
- Selection
- Certification
- High Potentials
- Consulting Tools



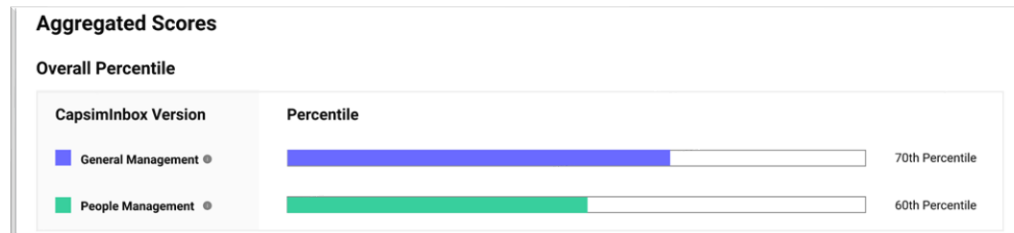
Key Benefits of Microsimulations

- Authentic - bring real-world scenarios to life
- Bite-sized - can be completed in 30-90 minutes
- Self-directed - give participants ownership in their learning
- Insightful – assess soft and hard skills longitudinally & empirically
- Developmental - provide immediate & actionable feedback



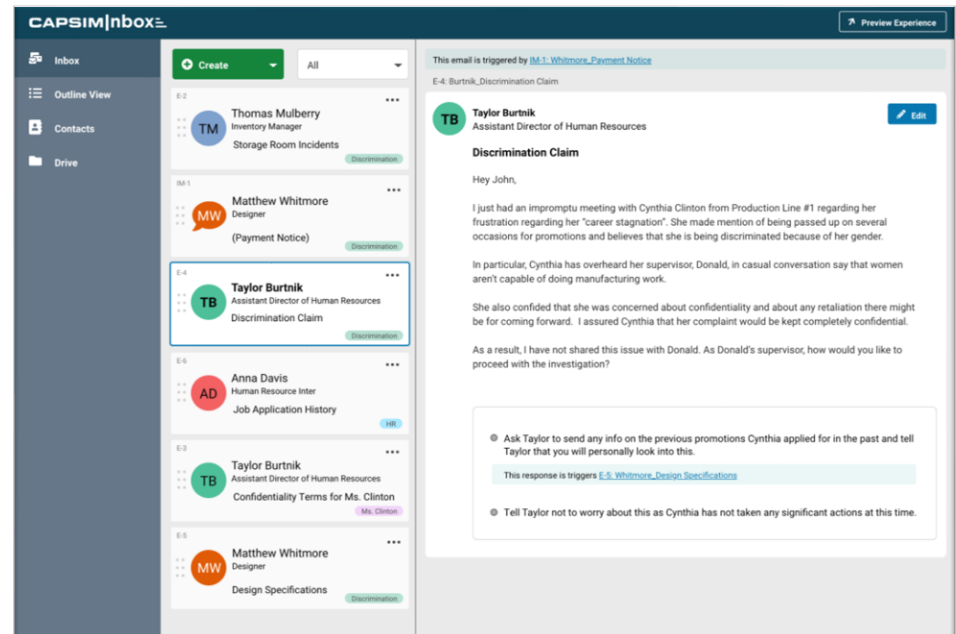
Transforming Learning & Development

- Ease of Use / Implementation
- Self-directed, individualized assessment
- Fully customizable and easily updated
- Set directly in your industry/company
- Cost Effective & Short Development Time
- **We believe we have the solution**



CapsimInbox Authoring Platform

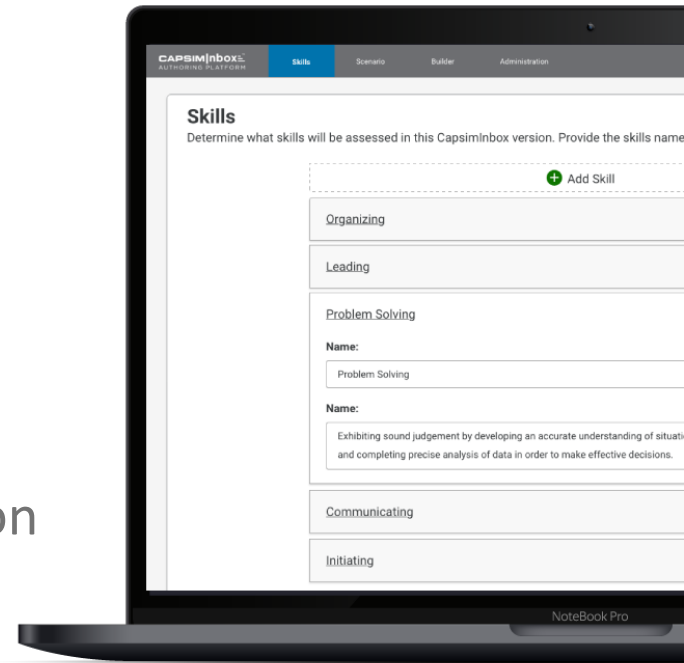
- Web-based platform
- Intuitive & user friendly
- Low administrative burden
- Cohort- & individual-level data
- No development costs
- Free access



Summary

Outcomes of Microsimulation Use

- Increase learner engagement
- Identify Skill Gaps
- Practical and experiential solutions
- Flexible, customizable, and unique
- Built-in scalability and easy implementation
- Meet the needs today's L&D environment



Thank You!

'Real-World' e-Learning Through Microsimulations

- [Free Access](#) to CapsimInbox Authoring Platform
- [Access 3-min Demo](#) + 16 CapsimInbox versions
- **Our Challenge: Create a custom demo for you**
 - capsim.com/atd
- matt.shell@capsim.com & brendan.langen@capsim.com

