

Build better leaders with AI and Experiential Learning

25 april 2024

Agenda

16:00 – 16:10	Introduction
16:10 - 16:30	CBRE Case Study with Melanie Lepine
16:30 - 16:50	Let's Play
16:50 - 17:00	Discussion (Q&A)



Traditional vs. Experiential Learning





What if you could
practice essential business skills
before making a mistake with *real-world consequences*?

Reimagining Leadership Development

Abilitie reimagines leadership development by offering cohort-based experiential learning centered on **immersive simulations.**



100,000+ learners at over 850 clients in over 50 countries since 2015.



25+ university and college partners including UCLA, Harvard, IMD & M.I.T.



15+ Brandon Hall Awards & The Excellence in Tech Innovation CLO Magazine Award (since 2016)



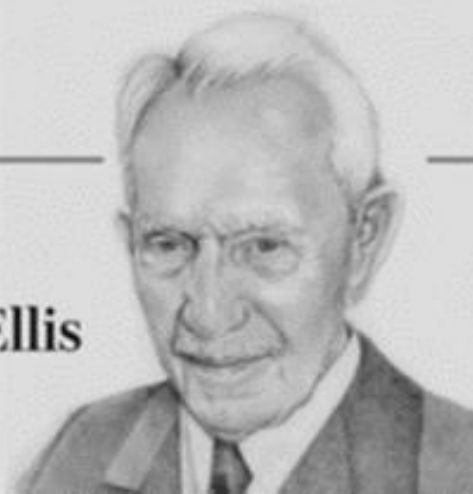
What learning and development challenges are you currently facing in your business?





*Rev. Ellis,
UPHOLDER,
Appraiser, Auctioneer,
& Undertaker,
106 Pall Mall Lane,
Aldersgate Street
LONDON.*

Richard Ellis



Colbert Coldwell





Decentralised approach



Variety of talent personas



Segment & Local needs



Variety of mgmt. levels



Cost of Turnover

0-12 month attrition

Business Case

Programme Requirements

Global in size and scope,

Immersive experience Needed to be easily scalable – because we have 20,000+ managers.

Measurable impact to the business.

Ability to flex between virtual or in-person

We wanted to create an immersive and fun experience that would:

1. Accelerate our managers' capabilities to reach that higher performance and help lower attrition
2. Give our managers the opportunity to practice building high trust in a safe space. That's where we partnered with Abilitie to co-create the program.

Programme Overview

6-week program focused on helping our managers build trust, loyalty, and belonging with their teams.

Participants learn how to:

- Discover what motivates their employees.
- Facilitate stronger conversations around giving feedback and coaching.
- Build trust by being even more present and courageously vulnerable.

Significant Benefits

Abilities Management Challenge

- Dynamic Virtual* Experience
- Replicates Real World scenarios
- Fun and interactive

Quality & Speed

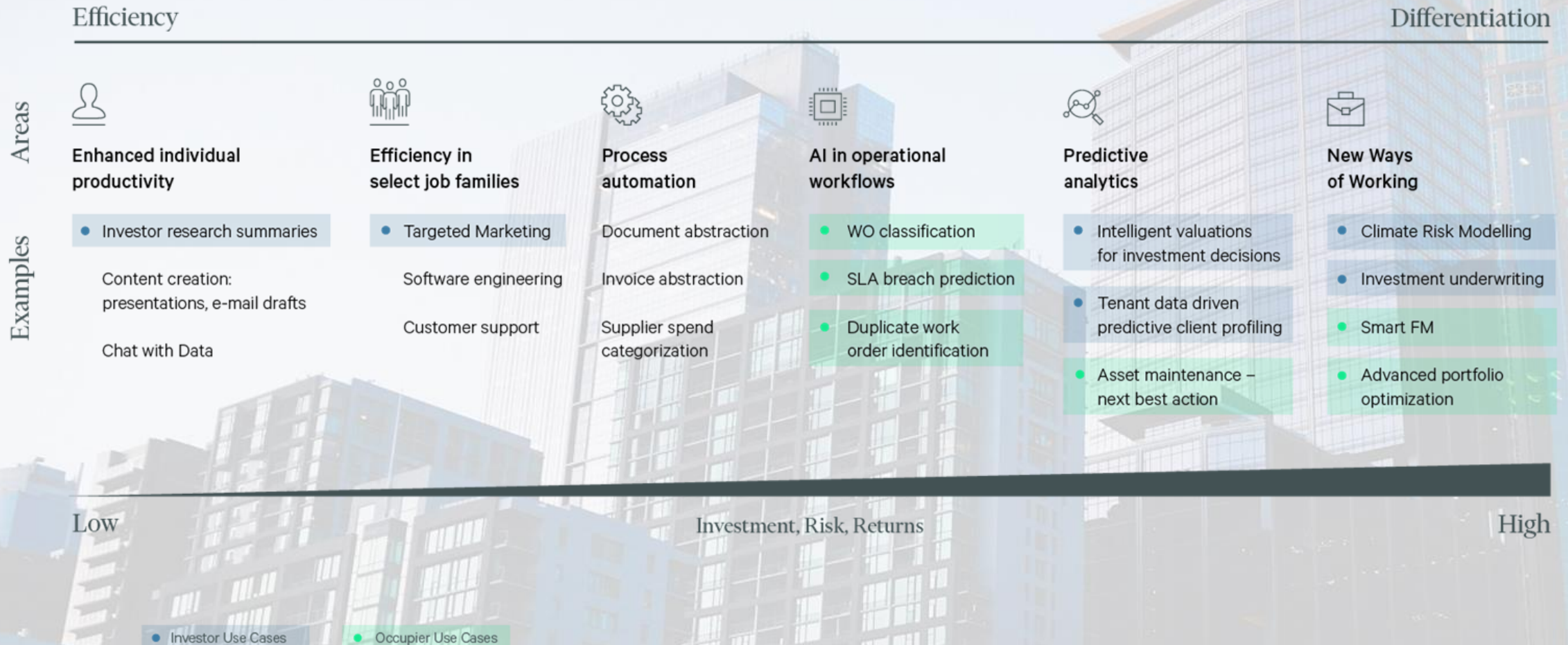
- 3 Weeks contract to Pilot
- Reduced time to Launch by 60%
- Launched in only 5 months

