

Virtual Skill-Up

Feedback Guide

This guide covers **how** you can get feedback, **what** it means and **how** you can use it to improve.

A friendly, flexible and fun way to practice your communication skills – Virtual Skill-Up brings to life an immersive space where you can practice your communications skills and boost your confidence. In real-life, you don't always have the opportunity to press pause and start again – but in Virtual Skill-Up's Scenarios, you'll be able to practice as many times as you like until you feel ready for your interview, public speaking event or pitch.

To help you identify and understand your strengths and areas for improvement, we'll be giving you feedback along the way – both during the Scenario (via Live Feedback) and after (via our Scenario Feedback screen and Feedback Card). Your feedback will be personalised so that you can set yourself goals and improve on your next performance.

This Feedback Guide consists of **2 parts**:

1. Understanding Live Feedback
2. Understanding Detailed Feedback

1. UNDERSTANDING LIVE FEEDBACK

Live Feedback is the feedback that you'll receive during a Scenario (if Live Feedback is turned on). You'll be able to see Live Feedback during any Scenario that you're practicing. The screenshot below shows what you can expect from Live Feedback (see blue box outline).



Below is a close-up of the Live Feedback indicators outlined in the screenshot.



We'll now explain what each of these indicators mean.

Pace

 Average

This indicator represents **Pace**. It tells you the speed you're speaking at – **Fast, Average or Slow**.

Whilst it's best to try and remain in the 'Average' category, we do recommend that you vary your speed throughout a Session. For example, if you're explaining something complicated to your audience, you should speak slowly. If you want to make your audience feel excited, you should speak fast.

*Whilst our App is very clever, it will still take some time to listen in and process what you're saying! So remember, there will be **a 15 second difference** between*

when you speak and when this Pace icon updates to match your performance.

Certainty



This indicator represents **how many fillers you have used**. Fillers are words and phrases you use to fill moments of silence (potentially when you don't know what to say next).

- For example, fillers such as “**Well**” are often used when you’re gathering your thoughts:

“Well... I think I’d be suited to the role because...”

- Another common filler, “**Like**”, is often used when something isn’t exact, or if you’re not sure about something:

“I have like... a lot of things on my mind...”

The more fillers you use, the less certain you sound. **So, the goal is for this number to be as low as possible.**

If you’re using the English version of the App, the words that will be counted as fillers are:

- *Like...*
- *Sort of*
- *Kind of*
- *You know*
- *Well...*

- *Actually*
- *You see*
- *I guess*
- *I suppose*

Eye Contact

 90%

This indicator represents **the level of eye contact** that you make with your audience. **The higher the % the better.**

In order to improve this %, you should make sure that you make eye contact with **each section** of the audience – **each section** will be represented by one of the below types of Eye icons above the heads of your audience members:



This *White Closed Eye* icon means that you **haven't yet made eye contact** with the audience member or section of the audience.



This *White Open Eye* icon means that you have looked at the audience member before, but you **aren't currently looking at them.** Once you've made eye contact, an Open Eye icon will remain for the rest of the Scenario.



This *Open Eye* icon will turn blue when you **are currently making eye contact** with the audience member or section of the audience.

For scenarios with **one** audience member (e.g. a 1-to-1 interview), you will **not** see an eye icon above their head. You will still see the % eye contact indicator at the top of your view which is based solely on the eye contact that you make with that one individual.

Show/Hide Button

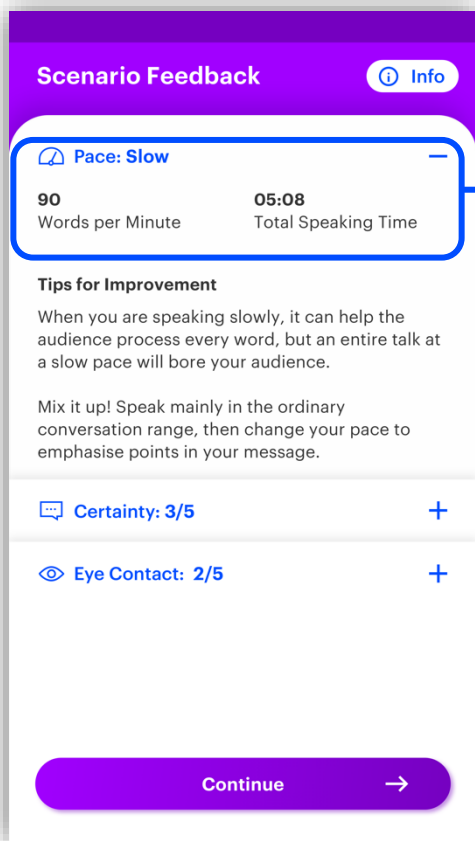
A blue rounded rectangular button with the word "Hide" in white text.A blue rounded rectangular button with the word "Show" in white text.

Clicking this “*Hide*” button will **hide all Live Feedback indicators and icons**. We recommend that you have Live Feedback switched on for at least the first time that you practice so you can see how you’re doing. You can **show all Live Feedback** by clicking the “*Show*” button (which replaces the “*Hide*” button when it’s clicked).

