AVENUES

The Accenture Virtual Experience Solution:
Immersive learning to increase empathy
and reduce bias

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AVENUES is our award-winning workforce transformation tool that leverages virtual reality 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.

Accenture now has 16 modules for use across the public sector including public safety, health, mental health, childcare, social services, corrections, first responders and child welfare. **AVENUES** has powerful implications from hiring to employee training. For the applicant, the tool 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.
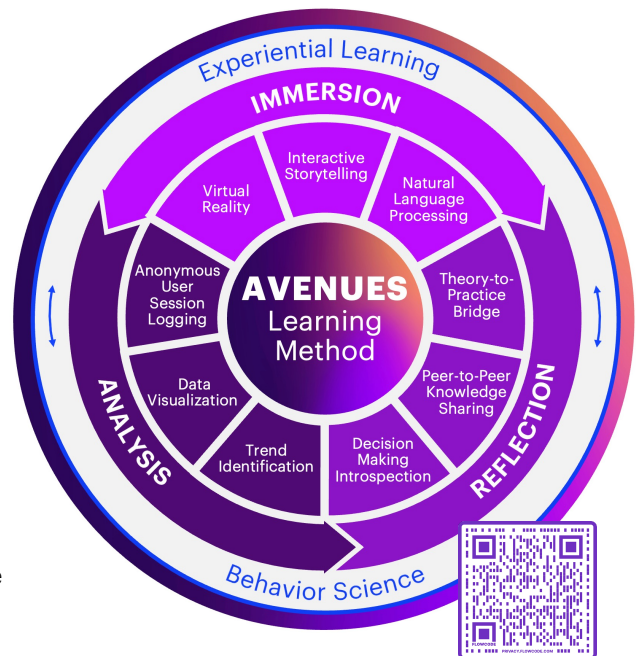
The AVENUES Learning Method

🥽 IMMERSION

AVENUES immerses users in highly realistic scenarios designed to evoke a response. It uses actors filmed on green screen and stitched into carefully dressed locations. The experience is voice activated so that users have the sense that they are sitting across the table from another person who is looking them in the eye and conversing.

👥 REFLECTION

Next, Accenture brings groups of users together in carefully curated seminars. These interactive workshops prompt reflection on each user's experience and provide an opportunity for group learning.

👥 ANALYSIS

Finally, **AVENUES** is maintained on a platform that leverages user analytics. These analytics provide visibility into how large groups of people behave in the headset and drive future learning agendas.

Experiential Learning
IMMERSION
Interactive Storytelling
Virtual Reality
Natural Language Processing
Anonymous User Session Logging
AVENUES Learning Method
Theory-to-Practice Bridge
Data Visualization
Peer-to-Peer Knowledge Sharing
ANALYSIS
Trend Identification
Decision Making Introspection
REFLECTION
Behavior Science

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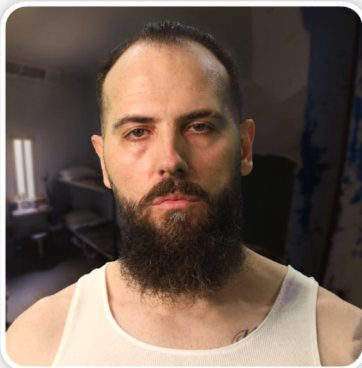**naomi.k.wass@accenture.com**

Immersive Learning For Corrections
How the metaverse can empower corrections officers to better navigate complex interactions with prison inmates

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For Corrections Officers, their work is underscored by the significant challenges faced in high-pressure prison environments. With typically only two weeks of training, officers are often unprepared for the complex and overwhelming situations they encounter, which can lead to safety risks, poor decision-making, and an inability to effectively de-escalate conflicts. This creates a volatile atmosphere in which officers, who are often outnumbered and seen as adversaries, may develop a defensive "us versus them" mindset. Such a mentality heightens tensions for both officers and inmates. It underscores the necessity for thorough training and effective management strategies, enabling better-informed decision-making in a safe environment.

Recognizing inmates as individuals and employing communication over force are crucial for reducing violence and fostering a more harmonious environment. Through de-escalation techniques and improved communication, we can better enhance safety and order.

There are two scenario within the **AVENUES** content library that focus on Corrections. These scenarios provide an opportunity for users to treat prisoners as people, rather than just see them as a problem.

Miller's story provides an opportunity for a newly appointed corrections officer to de-escalate an increasingly tense situation while exploring other beneficial options.

In the scenario, Craig Miller, an inmate on his second year of a five-year sentence for drug distribution, is asked to step out of his cell for a routine check by an officer. He has a reputation for not always being compliant, and his behavior this day seems questionable. It is ultimately up to the user to use their words to keep the situation from escalating into one of violence.

Whitaker and Gibson's story provides users an opportunity to resolve a problem between two inmates before it escalates into violence.

The correctional officer's job has many duties, including remaining vigilant and keeping an eye out for anything out of the ordinary. Some days go smoothly. Today, however, you overhear two inmates shouting at each other -- Reese Whitaker and Sean Gibson. You will use what you know about their characters, and leverage what they care about to keep the temperature of the conversation in a productive place to help keep the prison a safe place.

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