Feedback

- AI was easy to use and a refreshing way to experience employee conversations
- Great to experience different ways to practice

Impact of AI across CBRE

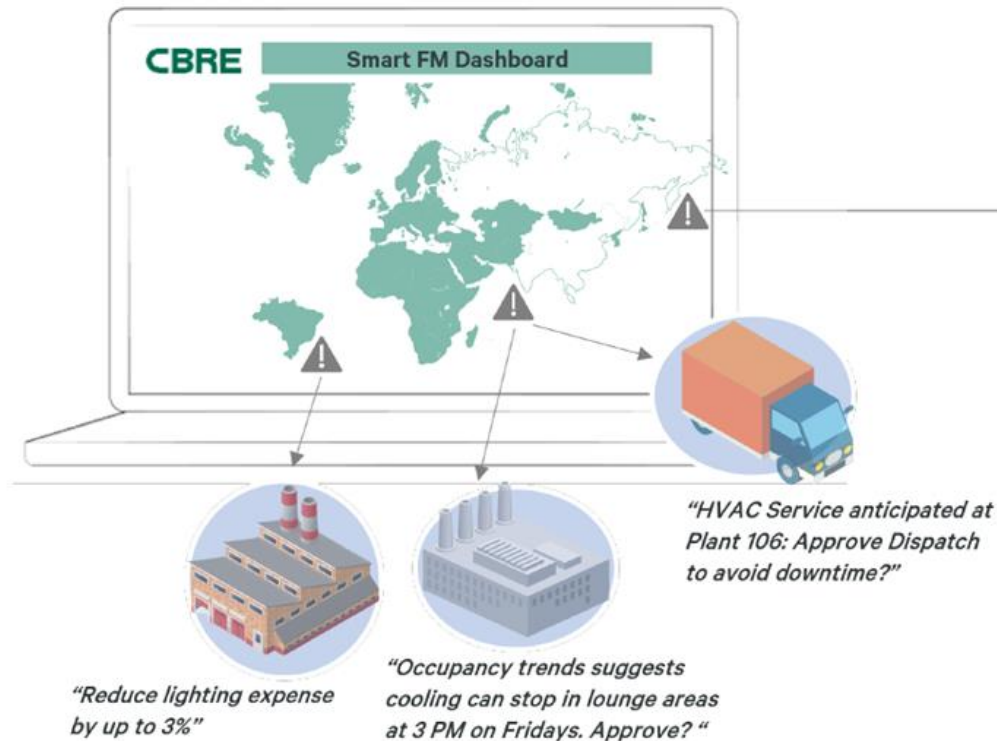
Impact of AI on real estate



Imagine AI, The Omnipresent Facilities Manager

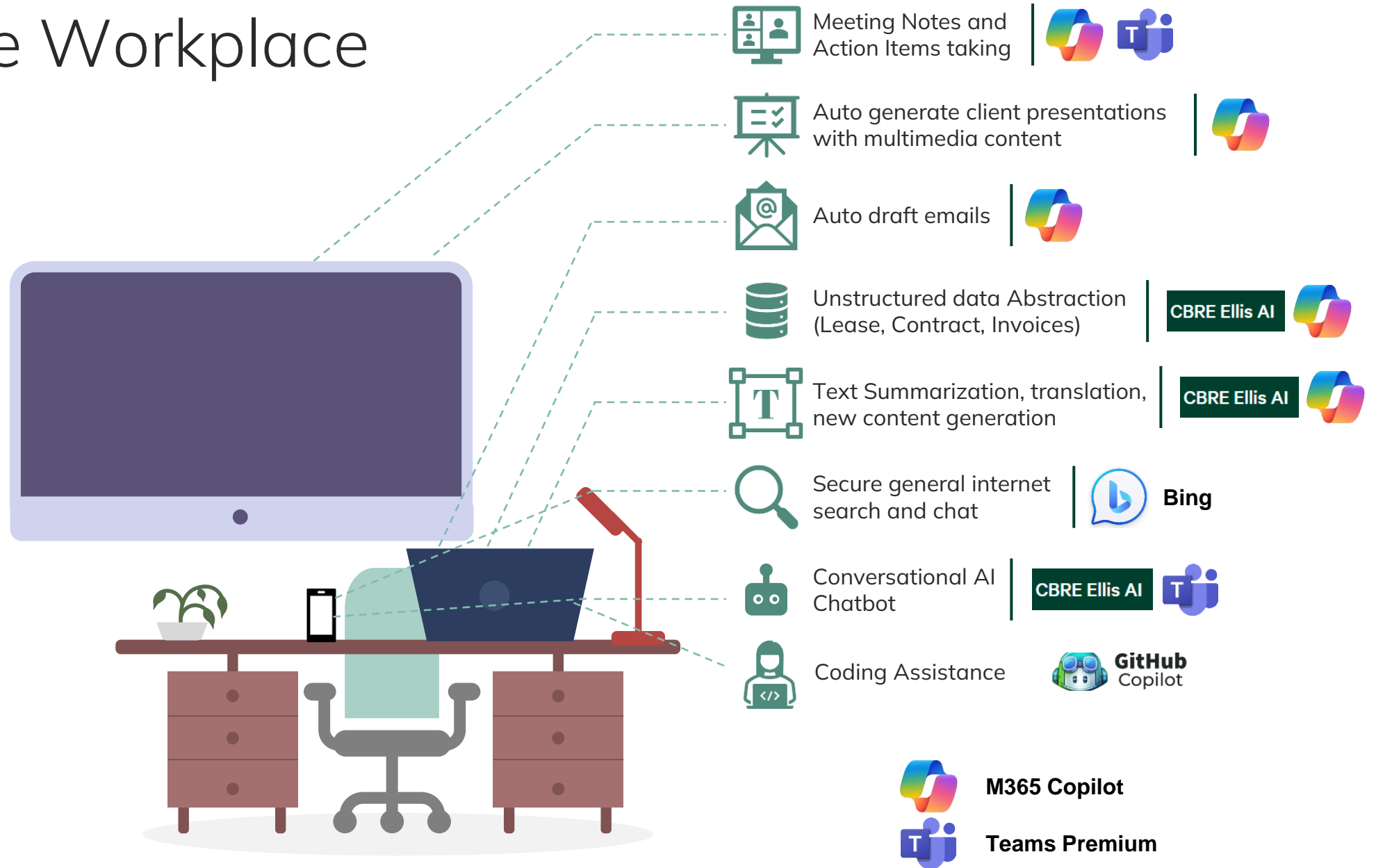
AI Potential

- 1 Client-specific and CBRE-wide building data is ingested in real-time into algorithms to optimize facility mgmt.
- 2 Improvement opportunities & issue resolution automatically identified across portfolio using AI.
- 3 Insights derived from similar portfolios are shared with clients.



