

We Don't Need No Stinkin' Badges We Are Here to Learn



*Joe LiVigni MSTD
Director Training &
Development
Capsim Management
Simulations*

Who is Capsim?

- Since 1985
- Leader in Business Simulations, Assessments & Business Training
- Leader in Experiential Learning
- Academic Market
 - Used by over 100,000 students last year
 - Used in over 900 Universities
- Corporate Training
 - Fortune 100's to small companies
 - Leadership, Strategy, Business Acumen, Agile, Project Management, Sales Enablement, and Finance

Today we will cover:

- Learning Tools- what that really means
- Thoughts on badges, leaderboards, and gamification
- Adult Learning Theories
- Considerations for using Adult Learning when choosing tools
- How Adult Learning Theories are used in learning tools

Learning Tools



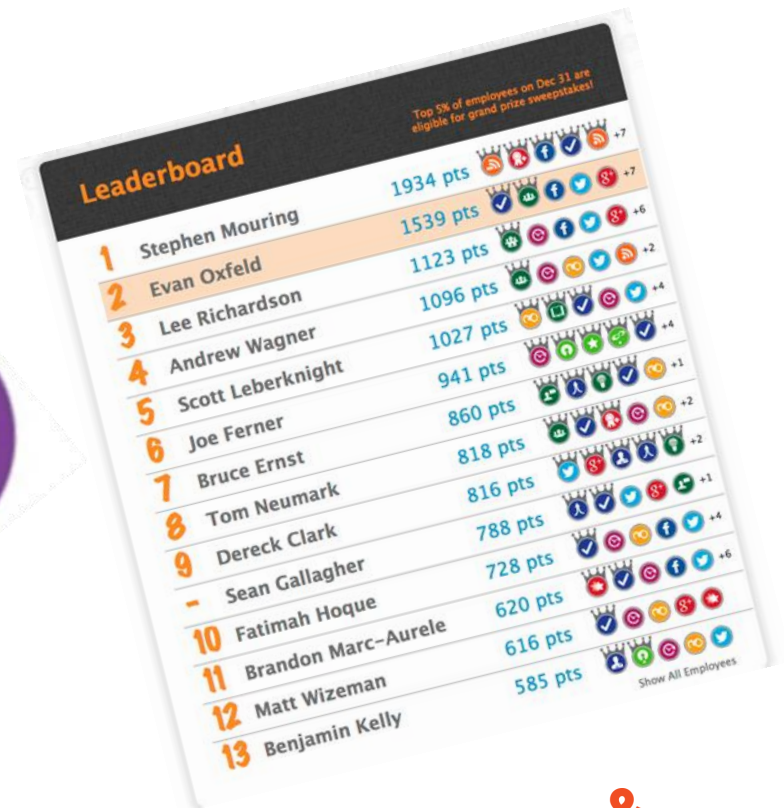
The right tool for the job



Badges & Leaderboards



Are often associated with gamification and simulations



Star Chart

What a Star! No. 1 KID Super Star!

Name: Jack Name: John Name: Molly

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
I will Brush my Teeth	★	★	★				
I will Eat all my Food		★	★	★			
I will Go to Bed on Time				★			
I will Brush my Hair	★	★		★			
I will Finish my Homework			★	★			
I will Finish my Reading		★	★	★			
I will Be Good Today	★	★	★	★			
I will Eat my vegetables			★				
I will Do more exercise	★			★			
I will Pick my school bag		★					

When I get 16 Stars I will get a toy car

When I get 12 Stars I will get an ice cream

When I get 10 Stars I will get to go ice skating



Do they motivate? Do they engage?



- Too often the only parts
- Badges & Leaderboards don't always = motivation
- In fact at bottom of board can be de-motivated

Same course

+ Badges

+ Leaderboard

= Completion is the goal

Do they motivate? Do they engage?

