

Game Changers

Gaming skills and the Workplace



Agenda

- Introductions
- The Games We Play and Why We Play Them
- Gaming Psychology in a Non-Game Environment
- The Game Changer Project
- An Overview of the Course, Facilitator Guides, PowerPoints, Learner Playbooks Supporting Documents and Games
- Changes
- How To Get Involved

Literacy Link South Central

- Regional Literacy Network serving Elgin, Oxford, Middlesex, Brant, Haldimand and Norfolk Counties
- Funded by the Ministry of Labour, Training and Skill Development
- Literacy Service Planning
- Professional development
- Literacy presentations and information sessions
- Referrals
- Curriculum development

The Games We Play

Are you a gamer? What kind?



But... Why Do We Play?



Epic Meaning
& Calling

Development &
Accomplishment



Empowerment
& Creativity



Ownership &
Possession



But... Why Do We Play?



Social Influence
& Relatedness

Scarcity &
Impatience



Unpredictability
& Curiosity

The 8 Core
Drives of
Gaming (Yu-
Kai Chou)

Loss &
Avoidance



Gamification Beyond the Gaming World

“Gamification is the act of applying game-design elements and motivations to a non-game setting to increase engagement, change behaviour, or achieve a specific, desired result.”

~ Brian Arnold



Gamification in Education

Students make choices, measure their skills and progress, set goals, and experiment in the classroom.

Bringing these typical gaming skills:

- Problem solving
- Collaboration skills
- Intense focus
- Continual skill development
- The ability to fail, learn from that failure, and try again



The Game Changer Project



- Based on research and projects about play as a tool for learning
- Supported by the Royal Bank of Canada's Future Launch fund
- Creating curriculum to:
 - engage and motivate learners under the age of 30
 - promote the development of soft skills, especially those needed in the workplace
 - help learners recognize, develop and demonstrate their transferrable skills using interactive games and activities
- Guided by both a youth advisory committee & youth-led start-up company devoted to developing games

The Flow of the Curriculum

14 modules that can be run back-to-back as a longer course, or individually as workshops



Soft Skill Modules



- Verbal Communication
- Non-verbal Communication
- Observation Skills
- Decision Making
- Problem Solving
- Teamwork
- Flexibility and Adaptability
- Work Ethic
- Conflict Resolution
- Resiliency

How the Course is Structured

- Facilitator Guide
- PowerPoint Presentation
- Learner Playbook
- Supporting documents and handouts



Embedded in each: group work, independent research, playbook activities, videos, facilitated lessons, games, and reflection exercises between sessions.

How the Facilitator Guides are Structured

- Curriculum legend
- Supply list
- Pre-session preparation
- Optional preparation
- Play!

 Activity

 Lesson

 Game

 Discussion

 Video

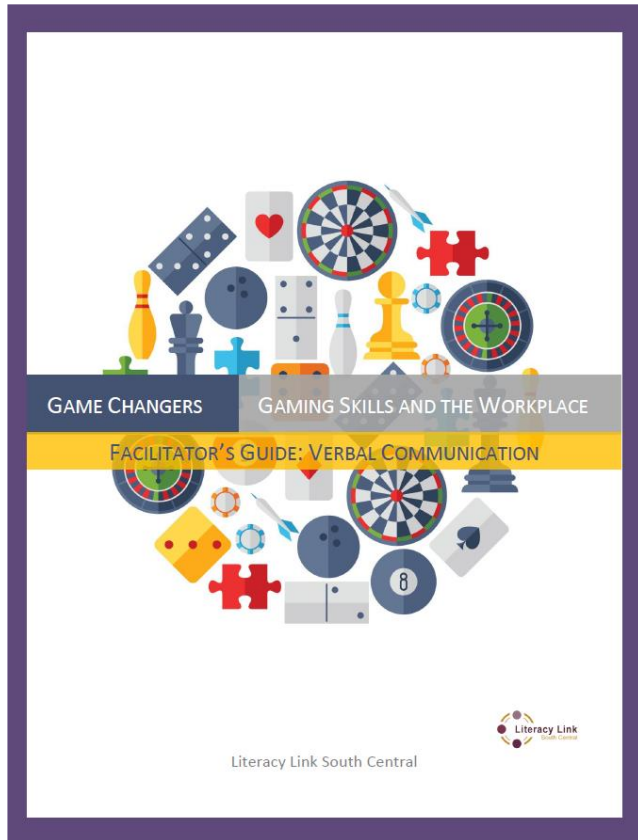
 Debrief

 Playbook

 Homework

 Facilitator notes

How the Facilitator Guides are Structured



- Revisit any topics from the last session
- Instructions for how to run activities
- Screen shots of the PowerPoint presentation
- Key points to reinforce
- Answer keys
- Debriefing questions
- A new take-away reflection activity
- Next session's topic