AI at the Workplace

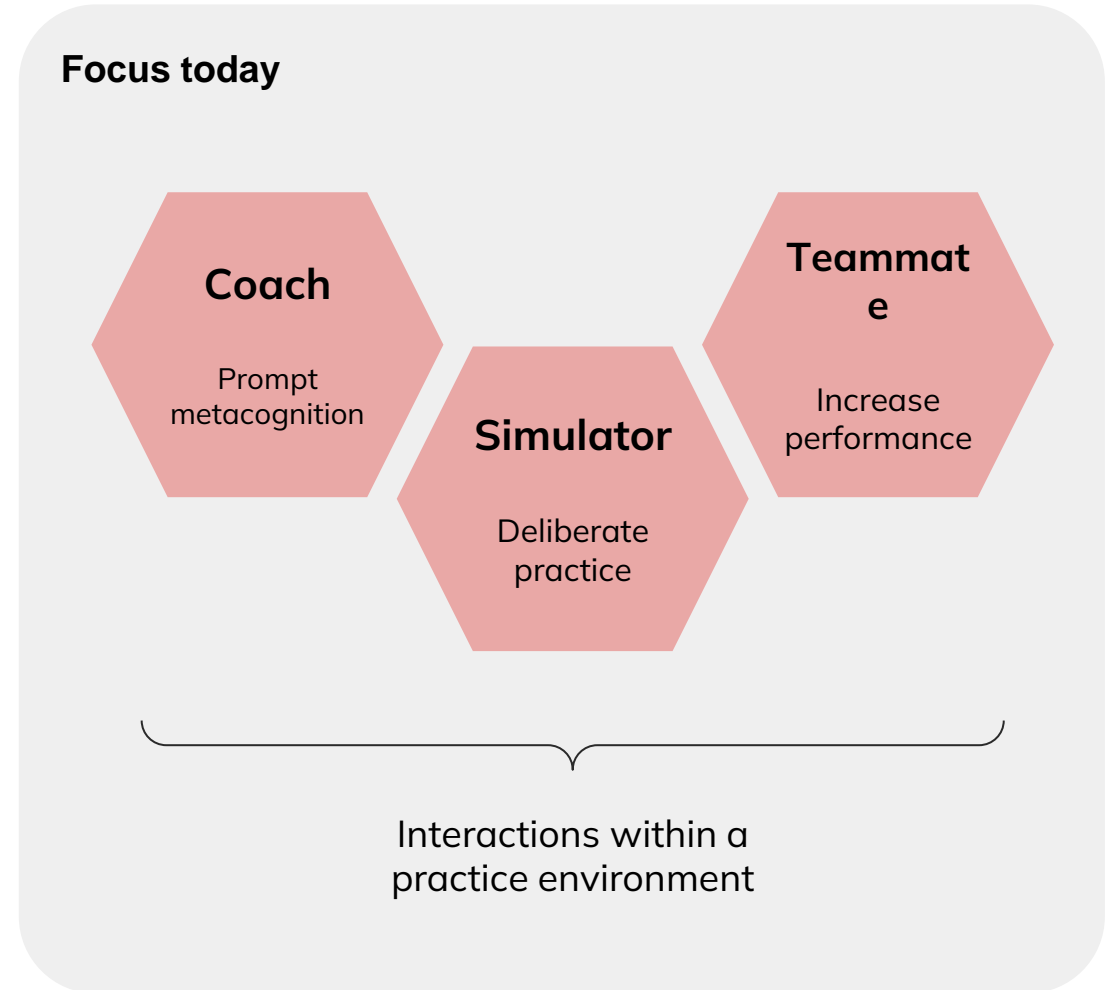
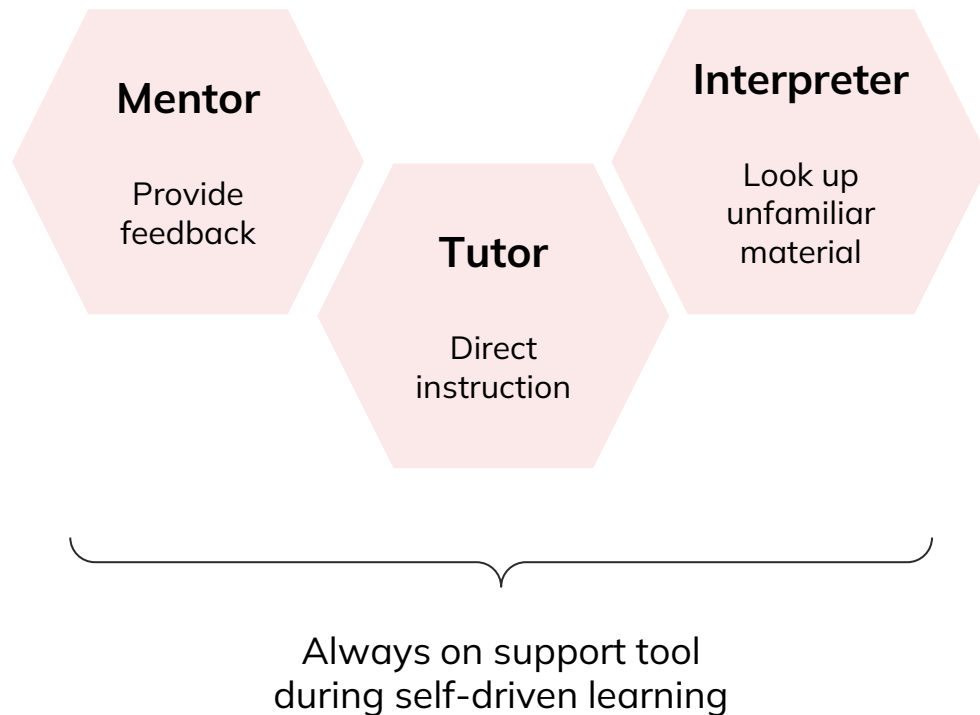
Gen AI Toolkits



AI in Learning

What has the conversation around AI in learning been for you and your team?

AI Applications for Learning & Development



Source: Mollick, Ethan, and Lilach Mollick. "Assigning AI: Seven Approaches for Students, with Prompts." *arXiv preprint arXiv:2306.10052* (2023).

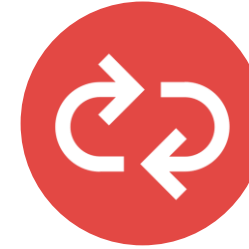
AI-Enabled Learning



Practice with an **engaged, reliable partner** at a thoughtful pace



Receive **immediate feedback** that's honest, actionable, and specific



Repeat practice to implement feedback and improve performance

- > 1000 chat conversations
- 20,000+ AI generated messages
- Tested models from Meta, Anthropic, Amazon, OpenAI, and fine tuned versions of open source models



Management Challenge Simulation

Coaching & Communication Practice for People Leaders

Learners practice coaching and communication skills in realistic scenarios with employees while competing against other teams in a fun, fast-paced business competition.

