What's Next in Employee Learning: Games!

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coursera for Business

SPEAKERS

Kevin Werbach

Associate Professor
The Wharton School at the
University of Pennsylvania

Mark Freeman

Director of
Global Customer Success
Coursera

Sharon Boller

President
Bottom-Line Performance Inc

What is Coursera?

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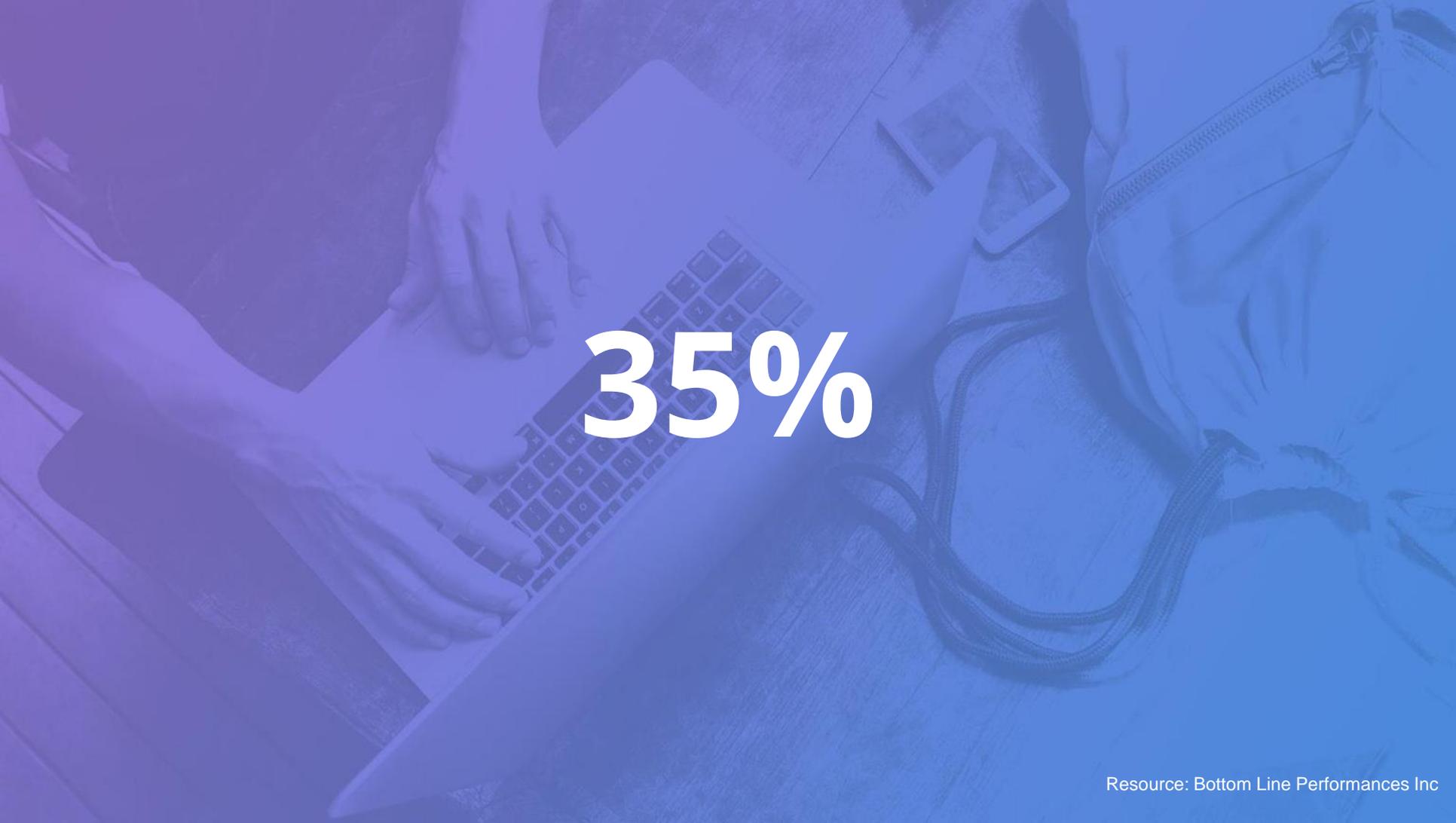
35%

Why games matter?