How the PowerPoint Lesson is Structured

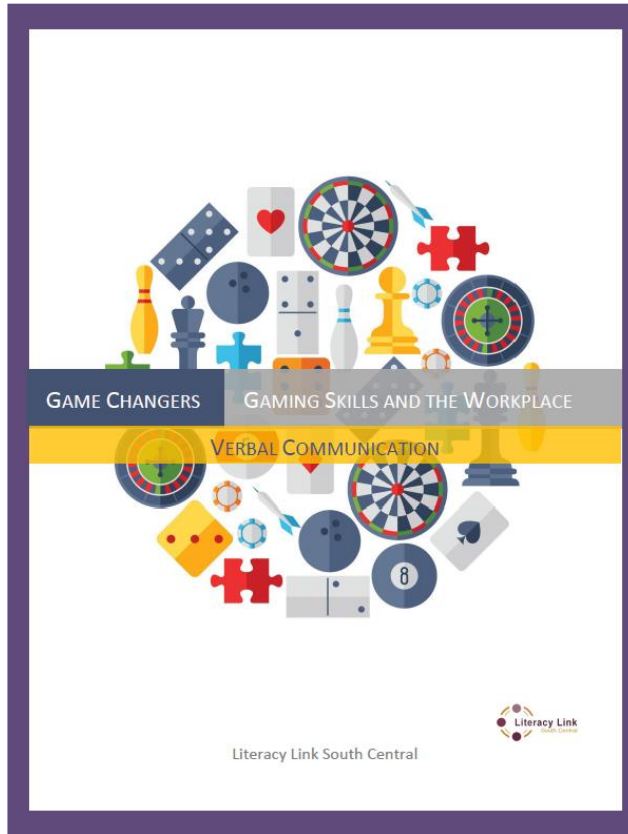
- Both in the Facilitator Guide and in a .ppt file
- Includes complete lesson scripting, including questions to ask, and key points to reinforce



The ability to observe our surroundings and make logical conclusions based on what we see is a very important skill. Knowing what stands in the way of being truly observant can help us connect with and respond to situations and people more effectively.

In many ways, an increase in technology has changed, and some would say damaged, our observation skills. We no longer have to observe our friends or family members to find out what they're up to or how they're feeling. Their latest Snapchat, Instagram story or Facebook update fills us in without us ever seeing them. And from an online and media perspective, marketers work hard to make sure we don't have to be very observant to find the "next big thing". You don't even have to look – it will appear in front of you based on your interests, search history, or demographic information.

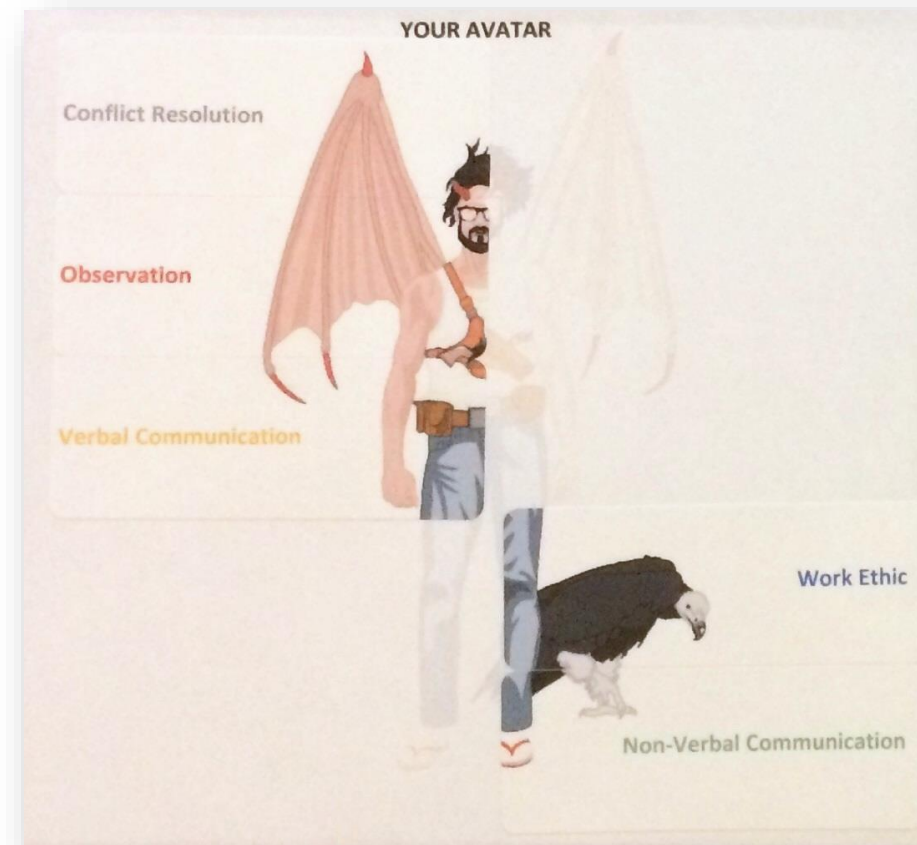
How the Learner Playbooks are Structured



