

AVENUES

The Accenture Virtual Experience Solution:
Immersive learning for workforce transformation



AVENUES is our award-winning workforce transformation tool that leverages VR to better prepare public service employees for their jobs. It has shown efficacy in reducing turnover and in improving interpersonal skills so desperately needed in the age of GenAI.

We now have 15 modules for use across the public sector including public safety, health, mental health, child-care, social services and child welfare. **AVENUES** has powerful implications in the hiring and training process. For the applicant, it can help affirm that they are ready to learn how to do this work, give them an opportunity to self-select and build essential skills. It provides employees the chance to develop crucial skills in a safe environment, away from the frontline.

The AVENUES Learning Method

IMMERSION

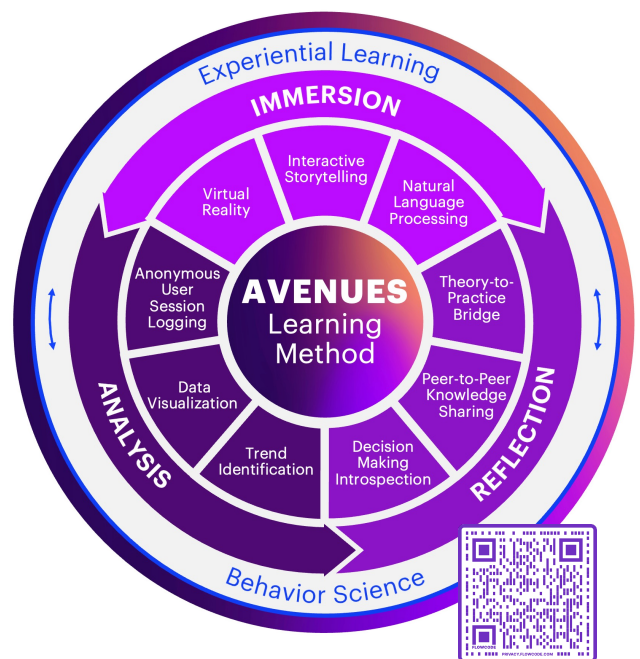
AVENUES immerses users into highly realistic scenarios designed to replicate a real-world experience. It uses actors, not avatars, in voice-activated experiences that feel so real the users have the sense that they are interacting with actual people in a problem-solving situation.

REFLECTION

Groups of users are brought together in carefully curated seminars. These interactive workshops prompt reflection about how each user behaved in the headset and create an opportunity for users to learn from one another.

ANALYSIS

Finally, **AVENUES** is maintained on a platform that leverages user analytics. This gives us the ability to see how large groups of people are behaving in the headset and drive future learning agendas.



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Immersive Learning for Public Safety

Accelerate the pace at which law enforcement officers become seasoned decision makers



In law enforcement, no training can be too practical, too immersive or too close to the real thing. It takes years for law enforcement officers to build a deep bank of experience and confidence to support them in making the tough decisions they are faced with every day—decisions that have a profound impact on the safety and well-being of people in the communities they serve.

AVENUES provides the department with an opportunity to make more informed choices about the individuals hired. It positions the department to accept applicants who are highly aligned with the department's priorities. It also enhances training initiatives to effectively prepare officers for frontline work, opening new avenues for users to build empathy, reduce bias and step into positive behavior change.

DARIUS

Darius' story provides a safe environment to practice the universal skills needed for officers to communicate effectively with citizens. Users step into the home of Darius and Rachel following a domestic disturbance complaint from the neighbor.

Users are tasked with developing an opinion about the safety of Rachel and Darius to decide what subsequent actions to take. This experience provides an opportunity to practice communication skills with citizens and is particularly powerful training for new recruits before they enter the field.



SCOTTY

Scotty's story invites the user into Scotty's home after an anonymous complaint about a video in which Scotty threatens to shoot up his school. In this scenario, users spend time with Scotty's stepfather, Henry, Scotty's mom, Lana, and Scotty himself.

Their task is to gather information that will enable them to decide if Scotty is a threat to the community and requires arrest. This experience provides an opportunity to practice thinking critically in tense environments—a core skill required of any law enforcement officer.

To learn more, visit: www.accenture.com/AVENUES

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