



Education & Training of Correctional Staff 2.0

Workshop at Prague conference Mirroring the Past in the Future 11-13th of October 2021

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www.socialeinnovatie.hu.nl

Program

1. The potential of technology

Serious gaming to train conversation skills

2. Let's try

scenario domestic violence, first conversation with the offender.

senario domestic violence, first conversation with mandated youth care

3. Reflections on learning outcome of Online Dialogue Training

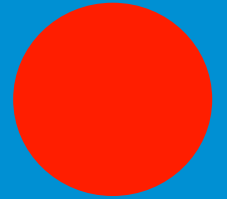
The potential of technology

- ||U Building professional relationships with service users is a challenge for probation worker's service. It puts the professional in a dual role, the so-called hybrid professional, of control & support (Rooney 2009; Trotter, 2015).
- ||U Learning to build a relationship as a hybrid professional is partly a cognitive process of knowing about do's & don'ts and applying them to an PW-client interaction.
- ||U Learning however is also a constructionist process of adapting the learned do's and don'ts to any given conversation with any other client.
- ||U A constructionist approach of learning is facilitated by reflection **on** action and **in** action.
- ||U Reflection **on** action & **in** action needs a safe environment where mistakes are welcomed to facilitate learning.
- ||U Serious gaming offers: game fiction (simulated reality), a challenge (problem), control (interaction), immersion (motivation), rules and goals, human interaction. (Bedwell et al. 2012)
- ||U Online conversation training as a serious game; how does it work?

Constructing a scenario

- Choose a context & character
- Define the objective
- Construct a conversation pattern

- Required;
- Expert professionals
- Expert conversation trainer
- Validation team of professionals



Playing a scenario

- ||^u [A Dutch probation worker meets, for the first time, a client in custody for an advisory report](https://en.dialoguetrainer.app/senario/play/2895/OQmzVsfzNBw-YFttmzbdBXGIIF11wQ7OQZhhcqTG)
- ||^u <https://en.dialoguetrainer.app/senario/play/2895/OQmzVsfzNBw-YFttmzbdBXGIIF11wQ7OQZhhcqTG>



How are you at the moment?

I'm here to talk with you about what's happened.

I'll explain my role in a moment, but first I'd like to know how you are doing.

Reflections on online conversation training

I:U Potential of serious gaming

- I:U Is it real?
- I:U Does it offer a challenge?
- I:U Does it engage?
- I:U Can you influence the outcome?

I:U Potential for learning

- I:U Will it facilitate learning?
- I:U What kind of conversational techniques would you like to develop?

Let's stay in touch



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