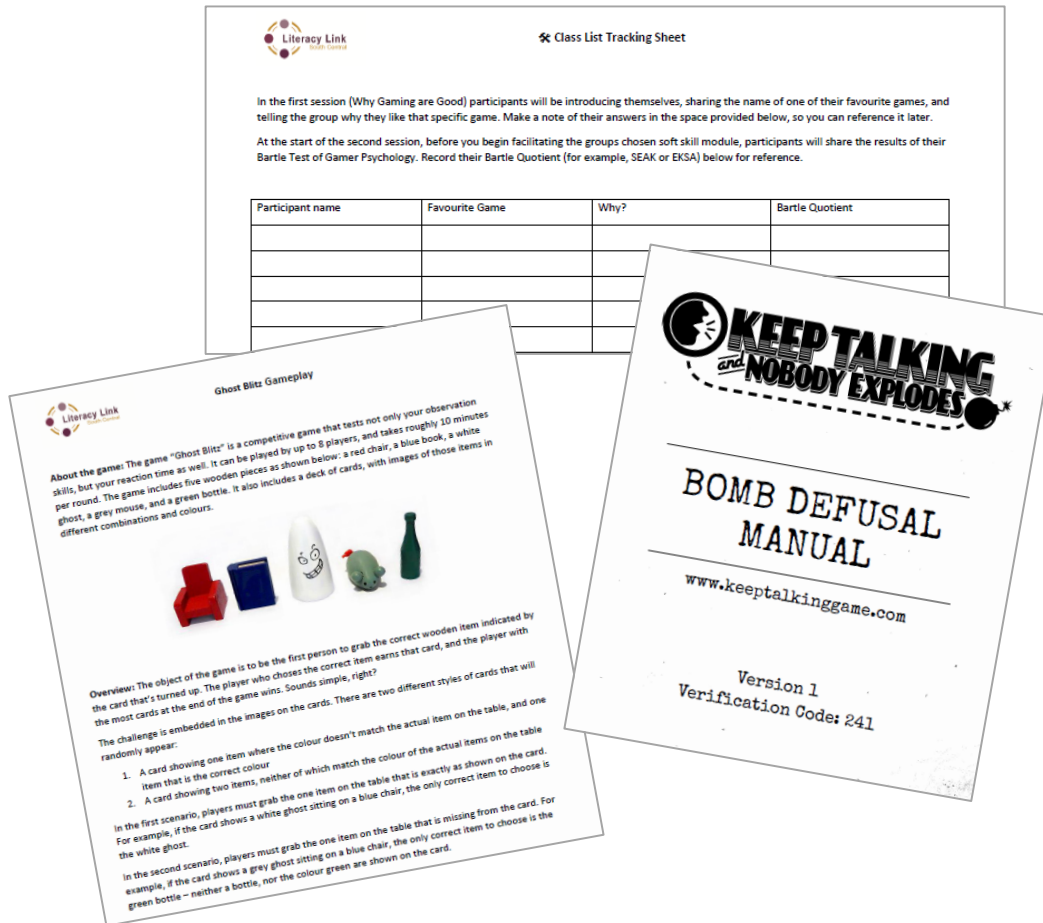
- Agenda
- PowerPoint content with interactive elements
- Varying activities, articles to read, discussion questions, etc.
- Game introductions with skills defined and a role for both players and observers
- Input on the next topic
- A take-away reflection activity

How Learners Track Their Progress

- The learner creates an Avatar
- The Avatar is printed in watermark on a Progress Card
- Full colour Progress stickers are awarded each time the learner completes a soft skill module



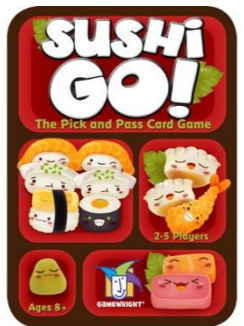
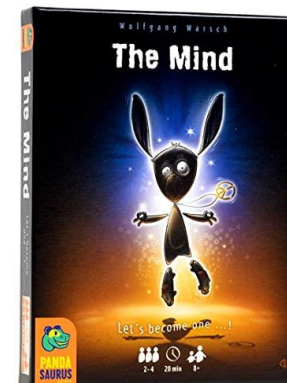
How Supporting Documents are Structured



