

## NHS Wales: Development of non-technical skills: communication and conflict resolution



◆ **Company:** NHS Wales

◆ **Industry:** Public agency

◆ **Program data:**

Department  
**Staff**

Participants  
**30**

◆ **Program:**

Development of non-technical skills:  
communication and conflict resolution.

◆ **Selected solution:**

Game strategies' game-based learning  
methodology.

◆ **Recommendation Ratio:**

**100 %**

**Soft skills:**

- ◆ Self- Confidence
- ◆ Self- Control
- ◆ Self-Awareness
- ◆ Communicating Effectively
- ◆ Steady Focus
- ◆ Flexibility
- ◆ Conflict Management
- ◆ Impact and Influence
- ◆ Initiative
- ◆ Innovation and Creativity
- ◆ Integrity
- ◆ Negotiation
- ◆ Drive to Deliver Results
- ◆ Analytical Thinking
- ◆ Planning, Organizing and Coordinating
- ◆ Problem Solving
- ◆ Tolerance to Pressure
- ◆ Decision-making

*"Video games are an excellent learning tool. I totally recommend it to anyone interested in developing their negotiation skills."*

Andrew Bunn, Training & Development Manager at NHS Wales

### Online training with classroom quality thanks to the video game

NHS Wales (Welsh National Health Service) joins the long list of public agencies around the world which have validated and demonstrated the effectiveness of the video game in the field of corporate training. The difference with NHS Wales is that it has opened a new path in the British Isles, being the first UK public administration to incorporate simulators and video games in their training strategies.

NHS Wales has decided to go for this completely innovative learning methodology in order to meet their training challenges:

- ◇ The complexity of classroom training, which requires the availability of employees to attend it in a particular place and at a specific time.
- ◇ The difficulty of finding online solutions that will ensure the quality and usefulness standards of classroom training.
- ◇ The low level of engagement of e-learning courses, resulting in high dropout rates.

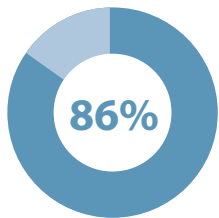
As a result of its bet, NHS Wales has implemented a course-simulator in video game format for the development of communication and conflict resolution skills. This course has been incorporated into their program for the development of professional skills.

This training initiative has been implemented in NHS Wales's staff area. A total of 30 participants have been pioneers in the development of non-technical skills through a negotiation simulator.

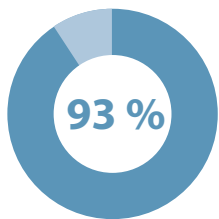


*"I loved playing on the platform. The game's storyline is very engaging, and I really enjoyed the information points scattered throughout the game. Thank you so much."*

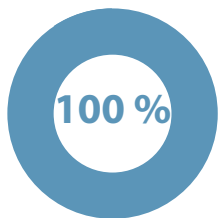
## RESULTS



Completion Ratio



Applicability Ratio



Recommendation Ratio

For the implementation of the initiative, NHS Wales has selected the negotiation simulator Merchants. Thanks to it, participants have been able to know firsthand the benefits of experiential learning.

This simulator represents 6 "real" negotiation cases in which NHS employees have practiced their communicative skills, conflict resolution abilities and initiative to reach successful agreements, while receiving feedback with areas to be improved.

And the results obtained thanks to this methodology have exceeded all initial expectations:

***Completion ratio was 86% (from a total of 30 participants).***

Because of its e-learning nature, participants have defined their own learning pace, choosing when to do the training. Besides, the gamification techniques implemented in the simulator have made it possible to increase the motivation and level of engagement of the user.

***100% of participants recommend the program and 93% admit having applied the skills learned in their jobs.***

Thanks to experiential learning (practice and feedback), the participant has tested the skills learned in situations similar to those in real life, thus increasing confidence. That is why these skills have been implemented in the workplace from day one.

Following the implementation of the program, NHS has been one of the first public agencies in the UK to validate the effectiveness of a serious game.

