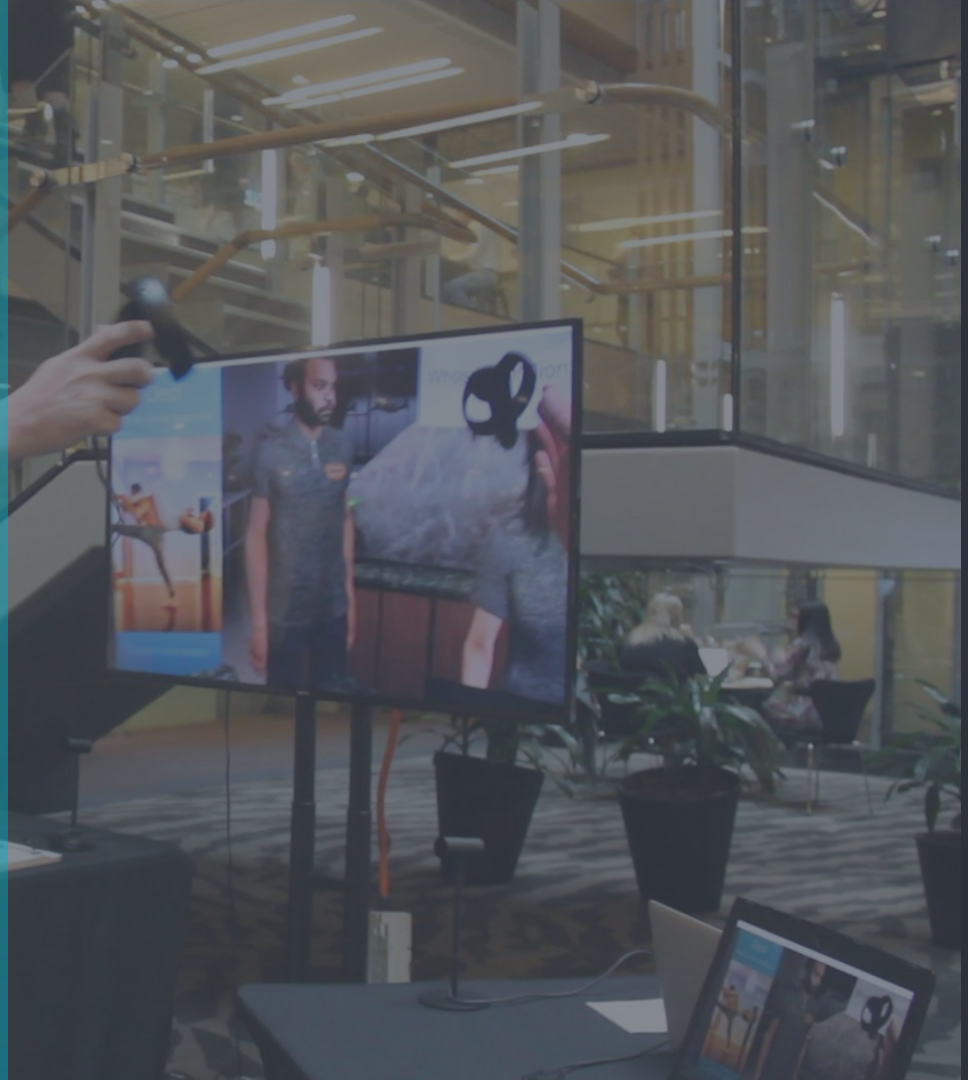


# Diversity and Inclusion training in VR

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## Pilot Results

A collaboration between Australia's largest bank and Equal Reality



NPS Score

=

91

SUCCESS!

161 Participants

How likely are you to  
recommend the  
Equal Reality  
training  
experience to a friend  
or colleague?

9.6

Scale 1-10

# POSITIVE FEEDBACK

EMPATHY

IMMERSION

ACTION

KNOW-HOW

ENGAGEMENT

99.2%

86.4%

96.0%

99.2%

96.0%

I could understand and felt what it is like to be treated disrespectfully in a conversation.

While in VR, my attention was focused on the virtual world and not on the real world.

I feel prepared to act if I saw this behavior in the workplace.

I know the reporting options available to me.

I was more engaged with the VR content than traditional e-learning.



# POSITIVE FEEDBACK

## BREAKDOWN

QUESTION	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Net Positive
EMPATHY	0.80%	0.00%	0.00%	28.00%	71.20%	99.2%
IMMERSION	1.60%	7.20%	4.80%	14.40%	72.00%	86.4%
ACTION	0.00%	0.81%	3.23%	32.26%	63.71%	96.0%
KNOW-HOW	0.00%	0.81%	0.00%	45.16%	54.03%	99.2%
ENGAGEMENT	0.00%	0.80%	3.20%	16.00%	80.00%	96.0%





# USER FEEDBACK

“Awesome. Totally awesome. Compared to some of the ones I've done, it was much better....What I love the most is that you're **TOTALLY** in someone else's shoes. **We talk** about it, but you're **ACTUALLY** in it. You completely lose everything about your skin color, your bias and yourself. So I'm a huge fan.”

13 November

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“In roleplay, you don't feel you are *IN* that situation, whereas **in this situation you think, this IS me. I feel like I am really THEM.**”

14 November

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Excellent! Fantastic! It's more effective and you really feel like you are part of it. **It's a really fun way of learning.** You totally understand it. **Instead of just clicking ahead online, or trying to memorize a lesson, you are actually understanding it in the moment.**

19 November

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That was so good! It was so much better than reading about a topic - you're right there! **This is what e-learning should be.**

21 November



Navigating sensitive conversations and handling sensitive information

- Risk Mitigation

Conversational Training

Tackling sensitive conversations

- Estate Settlement & Support

Leadership Training

Training Part-Time Staff

- Branch Managers

In lieu of Role playing Difficult Conversations

Training Branch Managers to talk to customers and staff

- Branch Managers

Talent Acquisition



## Domain

- VR + Facilitated Discussions by mwah.
- 780 Employees over 40 Workshops (1 hr VR, 2 hr Workshop)
- Train-The-Trainer: Equal Reality trained select Domain employees on how to run users through all future VR apps



- RAN invested in multiple VR computers and headsets, deployed across various groups
- Building a suite of VR Training Apps to be installed on all VR computers, readily accessible by anyone at anytime
- Train-The-Trainer: Equal Reality trained select individuals on how to run users through all future VR apps



- VR precedes manger-led meetings
- VR training is rolled out as part of internal workshops
- Building a suite of training apps to be accessible on a centralized VR computer.