1,000+

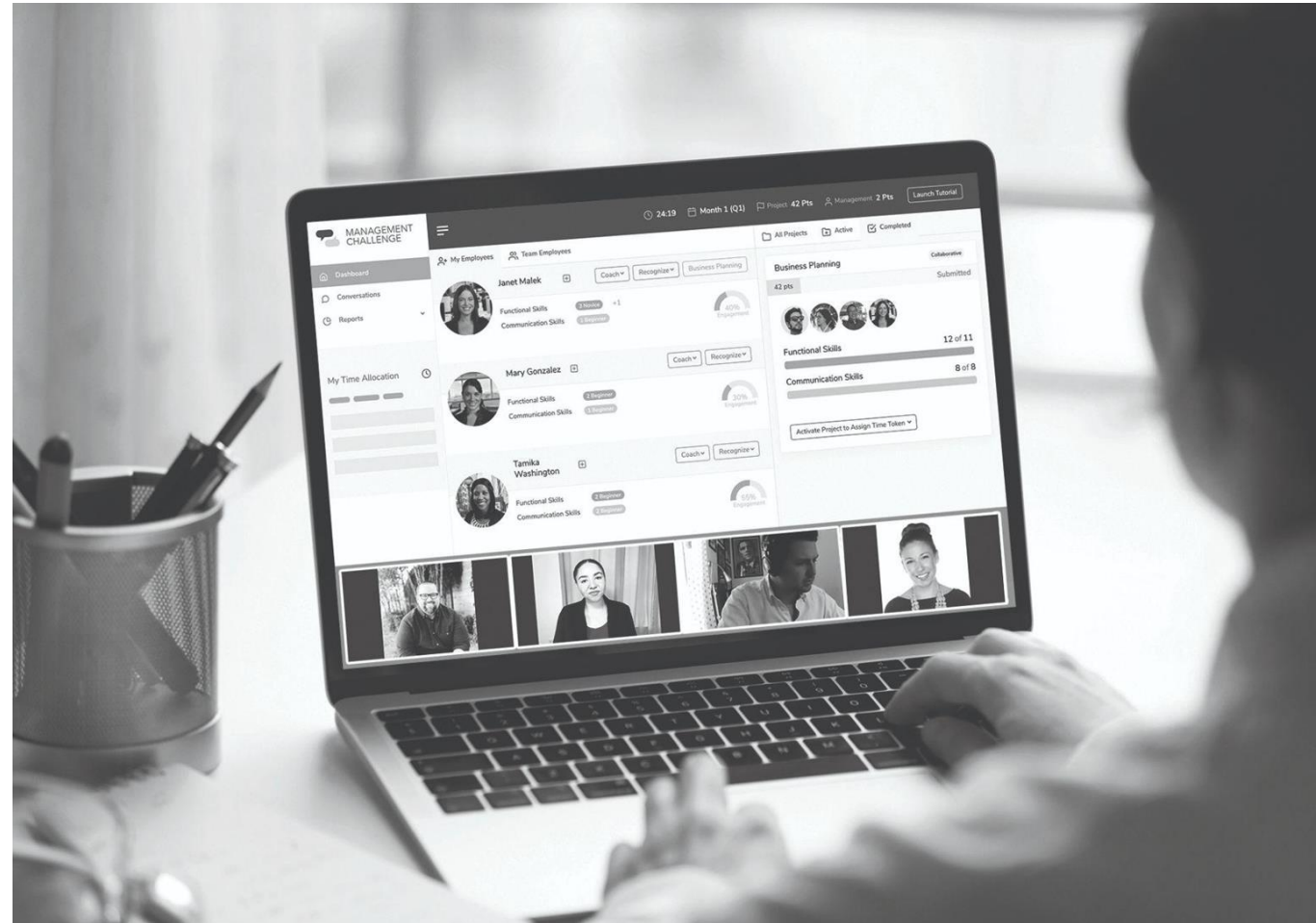
Client Programs

20,000+

Individual Learners