HOWEVER

- Both can be successful in a game or sim based learning solution
- If done right = 51.6% increase in motivation



Questions you should think about:

- Do we really believe that badges & leaderboards engage learners?
- Will they motivate learners?
- Will they help with transfer of learning?
- Is completion the goal?
- Addictive game mechanics?
- Is the game helping them or are they memorizing repetitive activities?

Now think about this....

- Around 50% of all U.S. jobs are at risk of being automated and replaced by robots
- Easiest replaced are the ones requiring repetitive tasks and memorization



<https://www.replacedbyrobot.info/>

Will Robots Take My Job?



According to an academic publication by the Oxford Martin School, around 50% of all U.S. jobs are at risk of being automated and replaced by robots. If you ever ask yourself "will robots replace my job", search below to check if your job will be taken over by automation and robots. ☐



Will "Training Manager" be Replaced By Robots?

0.63% Chance of Automation

"Training Manager" will not be replaced by robots.

This job is ranked **#30** out of #702, where higher means less likely to be replaced.

Care to share? Click for Facebook, Twitter, LinkedIn, or XING. 🍷

<https://www.replacedbyrobot.info/>

98% Chance of Automation

“Warehouse Clerk” will almost certainly be replaced by robots.

This job is ranked **#687** out of #702, where higher means less likely to be replaced.

Learning & Development Needs

- Leadership
- Critical thinking
- Strategic thinking
- Decision making
- Innovation
- Collaboration
- Agility

What you need to know:

- Badges & Leaderboards aren't enough
 - In fact they can be demotivating
 - Boredom can set in
- The use of gamification must be thought out
 - Does this game have a story line that helps engage
 - Is it relatable to their job
 - Can it be tied to other learnings
 - Present & Future

Micro-Learning



Pros	Cons
Drives Innovation	Breadth of subjects
Easy to remember	Lack of Focus on topic
Mobility	Casual
Media Makes the Process Interesting	Disorganized Or Fragmented Experiences
Reduces Cognitive Overload	Preexisting Knowledge
Improves Knowledge Retention and Recall	May Be Ill-Suited For Long-Term Goals
Provides "Moment of Need" Support	
Saves Time And Money	

MicroLearning

What you need to know:

You should probably avoid microlearning if a topic:

- needs to be explained in-depth
- Conjunction with other materials
- Contextual or conceptual
- Understood alongside additional information.

Adult Learning Theories

Oh yeah, there is more than one

- **Andragogy**
- **Experiential Learning**
- **Transformational Learning**
- **Neuroscience**
- **Self-Directed Learning**

Adult Learning Theories

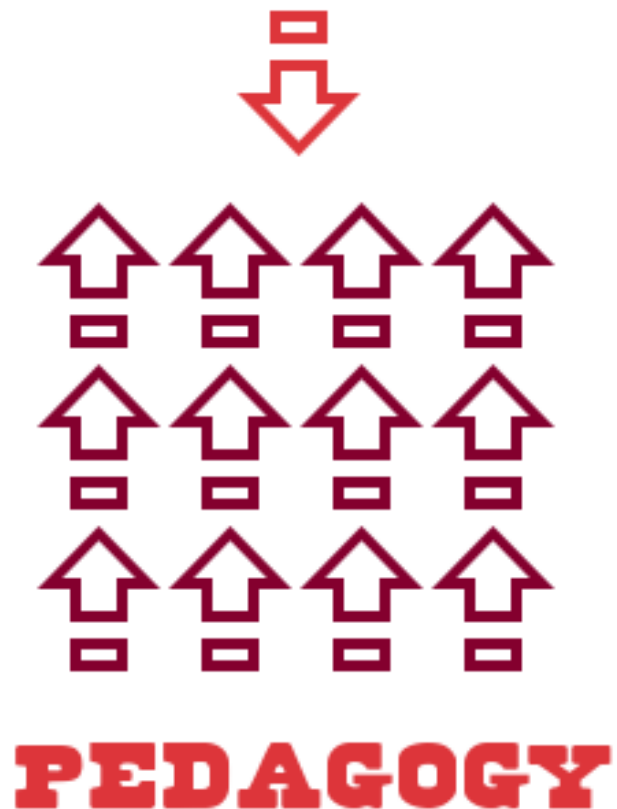
Understanding the theories can help us
design

