



Confederation of European
Probation



www.cep-probation.org



Co-funded by
the European Union

Training professionals and advancing knowledge
with online simulations

Agenda

11.00-11.05 Welcome, purpose and objectives of the meeting

11.05-12.10 Training soft skills with Dialogue Trainer

- What is DialogueTrainer?
- How do we co-develop simulations?
- Which results did we see in our 2022 project?
- Let's play!

Mr. Michiel Hulsbergen, CEO and founder of Dialogue Trainer and
Dr. Joep Hanrath, University of Applied Sciences - Hogeschool Utrecht

12.10-12.25 Feedback with entire group, insights, comments, questions.

12.25-12.30 Closing of the meeting

Training soft skills is important

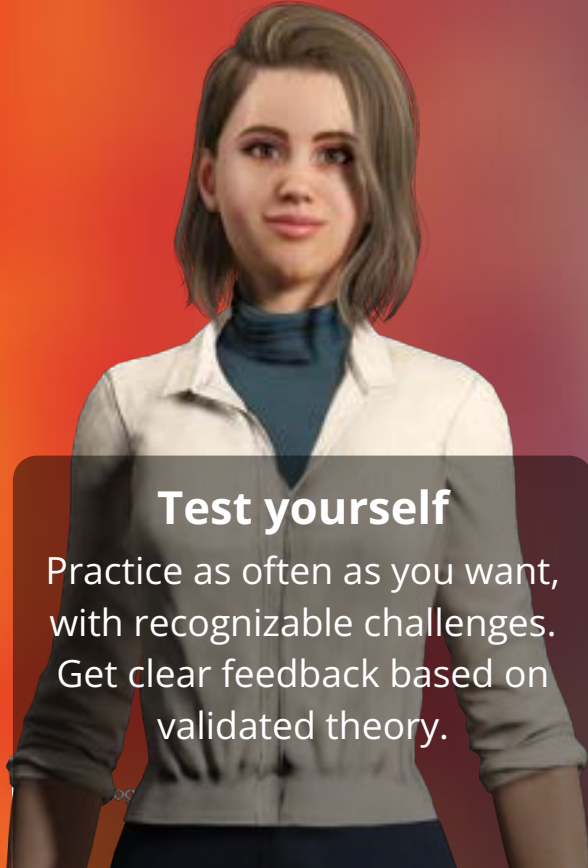
- Organizations develop advanced expertise which can help professionals
- Individual performance improves through experience
- New conversation models from other fields of work can help

But..

- Training costs are high
- Necessary practice is difficult to realize
- Results are rarely tangible