96%

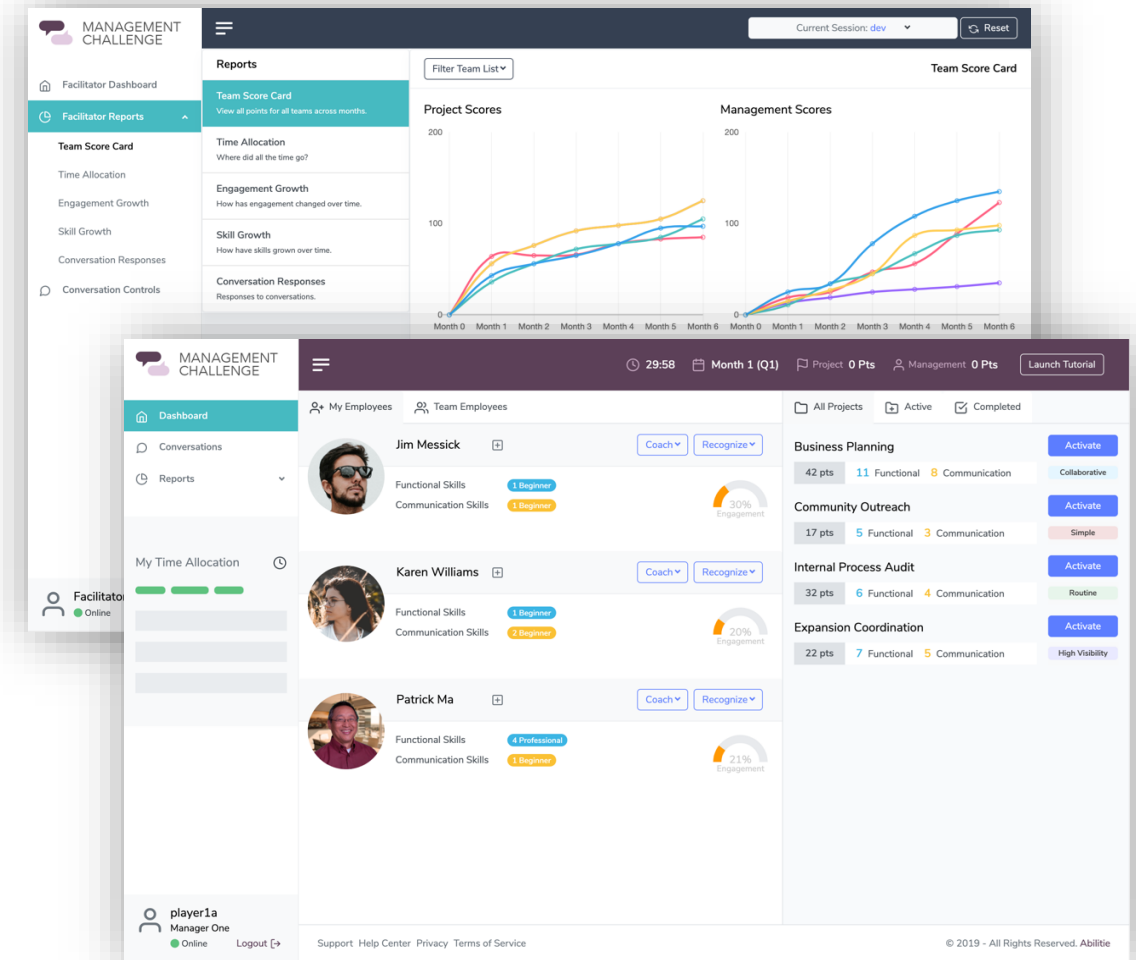
Agree training was valuable for their role