Vary by module. They may include:

- facilitator tools like tracking sheets or classroom signs
- participant handouts not included in the Learner Playbook
- game play instructions
- resources

Gaming Elements



Game Changers: Gaming Skills and the Workplace

Putting it All Together: Conflict Resolution

- The colour of conflict
- Defining conflict
- A perspective on conflict: a need is not being met. Why? How does it make me feel and react?
- How to talk about my needs
- What to do when things don't go my way
- Needs vs. Wants



Putting it All Together: Conflict Resolution

Your Conflict Cheat Sheet

Use this chart to identify the common habits of your partner in conflict, as well as how you can help them engage in successful conflict resolution

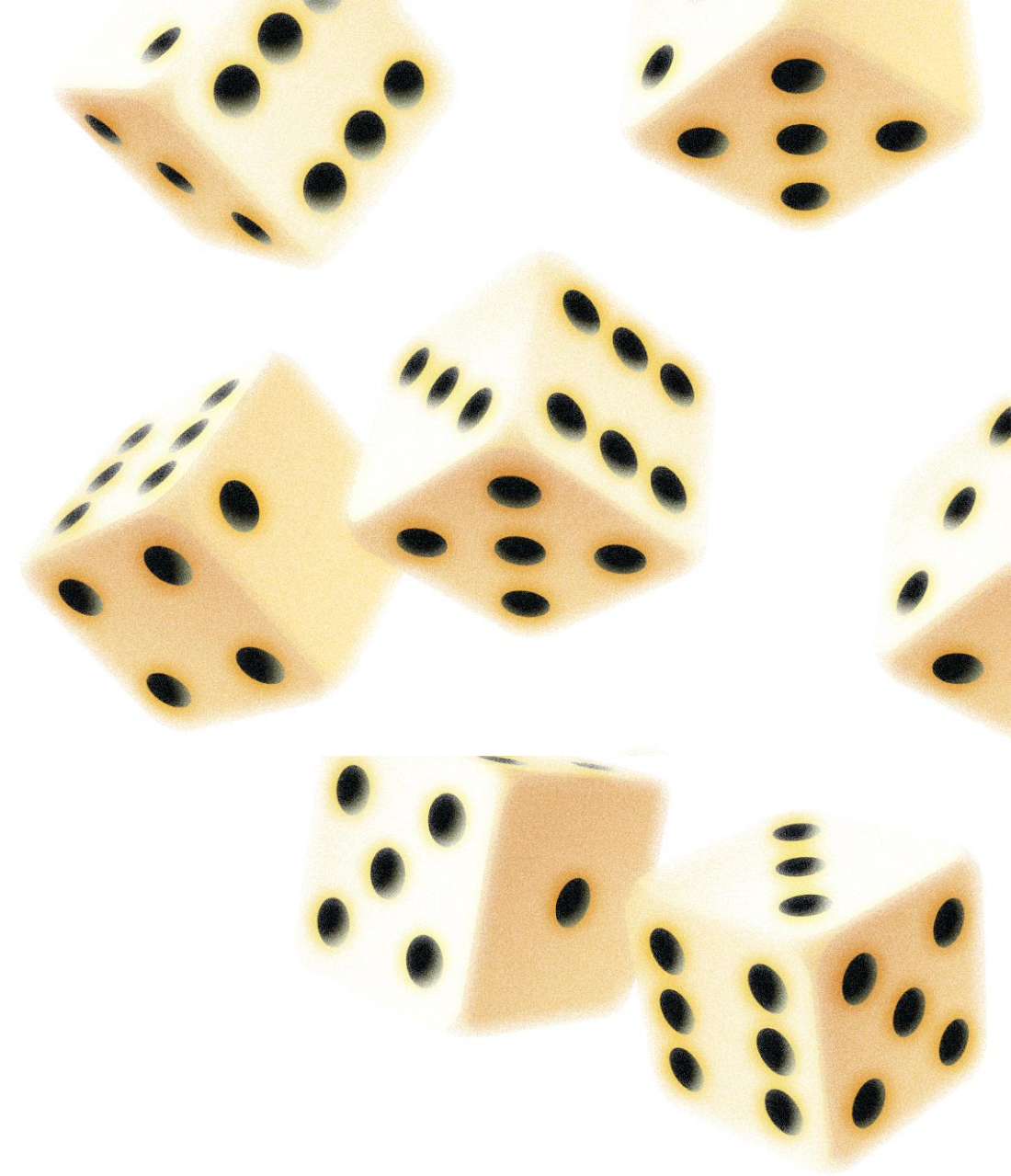
If you are:	Competing	Collaborating	Avoiding	Accommodating	Compromising
And your partner is Competing	 <p>You are both likely to strongly voice your opinions, leading to a more contentious conflict. Encourage both of you to take time before conflict to reflect and prioritize needs.</p>	 <p>Your partner is unlikely to seek time or space to find a collaborative solution. Encourage them to be patient to build the best outcome.</p>	 <p>Your partner is likely to seek time or space to find a collaborative solution. Encourage them to listen to your conc with an open mind.</p>	 <p>Your partner is likely to seek time or space to find a collaborative solution. Encourage them to listen to your conc with an open mind.</p>	 <p>Your partner is likely to seek time or space to find a collaborative solution. Encourage them to listen to your conc with an open mind.</p>
And your partner is Collaborating	 <p>Your partner will likely want to invest more time than you on finding mutually beneficial outcomes. Encourage them to highlight the benefits of their approach to you and your team.</p>	 <p>You are both likely to spend significant time and energy coming to mutually beneficial solutions. Establish a decision timeline to set parameters for yourselves.</p>	 <p>Your partner is likely to seek ways to minimize discussion on conflict. Encourage your partner to voice their opinions while you patiently listen.</p>	 <p>Your partner is likely to seek ways to minimize discussion on conflict. Encourage your partner to voice their opinions while you patiently listen.</p>	 <p>Your partner is likely to seek ways to minimize discussion on conflict. Encourage your partner to voice their opinions while you patiently listen.</p>