What is the difference between gamification and games?

Games vs gamification
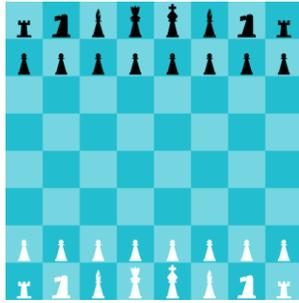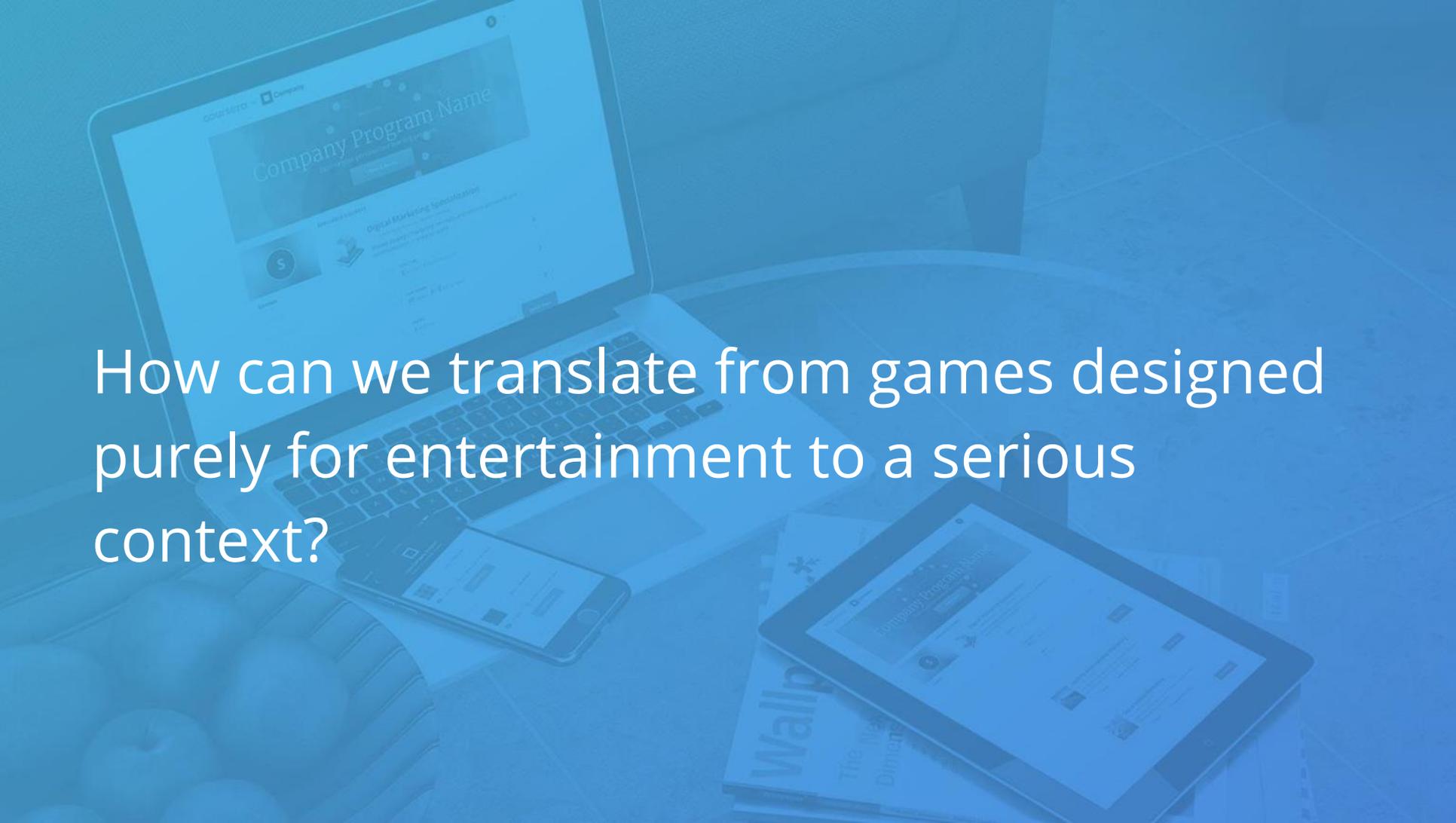
How can we translate from games designed purely for entertainment to a serious context?

