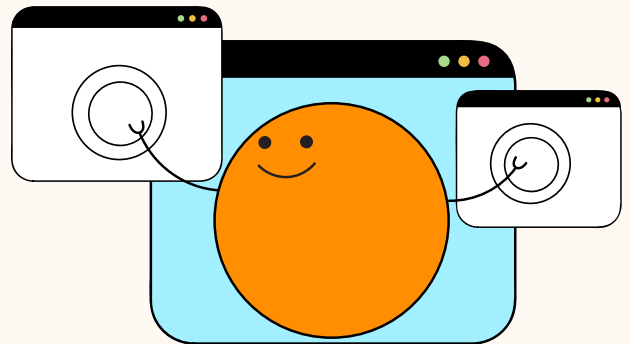


Point of View*: Leveraging Mixed Reality enabled learning tools[^] for Behavioral Training:



Introduction:

In today's evolving learning landscape, innovative technologies such as Augmented Reality (AR) and Virtual Reality (VR) are reshaping how businesses train their employees. This combination of AR and VR, often referred to as Mixed Reality (MR), presents a unique opportunity in the realm of behavioral training, particularly for behavioural skills like leadership, empathy, and emotional intelligence.

Why MR for Behavioral Training?

AR and VR both enhance our interaction with the world, but they do so in different ways. AR adds digital layers to your existing environment—think Snapchat filters or apps like Amazon's furniture preview, where you can visualize how a piece might look in your room. You're still grounded in the real world, but with added digital context.

VR, on the other hand, transports you to an entirely simulated environment. When you put on a headset like Oculus or PlayStation VR, you're fully immersed in a new reality, interacting with virtual surroundings as if they were real. This makes VR especially powerful for training scenarios where complete immersion is necessary.

I Imagine being able to practice high-pressure scenarios in a completely risk-free environment. VR allows employees to step into fully immersive simulations where they can refine their decision-making skills under stress without any real-world consequences. This is where the power of Mixed Reality (MR) elevates behavioral training by offering immersive, hands-on experiences that allow employees to practice in safe, controlled environments—blending both virtual and real-world elements for more dynamic learning.

POV: Specific set of beliefs shared with the communities we serve. These viewpoints reinforce our interests and position and thus an essential part of our brand which helps shape our customer's perspective about our brand.

[^]MR-enabled learning tools refer to educational resources that utilize Mixed Reality (MR) technology. MR combines elements of Augmented Reality (AR) and Virtual Reality (VR), allowing users to interact with both real and virtual elements simultaneously. Examples of MR-enabled learning tools include, interactive simulations, 3D models, Virtual tours, etc.

Key Benefits of Mixed Reality (MR) for Behavioral Training:



Safe Space for Mistakes:

MR allows learners to make mistakes without real-world consequences, promoting experimentation and fostering a growth mindset.



Increased Engagement & Motivation:

Immersive, interactive experiences hold learners' attention better than traditional training methods, encouraging active participation.



Scalability:

Once developed, MR modules can be deployed organization-wide, providing consistent training across locations and time zones.

Challenges of MR Enabled Learning tools in Behavioral Training:

While MR enabled learning tools holds incredible potential, it also comes with its share of challenges that need careful consideration, especially when it comes to balancing both business outcomes and human / learner needs.

Let us first evaluate from the business perspective, take into account some advantages as well as some disadvantages:



Better Training for Hybrid Teams:

MR enabled tools ensures that both remote and in-office employees get the same high-quality training experience, making it ideal for hybrid work setups.



Scalability:

Once MR modules are built, they can be used globally, cutting down on logistical hurdles and providing consistent training across the board.



Data-Driven Insights:

MR enabled learning tools offer valuable data on employee performance, which can be used to tailor training to individual needs.

Some of the disadvantages hard to ignore could be:



High Upfront Costs:

The initial investment in MR hardware and content creation can be steep.



Tech Challenges:

With a multi-generational workforce, not everyone may be comfortable with MR technology, leading to uneven experiences.



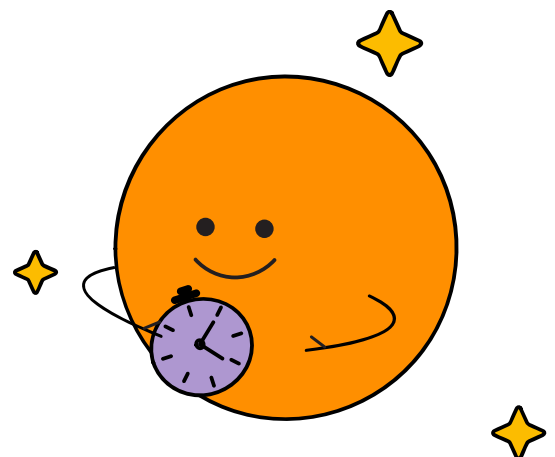
Hard to Update:

MR content can be tricky and expensive to update, making it less flexible when training needs evolve.