2. UNDERSTANDING DETAILED FEEDBACK

Once you've completed a Scenario, you'll be shown your Scenario Feedback in the app and emailed a Feedback Card, both providing more detail on how you did. The feedback provided in the Feedback Card is a more detailed version of the feedback presented on the Scenario Feedback screen so you should always refer to the Feedback Card for more information. This guide will help you understand this detailed feedback.

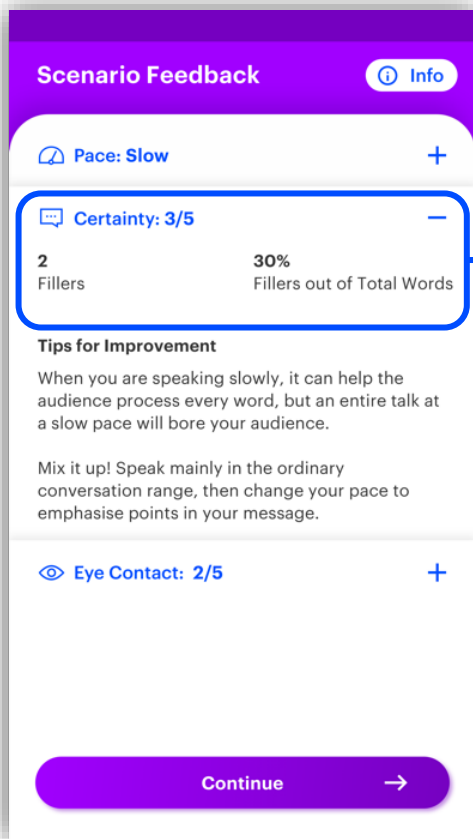
2.1 SCENARIO FEEDBACK



Pace

Here, you'll receive more information about your **Pace**. This is the speed that you're speaking at – either **Fast, Average** or **Slow**. We work this out by counting how many words per minute (WPM) you say.

- **Slow:** Less than 120 WPM
- **Average:** 120-180 WPM
- **Fast:** More than 180 WPM

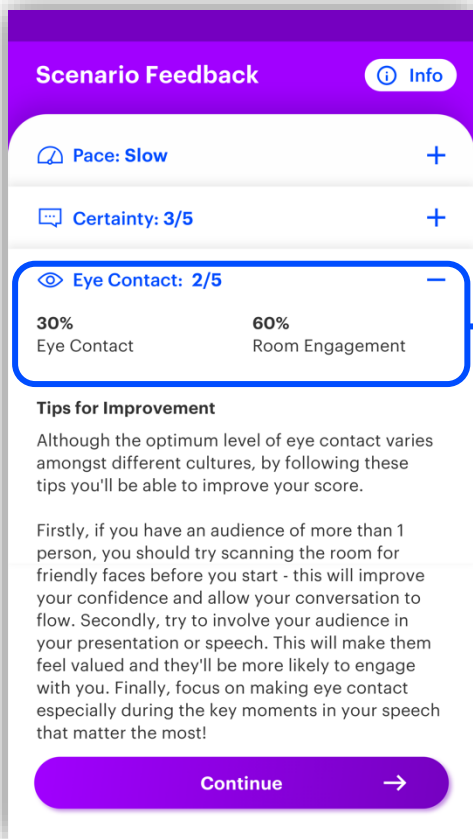


Certainty

Here, you'll be given a Score out of 5 for how Certain you sound. **The higher the number, the better your score.** This score is calculated based on the number of fillers you used (as a % out of all the words you spoke). The

less fillers, the better!

- **1/5:** More than 30% of all words are fillers
- **2/5:** 16-30% of all words are fillers
- **3/5:** 8-15% of all words are fillers
- **4/5:** 4-7% of all words are fillers
- **5/5:** 3% or less of all words are fillers



Eye contact

Here, you'll be given a Score out of 5 for Eye contact. For all Scenarios (except for 1-to-1 interviews) this will be calculated based on an average of both the % of eye contact that you're making and whether you're dividing your attention equally between all of the audience (room engagement).

- **1/5:** Less than 55%
- **2/5:** 55-64%
- **3/5:** 65-74%
- **4/5:** 75-84%
- **5/5:** 85% and above

In order to improve your Score, you should make sure you keep up your eye contact with your audience for most of the Session and divide your eye contact equally between members/sections of the audience.


Under each type of feedback, you'll receive specific tips on what you can do to improve. This "Tips for Improvement", section will also help you to set your Goals for future Sessions and improve your performance.

2.2 FEEDBACK CARD

How did I do?

Virtual Skill-Up gives personalised feedback based on your performance during your Session. Your feedback below is broken down into three parts: Pace, Certainty and Eye Contact. If you want to understand more about your Feedback, see our Feedback Guide at go.accenture.com/VSUFeedback.

Scenario Entrepreneurship Pitch	Time & Date 12:54 UTC, Sep 15, 2020	Total Speaking Time 8 minutes 20 seconds	Name <input type="text"/>
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Pace: Fast - 190 Words per Minute

How fast did I talk and did I vary my pace during the Session?

