

The Alelo® Workplace Coach:

A breakthrough learning solution for promoting positive workforce diversity



Workforce-diversity programs require more than mere compliance with regulatory mandates, or training employees about laws and regulations. Organizations must ensure employees across generations, cultures, mindsets and organizational collaborate productively and cordially.

A vital skill required to accomplish this goal is perspective taking, which is the ability to understand a situation from the perspective of others. It is related to but more useful than emotional intelligence. Emotional intelligence might help recognize that an employee is frustrated and upset. Perspective taking helps understand why some employee upset others and, even better, how to avoid upsets in the first place. It is essential for promoting understanding between people with differing cultural backgrounds and communicative styles.

Having well developed perspective-taking skills also prepares employees to engage with culturally diverse customer bases, driving up sales and increasing customer satisfaction. The Millennial generation is the most culturally diverse ever, and so organizations open to diversity are better prepared to engage with this increasingly important generation both as employees and consumers.

Perspective taking demands skillful observation, active listening, and suspending judgment — which is why it is difficult to learn and practice. Coaching and live role-play can help train employees, but are typically expensive and disruptive of work schedules. Self-paced courses are less expensive, but they are not effective because they don't provide the necessary opportunities to practice in concrete situations.

The **Alelo® Workplace Coach** is an employee development breakthrough that benefits everyone – from executives to white- and blue-collar workers – with rich and engaging learning experiences that combine the low cost per student of self-paced solutions with the realism and personalization of live one-on-one instruction.

The system immerses learners in personalized, life-like situations with interactive role-playing scenarios that teach effective communication and collaboration, including perspective-taking skills. It is grounded in multidisciplinary research in computer simulations, artificial intelligence, distance and mobile learning, pedagogy, and social science.

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Play. Learn. Communicate.®

THE ALELO® WORKPLACE COACH – HOW AND WHY IT WORKS

The Alelo® Workplace Coach teaches effective communication and collaboration across generations, cultures, mindsets and organizational levels.

The system consists of immersive simulations of tasks and situations similar to what learners are likely to encounter in the real world.

Learners speak and choose screen-based options to interact with artificially intelligent, role-playing computer-based characters that coach, challenge, encourage and engage.

Learners understand differing mindsets by getting first-hand exposure to the perspectives of supervisors, subordinates, colleagues and customers.

Learners get meaningful life-like feedback that instantly demonstrates the consequences of their behaviors.

Life-like practice without risk of failure ensures that learners retain and sustain their acquired skills, and can confidently apply them.

The system automatically personalizes instruction based on each learner's evolving competency profile.

Real-time performance metrics provide learners and their supervisors with continuous progress assessments.

The system is grounded in multidisciplinary research in computer simulations, artificial intelligence, distance and mobile learning, pedagogy, and social science; and built with Alelo's patented VRP® Virtual Role-Play technology.

More information in the white paper *How and why the Alelo® Workplace Coach works*. Available at alelo.com/workplace.



POSSIBLE TARGET APPLICATIONS

- For executives, managers, white- and blue-collar staff:
- Workforce-diversity management and relations.
- Customer relations, sales.
- Leadership, teamwork, negotiation, innovation.
- Employment interviews.
- Handling discrimination and harassment.

TECHNICAL DETAILS

- Custom-built courses to meet each organization's requirements and budget.
- Available as either standalone courses or part of blended instruction.
- Runs on desktops, laptops, mobile devices.
- Compatible with learning management systems.

ABOUT ALELO INC.

The Alelo Workplace Coach and the VRP® Virtual Role-Play simulations are products of Alelo Inc., experts in creating innovative learning solutions that help you be effective when it counts.

Please inquire about our course-development and distribution partnerships.

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