What are the key elements of games that sync with a successful learning program?

Impact of simulations and games in adult learners

14% higher in skill-based knowledge assessments
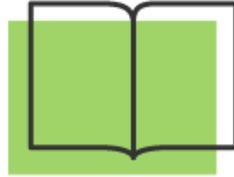
**11%** higher in terms of factual knowledge

9% increase in retention rate

Source: Talent LMS

To help someone learn you need to...

Tap motivation
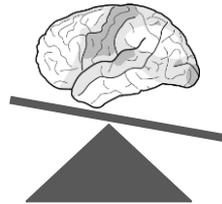
Balance cognitive load

Provide relevant practice

Give specific, timely feedback

To help someone remember you need to....

Provide spaced repetitions
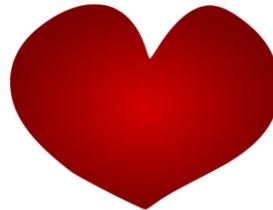
Generate emotion

Use stories

Games tap the same elements we need to learn and remember

LOTS of ways games motivate
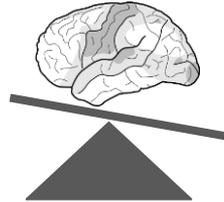
Several load-balancing tools

Challenges, rules enable relevant practice

Feedback in games is continuous
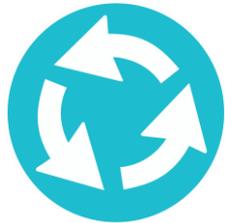
Replayability of games provides spaced repetition
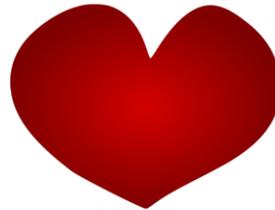
The "fun" in games triggers emotions

Themes and stories provide hooks

How can employers incorporate these concepts into their learning programs?

| Examples of game activities ppl find "fun"	Why it engages us	Implications for work/learning games
• Achieving a goal. • Overcoming a challenge	Satisfaction of overcoming something hard (but not too hard) Pleasure of achievement	Goals are everywhere in the work world as are challenges (managing limited resources, budgets, etc.)
• Earning title of "winner"	Pleasure of recognition	EEs who feel valued also tend to report feeling "engaged" at work
• Collect, explore, escape	Mental activity keeps us from feeling bored	Mental involvement essential to learning
• Collaborating to figure out a challenge	Fulfills desire to feel valued and part of a group	Learning games lend themselves well to cooperative play; builds collaborative behaviors needed in workplace

Cognitive Skill	Example Behaviors	Game Types
1 - Knowledge	Recognize, identify	Quiz-style, arcade-style, game-show style games
2 - Comprehension	Explain, describe	Quiz-style, collection, exploration games, storytelling games
3 - Application	Use, choose	Story- or scenario-based quiz games, matching games, role-playing games, decision games involving scenarios, simulations
4 - Analysis	Compare, categorize, classify	Strategy games
5 - Synthesis	Compile, create, estimate	Building games, simulations
6 - Evaluation	Decide, prioritize, justify	Simulations, role-playing games

Modified from *Play to Learn: Everything You Need to Know to Design Effective Learning Games* by Sharon Boller, Karl Kapp (ATD Press, 2017)

What companies have successfully incorporated games into their learning programs?