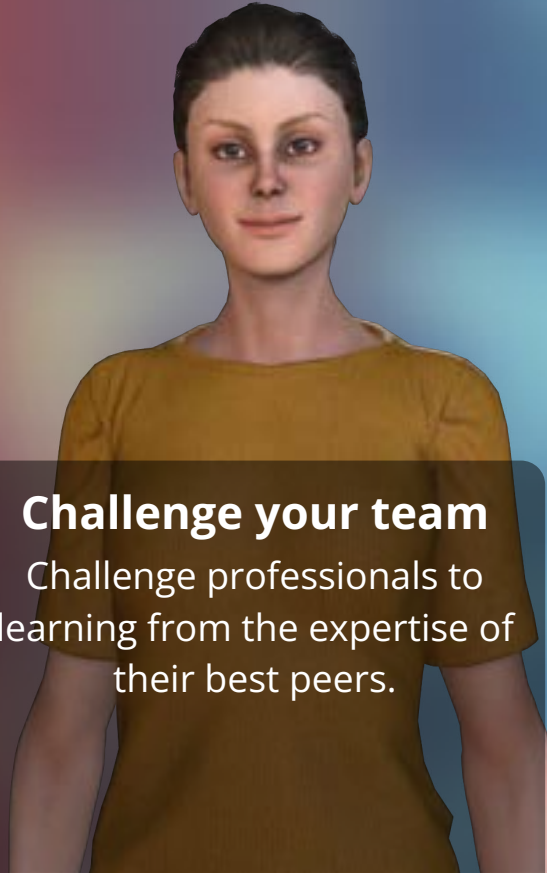


Benefits of online simulations



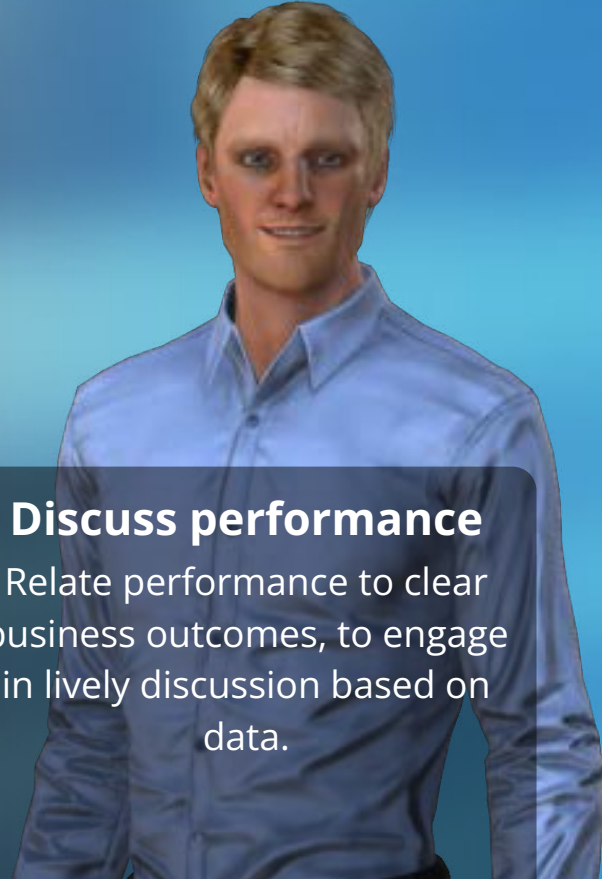
Test yourself

Practice as often as you want, with recognizable challenges. Get clear feedback based on validated theory.



Challenge your team

Challenge professionals to learning from the expertise of their best peers.



Discuss performance

Relate performance to clear business outcomes, to engage in lively discussion based on data.

DialogueTrainer

- Started at Utrecht University in 2013
- Founded as a company in 2016 with a strong research base at Utrecht University and a focus on social work education
- Advancing Social work simulations with Educators and experts (DJI, HU, SKJV, MINT/UMaryland)
- 2022: project with CEP with four member states (Catalunya, Estonia, Finland, Romania)

DialogueTrainer

Interactive simulations based on **validated conversation models**

Personalized feedback and **scores** challenge players to **improve themselves**

Scores inform management about **performance** and **progress**



Based on science

Psychology → emotions help when priorities are clear

Validated 'procedural' models → best practices expertise combined with prevalent learning objectives

Psychology and gamification



Experiential / Immersive Material
Based on practice supported by theory



Learning theory and change management



Players gain experience and get feedback
Trainers and managers receive data

What makes it feel like a real conversation?

Something is at stake: players make **choices** that **have** wanted or unwanted **effects**

Facial expression suggest **meaningful interaction** and personal **relationship**



Let's PLAY!

<https://en.dialoguetrainer.app/join/JAQKUNSM>

Welcome to the CEP model 'Working alliance'

What can you expect?

Catalunya
Ajuda en Lucas a complir amb les mesures!

English version Catalunya
Help Lucas to comply with the measures!

Do's and don'ts
Quines són les coses a fer i a no fer per a aquesta conversa?

Do's and don'ts
What are the do's and don'ts for this conversation?

CEP
Celebration of European Production

CEP-EU Pilot
In this model, you can practice with a Working Alliance talk

Your progress
5 out of 23 cards completed.