Let us now consider some benefits and drawbacks of using MR enabled learning tool from a human or learner need perspective:

Advantages:

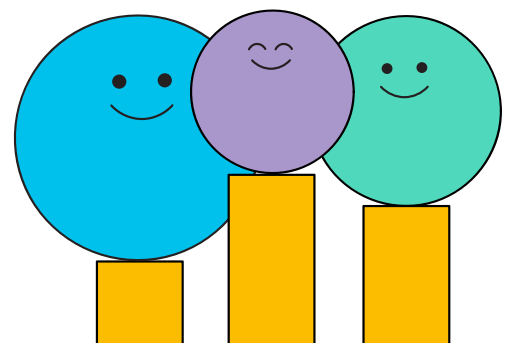
- ✓ **Better Learning and Retention:** The hands-on, immersive nature of MR enabled learning tools helps people remember what they've learned and bridges the gap between theory and practice.
- ✓ **Caters to Different Learning Styles:** MR enabled learning tools offers something for everyone—whether you learn best visually, auditorily, or kinesthetically, it provides a personalized experience.
- ✓ **Safe Space for Emotional Learning:** MR enabled learning tools allows employees to practice tough skills, like conflict resolution, in a low-risk environment where they don't have to worry about failure.



Disadvantages:

At FocusU our experiential learning approach is deeply rooted in Bandura's Social Learning Theory which emphasizes learning through observation and imitation. In MR-based learning intervention it is our belief that some behavioral aspects may be less effectively taught due to:

- ✘ **Reduced Opportunity for Social Observation:** Over-reliance on MR enabled learning tools can limit the chance to observe real-world interactions and consequences. For instance, observing how others handle conflicts can provide valuable insights and strategies or say seeing the positive or negative consequences of different conflict resolution approaches can influence their own behavior. Further more, learning to read and respond to social cues is essential for effective conflict management. These skills can be challenging to develop solely through MR enabled learning tools.
- ✘ **Lack of Intrinsic Motivation:** Social learning fosters motivation through external feedback and interaction, which by solely relying on MR enabled learning tools may lack. Take for instance peer encouragement or team competition which can provide external motivation to learn while at the same time foster meaningful connections, or say building relationships with instructors and peers can make learning feel more meaningful and impactful.
- ✘ **Challenges in Modeling Behavior:** MR enabled learning tools might provide a realistic scenario but cannot not accurately depict subtle behaviors like non-verbal cues, hindering learners' ability to fully grasp interpersonal nuances. This can make it difficult for learners to capture the subtleties of human interaction, or miss out on contextual understanding and thereby impact developing effective behaviors or practicing behaviors essential for mastery.
- ✘ **Feedback & Reinforcement:** Real-life feedback, rich with emotional and non-verbal complexity, may not be fully replicable in MR environments as real-life interactions involve complex emotions, behaviors, responses are unpredictable and packed with unexpected challenges. While MR-enabled learning tools offer valuable practice, social interaction remains crucial for building trust and rapport, which are key to effective learning and development. It's important to balance MR with real-world opportunities for human interaction, where feedback is more personalized and meaningful than what a virtual agent can provide.

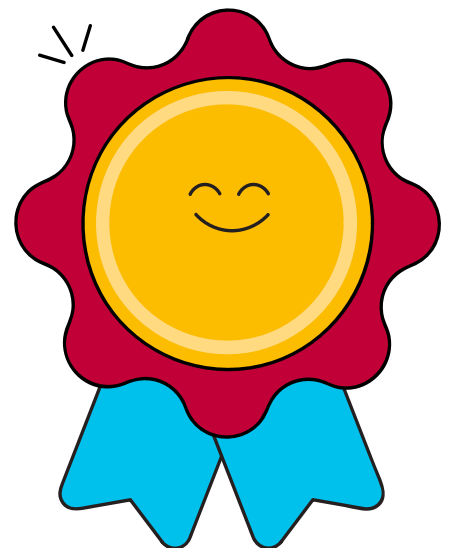


How do we mitigating these limiting drawbacks in the designs that FocusU offers its clients end users – our learners:

Most of our learning designs are Blended – learning designs that have the element of MR enabled tools, we ensure to blend it with real-world social elements creating opportunities for collaboration and peer feedback and avoid social isolation. But more importantly, we facilitate our sessions with thoughtfully combined MR-enabled learning tools and diverse, engaging activities that offer well-rounded, comprehensive training. Our approach includes group exercises, theater-based techniques (like improv), mentoring by experts, and Action Learning Programs (ALPs) to create a dynamic and immersive learning experience.

Conclusion:

Yes of course, incorporating MR enabled learning tools offers significant advantages for behavioral training, such as increased engagement and safe practice environments. However, challenges related to cost, emotional nuance, and accessibility must be considered. A blended learning approach, incorporating both MR and traditional methods, can maximize the effectiveness of MR in developing behavioural skills like empathy, conflict resolution, and leadership, especially in hybrid work setups with diverse, multi-generational teams.





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www.focusu.com