Learning Game Example – Sales Reps: TE Town

From *Play to Learn: Everything You Need to Know to Design Effective Learning Games* by Sharon Boller, Karl Kapp (ATD Press, 2017)
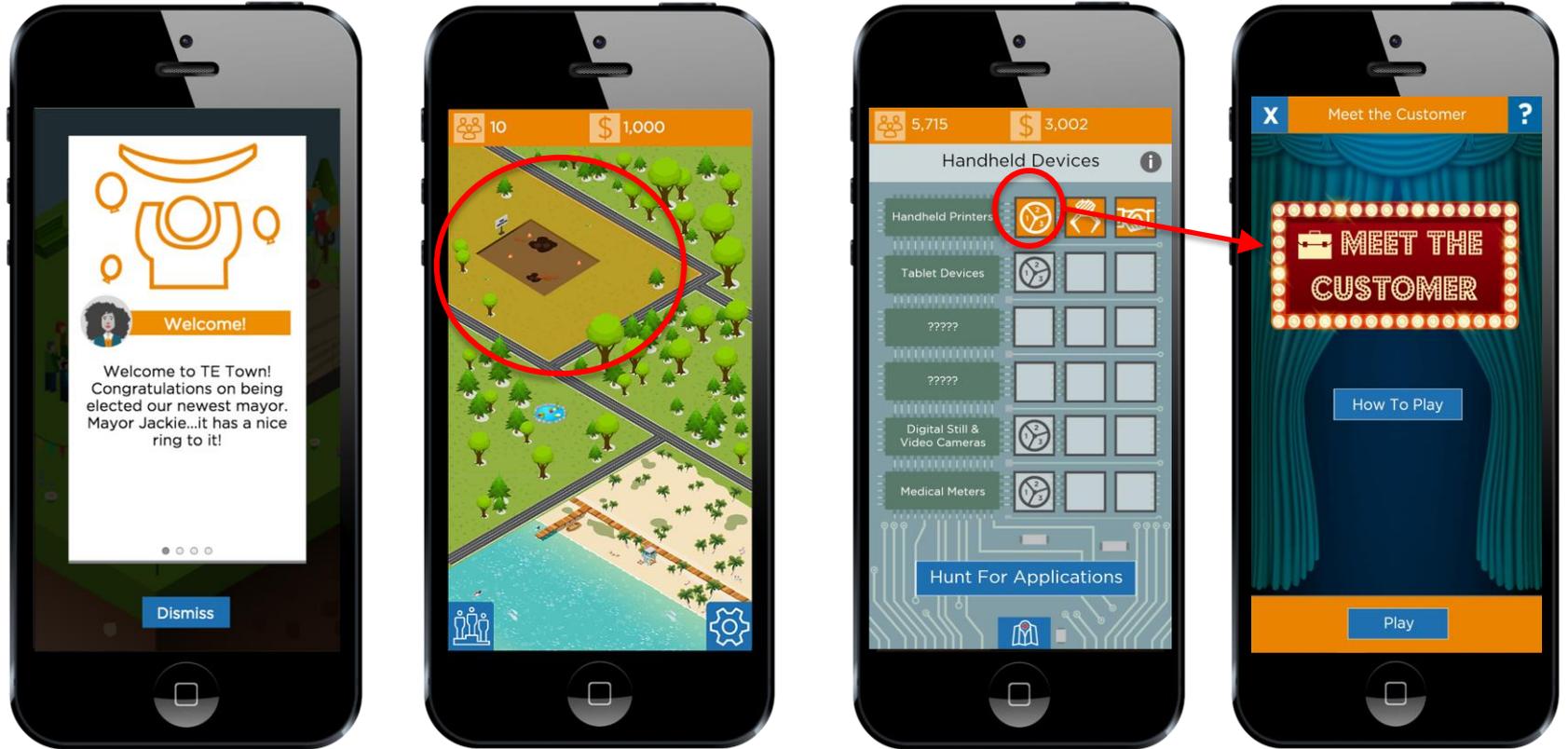
Learning Game Example – All Employees: Feed the World

1. **Game Goal:** Work together to feed an ever-increasing world population, achieving production goals each year.

2. **Learning Goal:** reinforce all the safety steps and environmental protection steps taught during the previous 3.5 days of a NEO workshop.