- Create relevance
 - by mapping courses with perceived learner needs
- Devise Instructional Strategies
 - with real learning contexts
- Choose technology
 - that best supports the instructional strategy
- Plan strategies
 - relevant for the digital age and on the go learners

Theory: Andragogy

Pedagogy = paidi (child) + ago (guide)

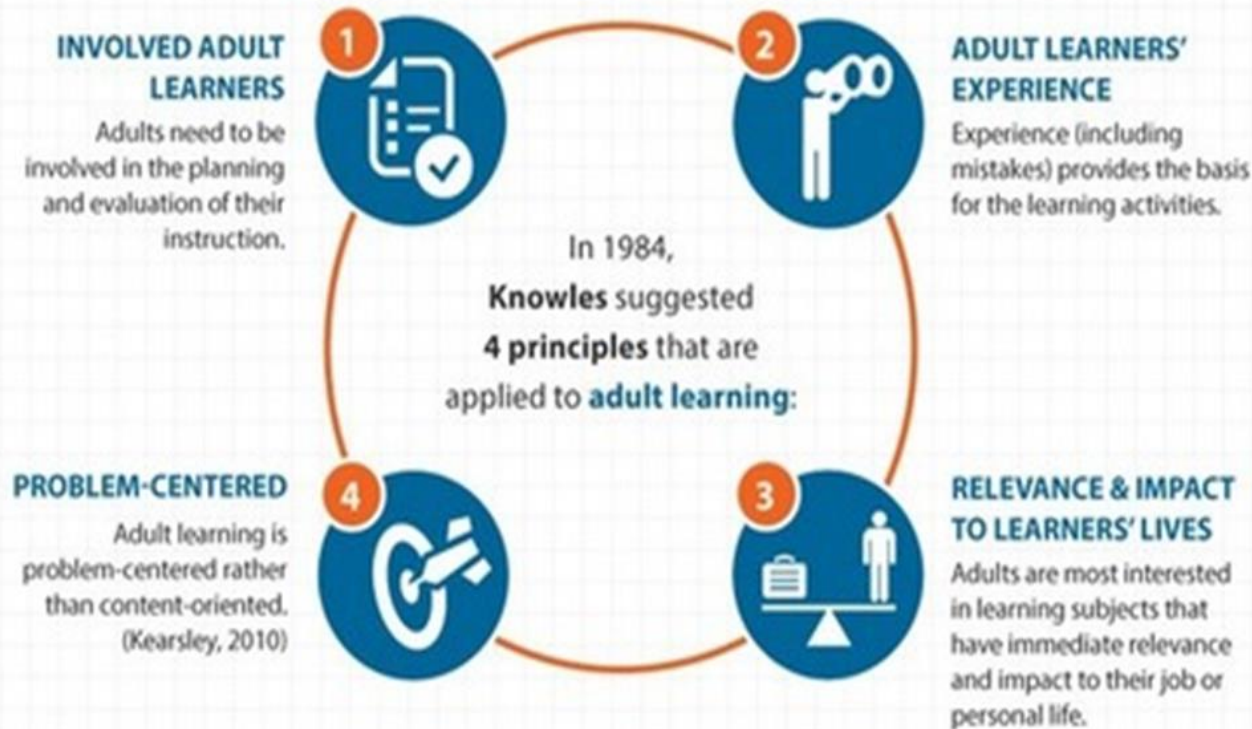
Andragogy = andras (man) + ago (guide)



Theory: Andragogy

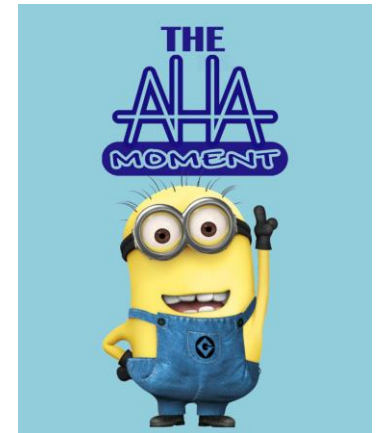
KNOWLES'