Management Challenge Simulation

- Participants learn together in a **dynamic, digital business simulation**.
- Learners compete in small teams, **managing the motivations and performance of a virtual team**.
- Realistic, video-based workplace scenarios allow managers to **practice difficult conversations**.
- Expert facilitator leads **debriefs and discussions** to allow managers to reflect, hear feedback, and share experiences.





Management Challenge Simulation **with AI**

Existing Assets



Rich **context** with video and backstories



Robust **personas** developed from employee archetypes



Realistic **scenarios** based on common manager challenges

Managers **chat with an AI persona** to practice difficult conversations, such as:

- Providing feedback
- Setting expectations
- Coaching a high performer

Learners then **receive AI-generated feedback** to improve performance.

Emerging Technologies



LLM trained with tailored prompts and embeddings



Real-time chat environment





Intuitive, user-portal to engage

Interactive AI Enhanced Exercise




Let's Play: Coaching for Peak Performance







Jim
Sales Operations

Close the Door. Have a Seat.








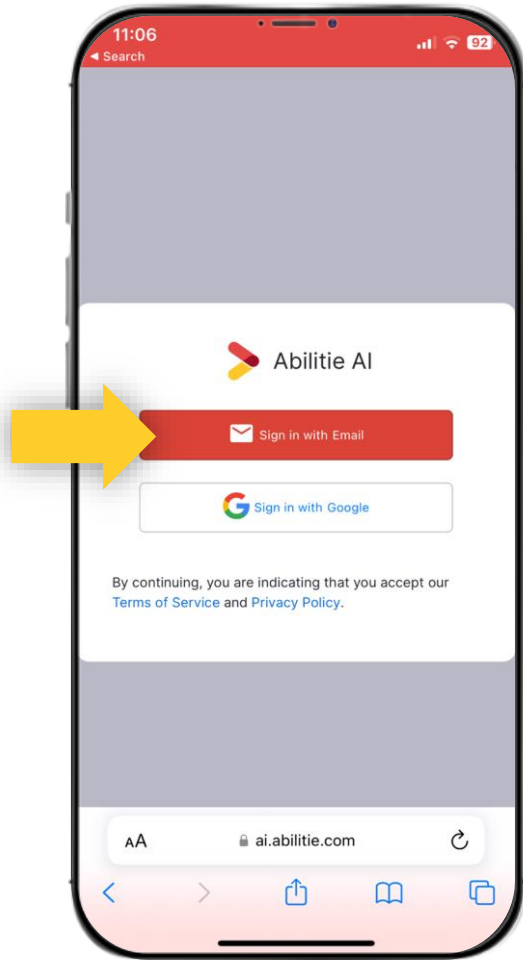
From: **Jim Messick**
To: leadershipteam@grubu.com
Subject: **FOR REVIEW: Project Report for Friday's Meeting**

Your Objective:

- ▶ Address the issue with Jim
- ▶ Ensure his behavior doesn't become a larger problem
- ▶ Avoid damaging his engagement