From *Play to Learn: Everything You Need to Know to Design Effective Learning Games* by Sharon Boller, Karl Kapp (ATD Press, 2017)
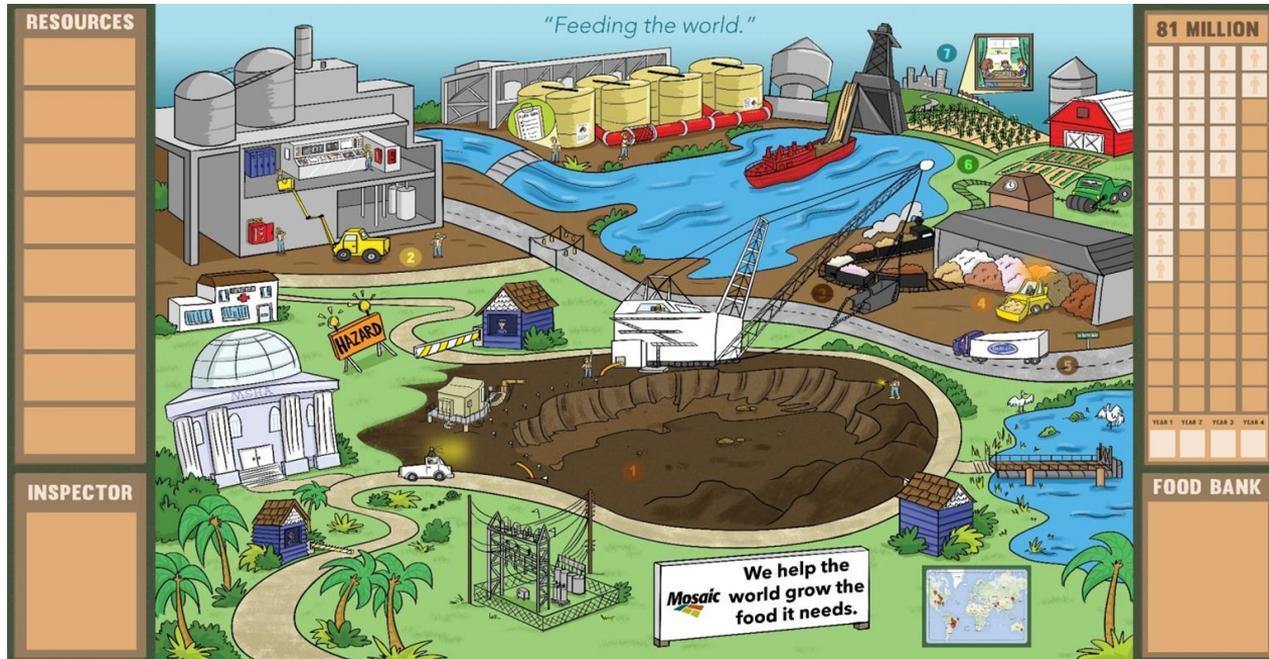
Game play consists of four "rounds" with 7 turns to a round. Each round equates to 1 year of time. # of people to feed each year increases to match real-world increases. The 7 turns mimic the 7 steps of mine to market process. Play complexity increases in final two rounds.

PPE	**Ecologist**
Hazcom	**Your Voice**
Process	**Supervisor**
EAP	**ERT**

Your team failed the safety inspection.

Lose 1 Phosphate Rock

You protected endangered wildlife on the work site.