4 PRINCIPLES OF ANDRAGOGY

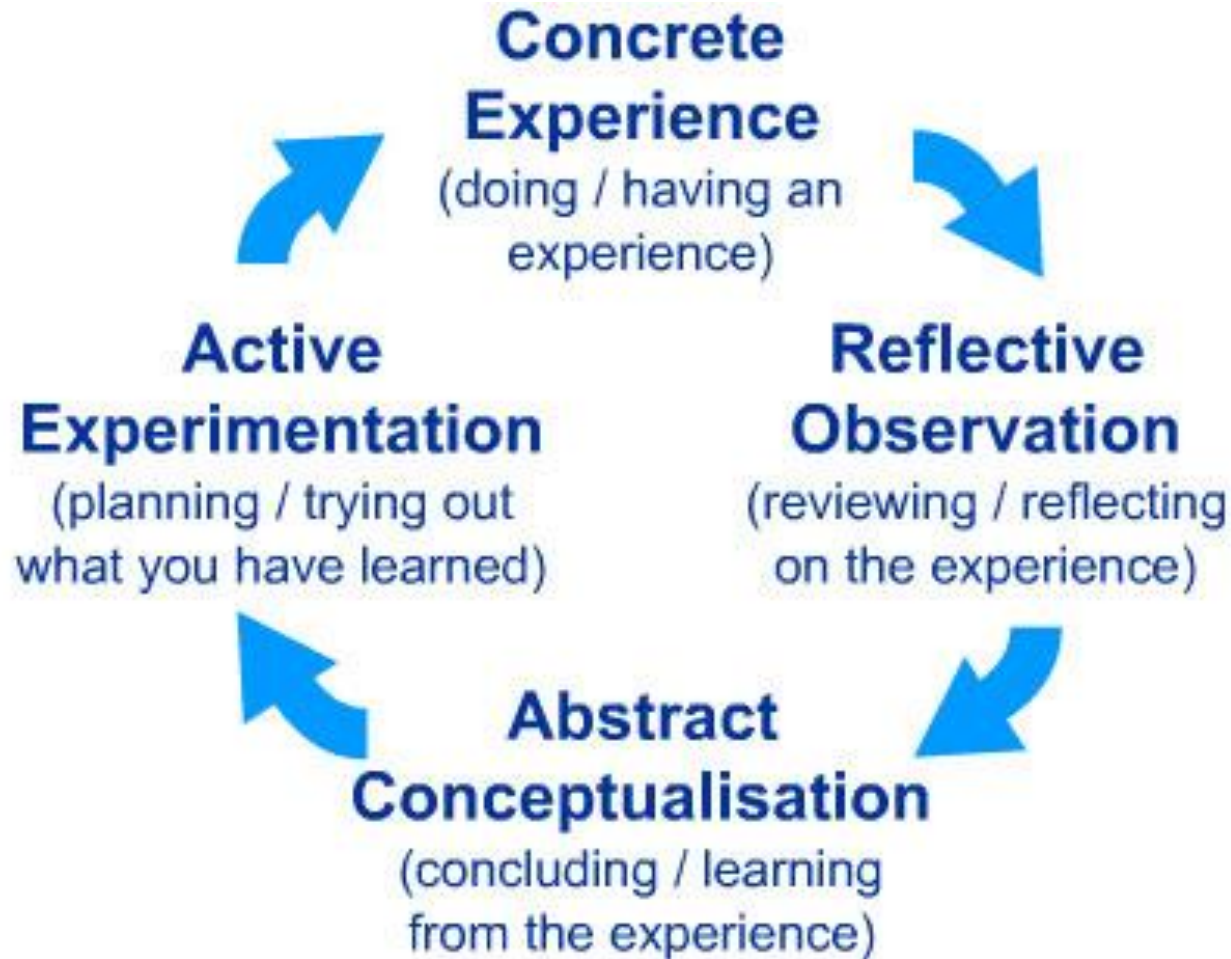


Theory: Transformational Learning

- 3 Stages of Learning



Theory: Experiential Learning



Four Criteria

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

~ Adult Learning, experiential approach, and career-related

4 Provide actionable feedback

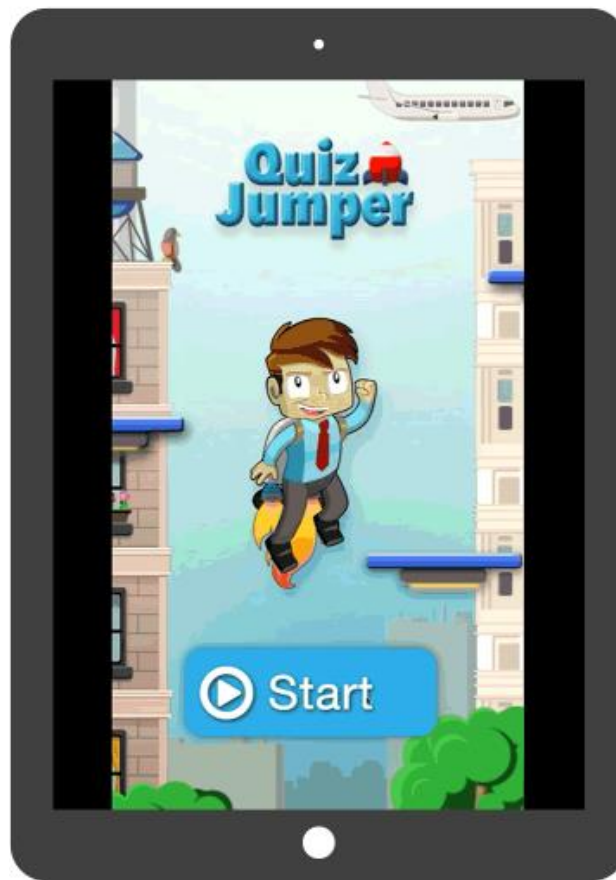
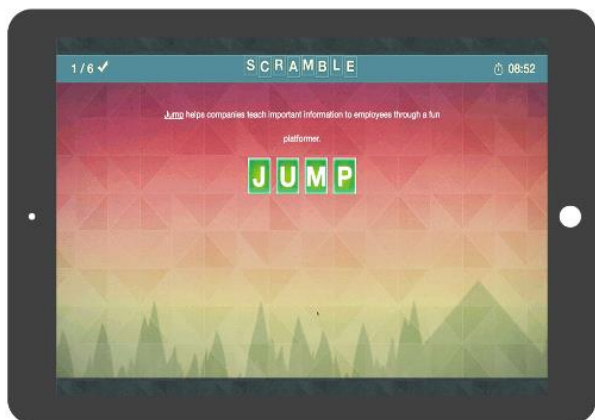
~ Specific, developmental, and application guidance

Don't Forget when evaluating a tool to Flip Kirkpatrick



Lets check out some tools

Games



Games

Don't forget the idea of automating jobs that do repetitive tasks

<https://www.replacedbyrobot.info/>

Are they just for memorization?

Will these games change a behavior?