And your partner is Avoiding	 <p>Your partner will likely shy away from conversation. Encourage your partner to voice their opinions while you patiently listen.</p>	 <p>Your partner is likely to seek ways to minimize discussion on conflict. Encourage your partner to voice their opinions while you patiently listen.</p>	 <p>Your partner is likely to seek ways to minimize discussion on conflict. Encourage your partner to voice their opinions while you patiently listen.</p>	 <p>Your partner is likely to seek ways to minimize discussion on conflict. Encourage your partner to voice their opinions while you patiently listen.</p>	 <p>Your partner is likely to seek ways to minimize discussion on conflict. Encourage your partner to voice their opinions while you patiently listen.</p>
And your partner is Accommodating	 <p>Your partner is unlikely to assert their ideas, even when they are best. Resolve to accept at least one of your partner's ideas in your final outcome.</p>	 <p>Your partner is likely to sacrifice their ideas to resolve conflict. Highlight the importance of various viewpoints in conflict resolution.</p>	 <p>Your partner is likely to default to your preference. Ask for your partner's options before stating your own.</p>	 <p>Your partner is likely to default to your preference. Ask for your partner's options before stating your own.</p>	 <p>Your partner is likely to default to your preference. Ask for your partner's options before stating your own.</p>
And your partner is Compromising	 <p>Your partner is likely to focus on resolution, even if your needs aren't met. Encourage your partner to consider how quick decisions might negatively impact long-term goals.</p>	 <p>Your partner is likely to focus on resolution, even if your needs aren't met. Collaboratively set a single goal before engaging in decision-making.</p>	 <p>Your partner is likely to focus on resolution, even if your needs aren't met. Collaboratively set a single goal before engaging in decision-making.</p>	 <p>Your partner is likely to focus on resolution, even if your needs aren't met. Collaboratively set a single goal before engaging in decision-making.</p>	 <p>Your partner is likely to focus on resolution, even if your needs aren't met. Collaboratively set a single goal before engaging in decision-making.</p>



- The Thomas-Kilmann Instrument (TKI)
- What is my conflict resolution style?
- Cross referencing my style with others
- One Night Ultimate Werewolf
- Using what we learned outside the classroom

Rolling With Changes

- Delivering face-to-face, interactive training in a socially isolated world?
- Shifting timelines
- Possible opportunity in crisis
- Creating new delivery options and ways to play



Getting Involved

- Want to pilot this curriculum? Want to know when the full course complete and ready to use at once? Let us know!

<https://www.surveymonkey.com/r/ZY88S3B>

- Initial curriculum release:
 - Why Gaming is Good
 - The Session 2 mini-module
 - Four soft skills modules: Verbal Communication, Non-verbal Communication, Conflict Resolution, and Observation Skills.

Wrap-up

- Please fill out a quick evaluation of today's session:
<https://tinyurl.com/yag2fj3v>
- Questions?
- Stay in touch!