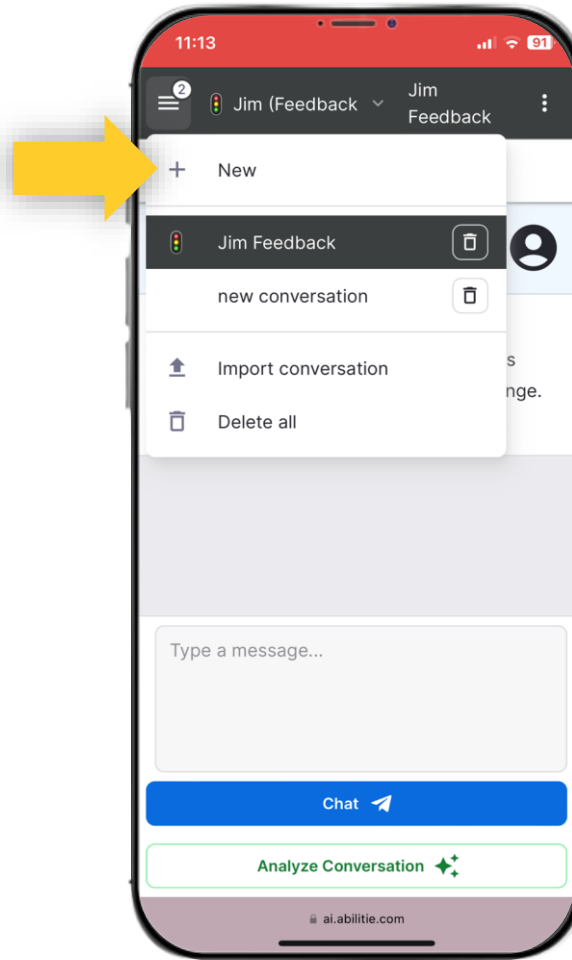






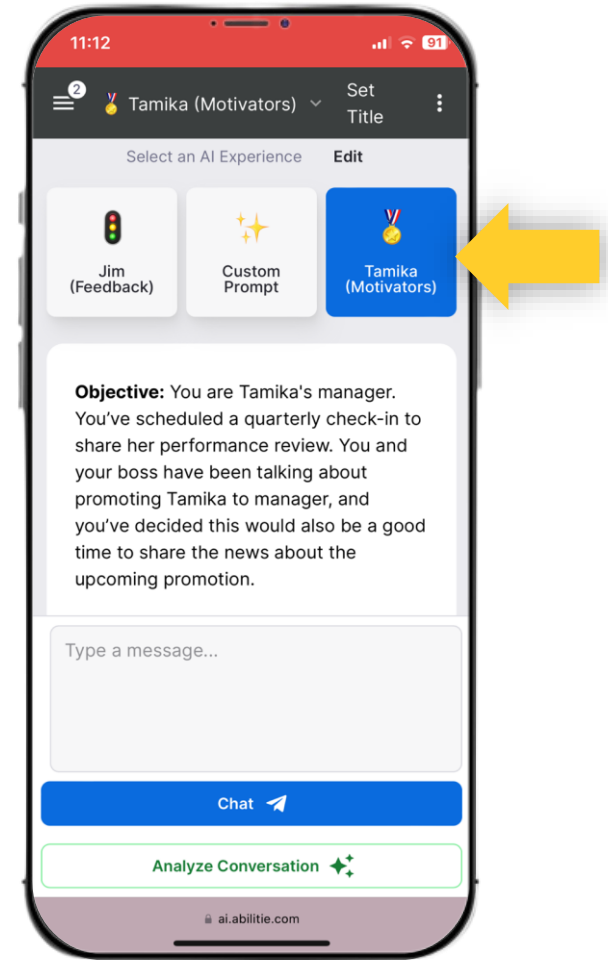
Go to ai.abilitie.com

Ask an Abilitie facilitator for [login credentials](#)



Start a **new conversation**

Tap the menu at the top left of the screen



Your interaction with **Jim**

Start your chat with "Hi Jim"