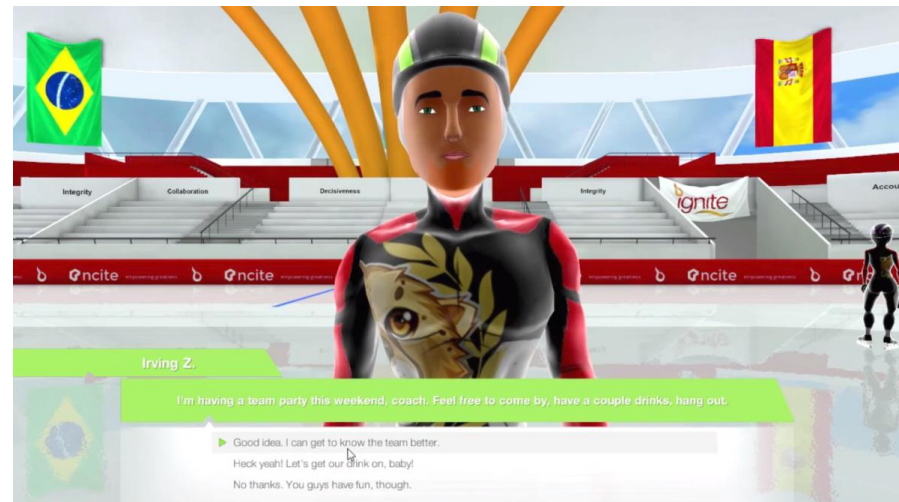
Level 3

Scenario Based Games

Lead your team
to survive and
escape the
island



Lead a skating
team to success



Scenario Based Games

Very Cool!

Will the learning transfer?

Can they relate:

Stuck on an island

Coaching a skating team

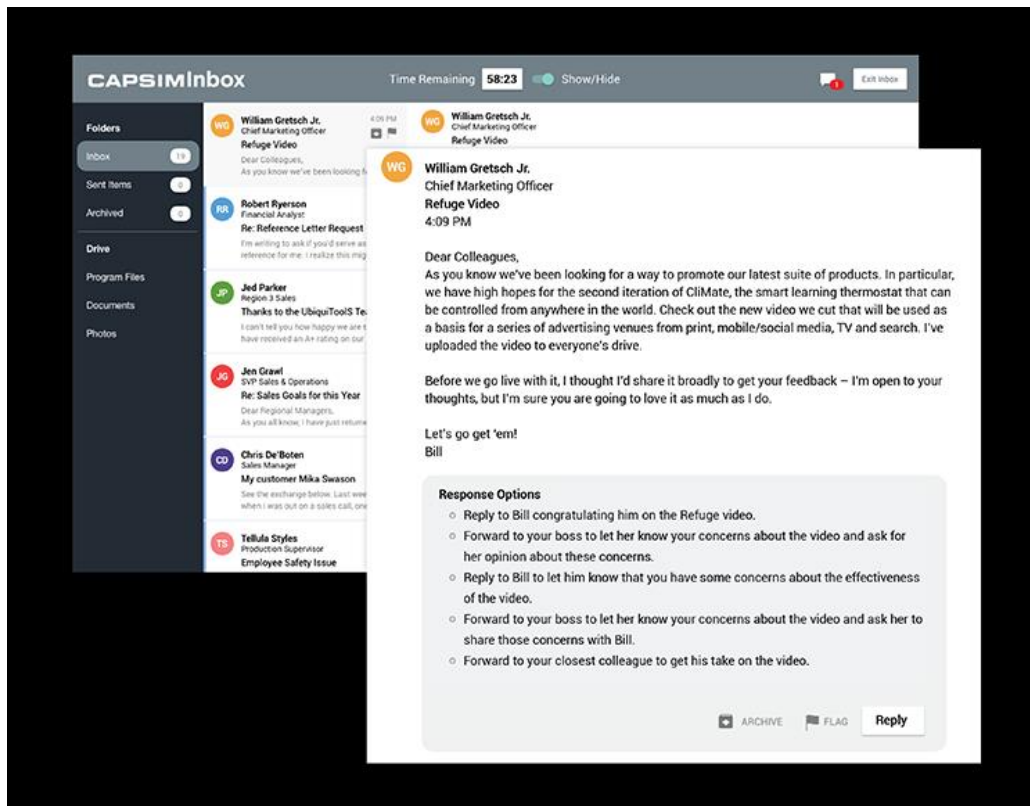
Experiences at work

Will these games change a behavior?