On average, your pace is considered to be a **fast** pace. A fast pace is great for making your audience feel excited or if you wish to convey anticipation, passion or urgency. However, it's best to limit how often you speak fast - listening to someone speaking too fast for a long time can feel overwhelming. It means that the audience has to work hard to understand what you're saying and ideas could be miscommunicated. Speaking too fast continually can also be due to nervousness.

Slow <120 wpm Average 120-180 wpm Fast >180 wpm

Next time...

Try mixing up your pace - although it's effective to speak fast at certain points, you could try speaking slower when you're introducing a new idea or concept. If you spoke fast because of nerves, make sure that you pause after each sentence - this will not only give you more time to think, but it will also help your audience to follow your speech. Overall, you should aim for an Average pace (120-180 wpm).

Certainty: 2/5

How certain did I sound during the Session?

- In total, **20% of the words that you spoke were fillers.**
- Here are your **most used fillers**:
I suppose **Actually** **Like**
- You had **3 pauses** which lasted longer than 3 seconds. Pauses, when used consciously, can be effective by giving the audience time to digest your points. If however, your pauses weren't on purpose you might find that practicing will help you eliminate them.

Next time...

You used a large number of fillers when you were speaking - this might have been because you were nervous or because you needed more time to think about what you wanted to say. Depending on the situation, try pausing between your points instead of using fillers. The pause will allow you to consider what you are going to say next. If you have already rehearsed what you are going to say, try simplifying it and ensure that you have structured your ideas. Often you will find that the more prepared you are, the less you will use fillers. In other words... practice, practice and practice!

Eye contact: 2/5

How much eye contact did I use during the Session?

- Overall, you made **eye contact 50%** of the time. Having eye contact above 75% is considered good in the majority of situations. Meaningful eye contact builds a relationship with the audience and establishes a connection with them - it's an important way of keeping them engaged.
- Your overall **room engagement** level is **50%**. Room engagement is important to ensure that all of the audience feel included when you are speaking.

Next time...

Although the optimum level of eye contact varies amongst different cultures, by following these tips you'll be able to improve your score next time. Firstly, you could try scanning the room for friendly faces before you start - this will improve your confidence and allow your conversation to flow. Secondly, try to involve everyone in your presentation or speech. This will make your audience feel valued and they'll be more likely to engage with you. Finally, remember that you don't need to make eye contact the whole time - just focus on the key moments in your speech that matter the most!

Time to reflect Use your feedback above to reflect on your progress and to set yourself some goals for the future.
Remember, you can practice as many times as you like until you feel confident and ready to face this scenario in the real world.

My strengths are <input type="text"/>	My areas for improvement are <input type="text"/>	My goals for next time are 1. <input type="text"/> 2. <input type="text"/> 3. <input type="text"/>
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The below section provides information about your Session such as the Scenario completed as well as date, time and length of your session.

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Pace

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Average 120-180 wpm

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Ideally, you want to try and finish in the 'Average' category (120-180 WPM). However, you should also try to vary your speed throughout a Session. For example, if you're explaining something complicated to your audience, you should speak slowly. If you want to make your audience feel excited, you should speak fast.

Certainty

Certainty: 2/5



How certain did I sound during the Session?

- In total, **20%** of the words that you spoke were fillers.
- Here are your **most used fillers**:

I suppose

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- You had **3 pauses** which lasted longer than 3 seconds. Pauses, when used consciously, can be effective by giving the audience time to digest your points. If however, your pauses weren't on purpose you might find that practicing will help you eliminate them.

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Using less fillers makes you sound more certain (see **Section 1, "Understanding**

Live Feedback” for more information on Fillers).

You'll also see what your **most used fillers** were and how many times you **paused for more than 2 seconds**. Your Certainty Score is not affected by the number of pauses recorded.

This is because pauses can be used purposefully to create certain effects (e.g. building suspense, emphasising a point, etc.) as much as they can be the result of someone forgetting what to say next in their speech - we leave it to you to decide what your pauses mean and suggest that you work on using them well.

Eye contact

Eye contact: 2/5



How much eye contact did I use during the Session?

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Tips for Improvement & Self-Reflection

Next time...

Although the optimum level of eye contact varies amongst different cultures, by following these tips you'll be able to improve your score next time. Firstly, you could try scanning the room for friendly faces before you start - this will improve your confidence and allow your conversation to flow. Secondly, try to involve everyone in your presentation or speech. This will make your audience feel valued and

Under “**Next time**” you’ll receive specific tips on what you can do to improve. This section will also help you to set your Goals in the **Time to reflect** section.

Time to reflect Use your feedback above to reflect on your progress and to set yourself some goals for the future.
Remember, you can practice as many times as you like until you feel confident and ready to face this scenario in the real world.

My strengths are

My areas for improvement are

My goals for next time are

- 1.
- 2.
- 3.

My strengths are

My areas for improvement are

My goals for next time are

The “**Time to reflect**” section above represents an important part of your learning. Based on the feedback that you receive, you should note down your strengths, areas for improvement and 3 goals that you’ll work towards next time so that you can continually improve and become a better Communicator.