

## Serious Business Game for effective feedback

*Learn the key skills essential for effective feedback*



### Gamification Storyline:

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Somewhere in **Kentucky**, a **sustainable community** is trying to survive despite almost three years of oppressive drought

In order to maintain the vitality of this ecological community, Gina, the protagonist of the Serious Business Game, makes a proposal to the inhabitants so that they will have again access to water.

It will depend on her capacity to give effective feedback if the inhabitants will achieve their great goal: To build a well.

### Characteristics of the Serious Business Game:

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- ✓ Learn with game based didactic methods.
- ✓ Applicable and practical contents.
- ✓ **Results-oriented learning** with revolutionary gamification technologies.
- ✓ Use the simulations for experience-based learning.
- ✓ Flexible, intuitive to use, fast and easy to train.
- ✓ An exciting gamification storyline facilitates targeted learning.
- ✓ **A unique learning experience!**

**Yes, just try it out? Get a free test license [www.ARC-Institute.com](http://www.ARC-Institute.com)**

The ARC Institute is your didactic contact for Serious Business Games. We would be happy to provide you with an individual offer for your team: [Info@ARC-Institute.com](mailto:Info@ARC-Institute.com). Together with you, we develop concepts how you can support your employees independently of time and location in up to 11 languages simultaneously, worldwide.

**Create a new and unique training experience for your employees!**

## Serious Business Game for effective feedback

### Methodology:

The developed game-based learning method is a combination of **3 elements**:

- ✓ **High quality content** equivalent to a two-day on-site course, with a strong practical focus that is useful and directly applicable to the work
- ✓ The **use of gamification techniques** in terms of story telling, ranking motivation, scoring, different learning and game levels, and incentives through recognition and awards. This makes the training a motivating and exciting learning experience. This directly promotes the intrinsic motivation to learn on your and your employees' side.
- ✓ **Practical exercises** that allow you as a participant to practice directly in a safe and motivating environment and to implement the practical knowledge. You will **receive detailed feedback** in the form of individual learning loops.

### Objectives | Why AQUA?:

Aqua is aimed at all professional profiles, especially those who wish to improve their communication with the people with whom they interact in both their personal and professional environments.

- ✓ Find out how feedback can help you to **continuously improve** the people in your environment.
- ✓ Learn tips and tricks to **provide positive and constructive feedback**.
- ✓ Discover a **simple and effective** process to change and optimize your own behavior.
- ✓ Encourage the **development of talents** in your entire team.
- ✓ Learn techniques for **managing conversations** in the different coaching phases.
- ✓ Develop your ability to give feedback on a dozen **practical cases with the simulator** integrated in the Serious Business Game.



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### Overview of contents:

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The training program basically coaches all people to give effective feedback, but the individual steps to change behavior must be considered:

- ✓ **Understand the benefits of feedback**, both for your personal growth and continuous improvement, and for those of the people around you.
- ✓ How and when can I give constructive feedback?
- ✓ How and when can I give positive feedback?

### Knowledge and skills:

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Thanks to the simulations in the Serious Business Game, "Aqua" enables **effective knowledge transfer**. Through the development of the main competencies, knowledge is conveyed in order to give effective feedback in practical situations:

- ✓ Continuous learning, coaching, effective communication, empathy,
- ✓ results orientation, leadership, interpersonal relationships, problem solving, decision making and teamwork.
- ✓ Assertiveness, self-confidence, self-control, self-assurance,
- ✓ Coordination, focus, flexibility, impact and influence, initiative and integrity



## Serious Business Game for effective feedback

### What is AQUA's focus group?

Aqua is aimed at all professional profiles, especially those who wish **to improve their communication** with the people with whom they interact in both their personal and professional environment.

### What does it depend on?

- Show empathy.
- Think from the position of your counterpart.
- Plan ahead. Conduct a target-oriented dialogue in order to enable you to move forward.
- Combine the interests of different stakeholders into one big picture.
- Act solution-oriented!

### How do you make it work? What are the IT requirements?

1. **The only thing you need** to use this business game training is an end device with internet access.
2. You can **access our performance-optimised business game platform** at any time, from anywhere in the world via your individual user profile or integrate the business game training into your LMS (Cornerstone, Moodle, SAP Success Factors, etc.).
3. You will receive regular reports on the progress of your participants and training groups. This allows you to keep an overview at all times and motivate your teams in a goal-oriented manner.