Level 3

CapsimInbox

- Relevant & Realistic
- Adult experience based
- Experiential
- Feedback for reflection and continued development



Folders

Inbox

19

Sent Items

Drive

Company Information

Organizational Chart

UbiquiTools Organizational Chart

Midwest Region Employees

Midwest Sales/Operations

Quarterly Sales Performance

Potential Training

Production Table

Sales Representatives

Key Account Classification

CliMate Promotion

Filter by:

All

Unanswered

Flagged

Jordan Dunn

Midwest Region Employees

Open

UBIQUITOOLS

Midwest Region Organizational Chart

Senior Sales Manager

Sally Goodwin

Sales Manager

Kenny Green

Senior Sales Manager

Erik Strossel

Operations Manager

Lew Williams

Operations Manager

Vacant

Production Supervisor - Toledo

Tellula Styles

UBIQUITOOLS

Production Table

Open in window

Production Table

Product	Production Step	Team/Line	Cost per Part	Cycle Time	Units In	Units Out
LawnLink	1.1	A-x1	\$15.50	6 hours	100	90
LawnLink	2.1	A-x2	\$50.25	9 hours	80	80
PetPatch	1.1	B-x1	\$45.00	3 hours	200	180
PetPatch	2.1	B-x5	\$33.75	8 hours	180	150

Close

ack that you love his enthusiasm, but this deal is just too big to have an experienced person do the sales presentation – there will be other unities for sure.

ack you'd like him to sit-in on team meetings and attend the home presentation to learn the ropes.

ack that you'd like to have him involved and he should look into the needs of SmartHome and report this information back to you.

Looking to do more!

JD Jordan Dunn
4:36pm

Welcome back! Just a heads up, a few people who were looking for you last week are out of office today, so you can expect to receive more messages here throughout the day

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

Skill Gap

Legend of bar

● Self-Assessment Score

■ Inbox Assessment Score

Organizing

Planning and prioritizing work through the effective scheduling of people and tasks, as well as managing personal effectiveness through time management and delegation.

**Leading**

Influencing others toward the achievement of goals by directing and empowering people to accomplish tasks while remaining sensitive to their professional needs.

**Problem Solving**

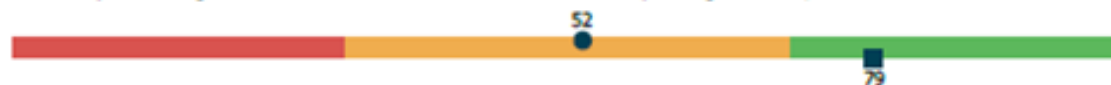
Exhibiting sound judgment by developing an accurate understanding of situations, collecting useful information, and completing precise analysis of data in order to make effective decisions.

**Communicating**

Presenting information to others in order to maximize understanding by defining the appropriate target audience, identifying core ideas, selecting the most important communication medium, and developing supportive arguments.

**Initiating**

Proactively influencing events without others' direction in order to accomplish a goal or task, or to make a decision.



- Don't get caught with shiny new objects
- Don't worry about buzzwords
- Not all Learning tools work for all situations
- Does the tool take into account adult learning theories?
- Know your goals-flip Kirkpatrick
- Evaluate if tools meet behavioral outcomes
- Use the right tool for the right job



Look forward to seeing you at ATD In San Diego

Speaker Session

Optimize the DNA of Your Leadership Development Program

Wed, May 09 | 8:15 AM - 9:30 AM | Room: 23B

Or stop by Booth 619 to say hello
& try out our New Escape Room Demo

Upcoming Webcast

THE LEADERSHIP AWARENESS RECIPE: DEVELOPING
LEADERS THROUGH EXPERIENTIAL LEARNING

Wednesday, May 23, 2018 2:00pm - 3:00pm EDT



Questions?

Connect with **Joseph LiVigni** on **LinkedIn**

[Email: Joe.livigni@capsim.com](mailto:Joe.livigni@capsim.com)

Videos from the Capsim Kitchen on YouTube or Capsim website



For More Info About Capsim Contact:

Kiersten DeBrower

Kiersten.debrower@capsim.com

312-477-7256