Gain 1 Phosphate Rock

Resource Cards – Total of 8 resources you can use on each turn. Most turns require 1-2.
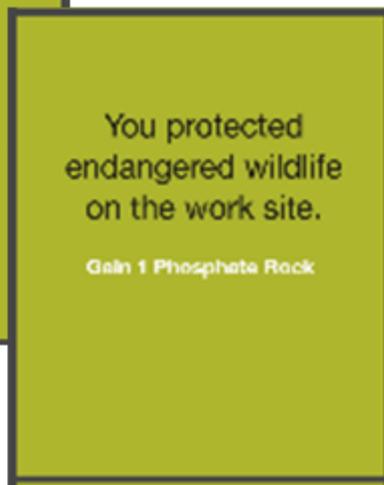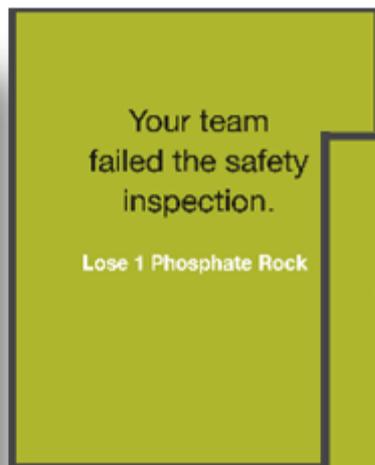
Inspector Cards– Reflect "chance" – and can help or hurt your performance. You draw Inspector cards if the Inspector symbol comes up on a die roll.
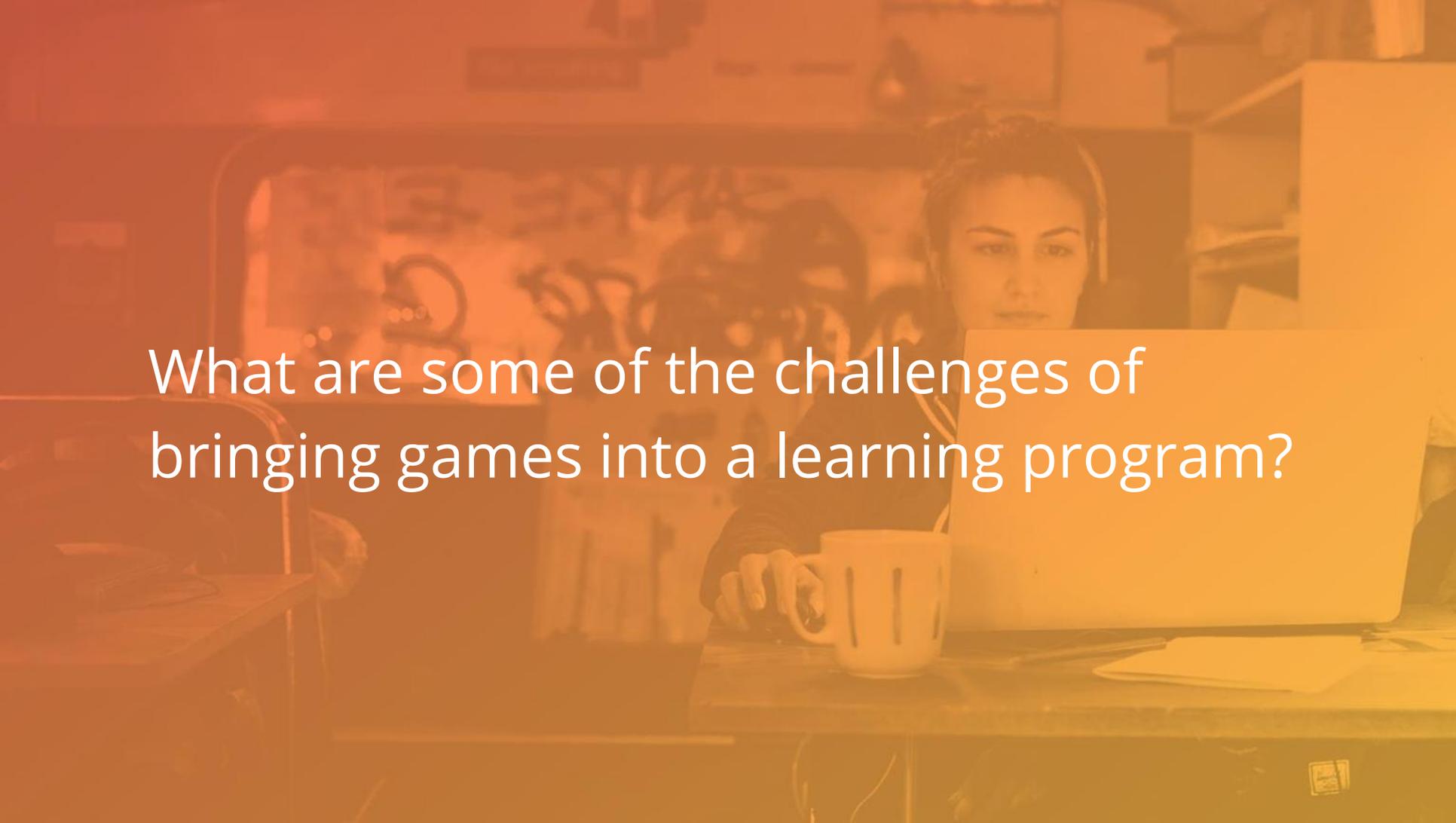
What are some of the challenges of bringing games into a learning program?

Q & A

Read our blog post on Games
http://bit.ly/2sveTzG