Results CEP project 2022

- Participants are well able to co-create simulations
 - High commitment
 - High quality
- Creating simulations results in many play sessions per course
 - Total 366 playthroughs
- Effects within the platform:
 - Several playthroughs per participant
 - Scores increase
- Reported effects
 - Enthusiasm of players
 - Players report reflecting on performance and gaining insights



Training and assessment combined!

Simulations on a learning curve



1. Onboarding

Focussing learning
Clarify challenges
Motivating
Measuring onset level

2. Practice and reflection

Experience and learning
Reflection and discussion
Growing into your role

3. Assessment

Achieving results
Measuring performance

4. Follow-up

Experiencing again
Monitoring retention

Trainer manages, monitors and supports

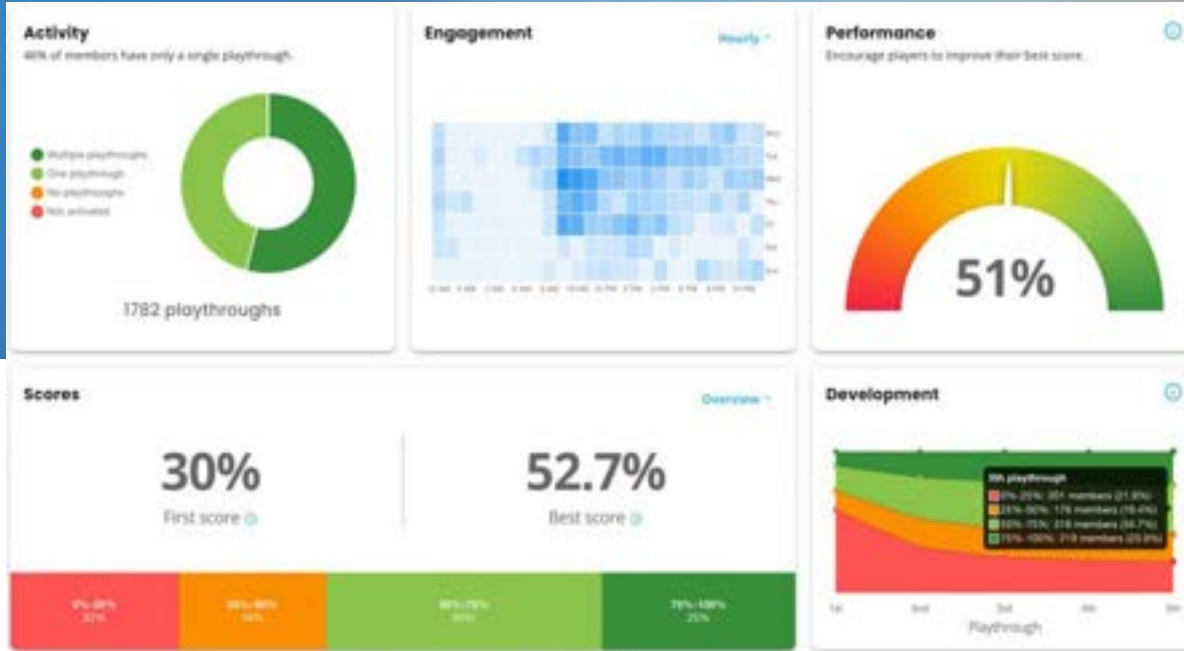
Participants prepare for training by experiencing challenges

Participants learn from feedback and by reflecting on challenges

Scores show performance and progress

After three months, scores show retention

A dashboard for fact based coaching



Potential impact



Professionals

Practice in a safe learning environment when it suits you

Clients

Supported by able professionals

Organizations

Insights in expertise through validated best-practices and scores

Society

Validation of approaches

What drives professionals, and what works between cultures?

“For the Confederation of European Probation (CEP), education and training is a priority. To balance between care and control requires a profound understanding of what works in building a relationship: what you do and when. Online platforms enable experiential training when it is needed, when people are open to it, and allow us to monitor and compare professional development.”

- **Willem van der Brugge**
Secretary General Confederation of European probation

If you want to know more...

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>> *PLAY demo*

<https://en.dialoguetrainer.app/join/JAQKUNSM>