What happens when you use AI-driven scenarios to make your training come alive?

- People want to come to the training as the word gets out.
- There is a buzz in the classroom.
- The scenario makes it clear what the participants will do at the end of the lesson.
- The lesson gets greater attention.
- The participants become emersed in the scenario and roleplay.
- Each participant can practice skills in a non-embarrassing and supportive environment.
- The Qinect[i] platform gives personal individual feedback to every participant.
- The individual feedback can be shared and discussed.
- Participants can have a multiple goes, demonstrating new confidence.
- Participants leave the lesson with a newly acquired skill that they can use immediately when they return to their desks.

Background

I've been working with lawyers since 1996. Training. Consulting. Coaching. You may have even worked with me – over half the Top 100 UK law firms have, as well as Magic Circle and US firms.

Over the years I have created aims and objectives, crafted tight lesson plans and– according to the various "happy sheets" I have used over the years - delivered outstanding training.

But I'm still dissatisfied – as you must be to be reading this download.

PowerPoint, video, Zoom and Teams have all changed the "how" of training, but not the biggest challenge: people leaving the classroom knowing **how to** but not having **done so**. Not unless you count recalcitrant and embarrassed participants engaged in a role play as your end point. They are like pilots who want to learn to fly but have never been on a plane simulator. Nothing between theory and the real thing.

For big events you can bring in professional role-players, but these are expensive. And do one-off sessions really work? Have you tried to calculate your ROI?

The Eureka Moment

In September 2023 we discovered the Qinect technology. Insead Business School runs a high-powered negotiation skills course, and had designed an AI scenario with role play to test the participants ability to put the theory into action. The resulting spin-off is Qinect - AI-driven scenarios creating training that comes alive.

Where we are now

Our first client is The University of Law, who are incorporating AI-driven scenarios into their new Junior Lawyer Development Programme. Other law firms have followed (client confidentiality prevents name-checking them).

We're currently building-out a team who can work with firms to turn their ideas into reality.

The Process

AI driven scenarios are not a stand-alone product. They are well-designed scenarios that help your training come alive. So, the process runs in four steps:

> Step 1. Be clear in your training objectives, and your lesson plan. What skills would your participants be able to demonstrate if your objectives were successful?

> Step 2. We work with you to design a scenario that enables your students to test their skills. The technology can provide multiple AI role-players as well as embed video and voicemails to add realism.

> Step 3. We create, upload and test the scenario. The technology is GDPR compliant: it leaves no cookies and does not require personal details from the participants.

> Step 4. You use it in your training, with it hosted securely on Qinect's server.

What's Pennington Hennessy's role?

Our role is to work with you – to create scenarios that bring your training to life.

Not everything needs to be bespoke. We are in the process of setting up a scenario bank, where you will be able to purchase an "off-the-shelf" scenario for common areas of training such as

"difficult conversations" or *"telling a client you've blown the budget and forgot to tell them".* These scenarios can be incorporated into your existing training.

How expensive is it?

We hate marketing materials that avoid talking money.

That said, cost does depend on how sophisticated your scenarios will be. Basic scenarios – such as the ones you have tried – are about £2,000. From there, the only limitation is your imagination.

Next Step

Drop us an email to fix a time to chat. Scenarios@penningtonhennessy.com. We'll send you a meeting agenda, which isn't a sales pitch.

Our aim is to make you look good. AI-driven scenarios do not just bring training to life. They can breathe life into an L&D team, moving them from being under pressure and reactive to being on the front-foot and engaged in a real change process.

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i www.qinect.com. Qinect provide the technology. They are at the front-edge of the AI development space, constantly bringing in new features in line with the learning benefit they provide to clients. Qinect provide the GDPR compliance and are building-out the scenario library across many industries and disciplines.