Using Games to Develop Cross-Functional Teams in Distributed Workforces

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Using games to develop cross-functional teams in distributed workforces

Phillip Crockford + Danny Ryan
Our Journey Today

- Why
- Team Challenges
- Dispositional Learning
- Acceleration with games
- V-Teamwork Program
- Turbo-charging E-Learning
Global Teams

- Trust
- Openness
- Non-Siloed thinking
- Collaboration
- Dialog and shared vision
- Empathy
Most matters most @ work?

- Communication
- Coordinating Commitments
- Building and Repairing Trust
- Learning together
- Coping with change

Social-Emotional Skills
Can you play Piano?

Disposition

The natural or prevailing aspect of one's mind, as shown in behaviour and relationships with others.

Disposition

Tendency

Inclination

Mindset

Mood

Attitude

Do you play Piano?
Dispositions for Teaming

- Listening with understanding and empathy
- Metacognition
- Emotional awareness

Social-Emotional Skills
Developing Dispositions

- Life experience
- Motivation
- Practice
- Feedback
Accelerators

- Action learning
- Boosting motivation
- Recurrent practice
- Psychological safety
- Coactive vicarious learning

- Structured feedback
- Reflective practice *(metacognition)*
- Coaching *(ontological)*
- Somatic awareness
Why World of Warcraft?

Vast and immersive
Defined quests/projects
Role specialization/interdependence
Experience/reputation builds
A week in the program

Pre-work
• Reading
• 30 minute

Meet in game
• Schedule
• 90 minutes

Leadership
• Rotation
• 10-15 mins
• Assessments

Wrap-up
• Zoom debrief
• 30 minutes

Reflections
• Post online
• Gamified
• 30 minutes
10 Weeks

Building the observer, building the actor, week by week

1. Being Human-centered: intelligent listening for care
2. Experimenting in collaboration
3. Coordinating commitments to action
4. Opening new possibilities
5. Navigating Moods
6. Psychological safety
7. Building and repairing trust
8. Teaming across boundaries
9. Productivity/Accountability
10. Co-inventing future
When we learn how our actions can build trust and fulfil commitments, **results follow quickly.**
Feedback Practice

I have an assessment for you

I noticed when you...

I’d like to hear it

I can see why you might say that
Environment

- Teamwork Hub
- World of Warcraft
- Discord
- Zoom
Results

“I noticed we had a tough conversion in work this week. At the beginning, I was trying to explain the details. During the conversion, I notice my mood became angry, I also noticed the other's mood become worse as well. So I adjusted my body, stopped talking and tried to understand the pain point the other are talking about - mood in the listening.”

“The V-Teamwork session filled in the missing pieces to complement our agile methodologies: the actual “how-to” of building trusting relationships.”

“Very powerful learning experience. The situations in the game were so close to what I experience at work.”

“Learning in a game was intense and powerful. The coaches helped me notice my behaviors and limitations in a way that I could learn from... and do something about it at work next day”
Turbo-Charging E-Learning

- Great technical advances
- What would it be like if...?
Digestion Break

Pair up with somebody near you

Spend 5 minutes answering the following questions

What impact could this have on your work situation?

What are possible applications for a program like this?
Key Insights

- Soft Skills are hard
- We can accelerate dispositional learning
- Immersive games effective
- Let’s re-imagine E-Learning for soft skills