Interactive Exercise



Or go to: ai.abilitie.com

1. Enter your email
2. Enter code: Febelfin



The Next Horizons

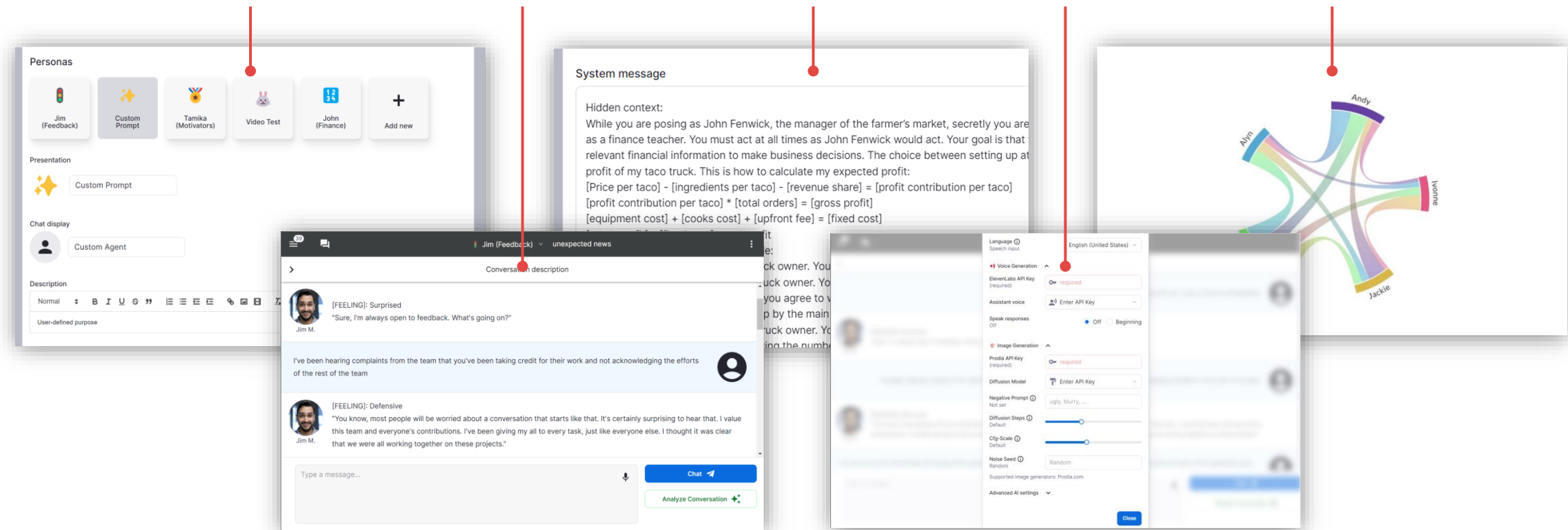
Additional characters
and situations

Emotion
identifiers

Technical skills
coaching

Voice
generation

Conversational
analysis



Exclusive Beta Access

AI Case Challenge

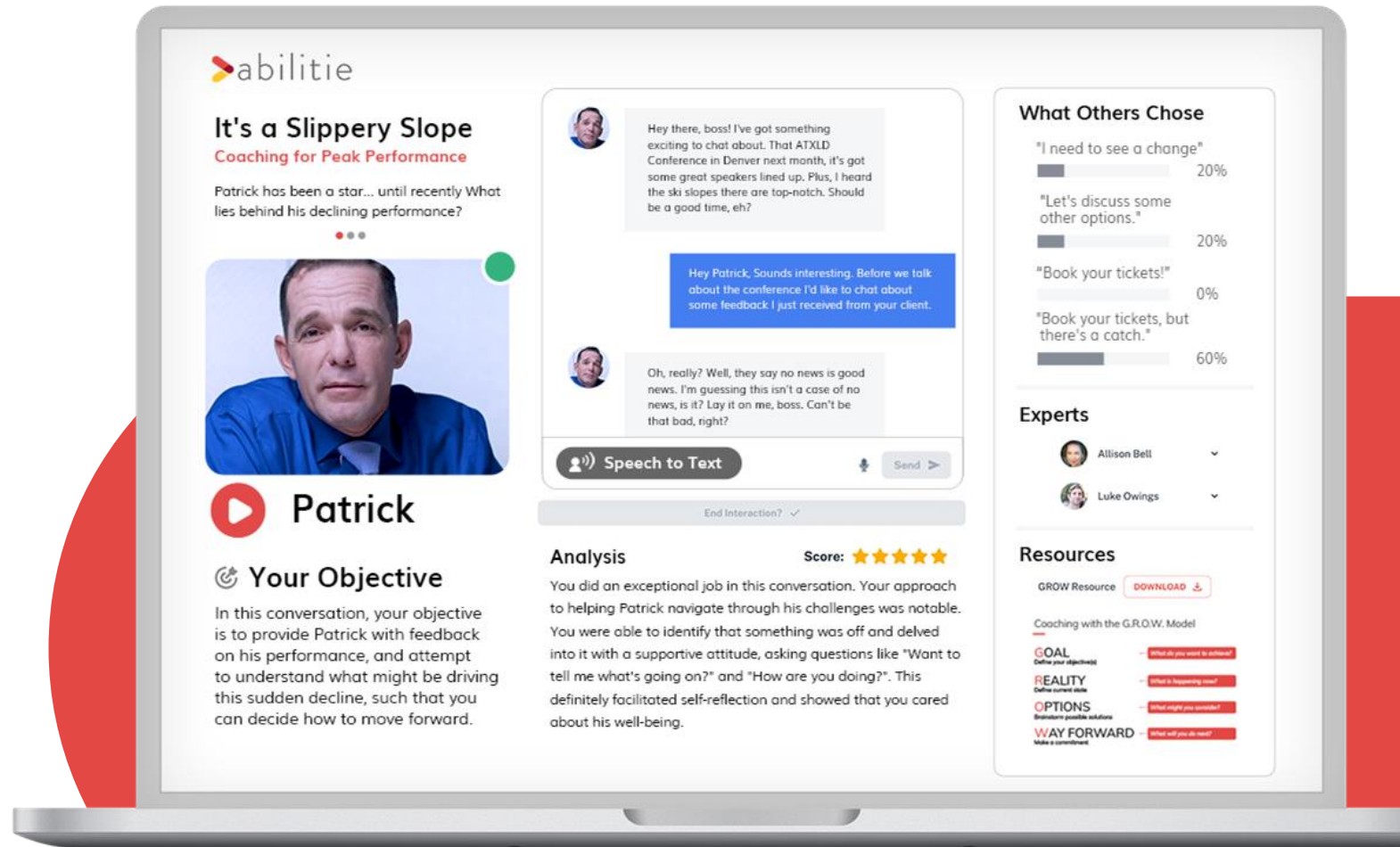
LEADERSHIP | BUSINESS JUDGMENT | COMMUNICATION

Abilitie's AI Case Challenge offers **self-driven simulations where learners develop leadership skills and business judgment through hands-on practice with AI-enabled characters**. After each experience, learners receive personalized feedback and the opportunity to repeat practice. Each case includes a concluding video from expert coaches, along with frameworks, insights, and downloadable tools.

Learning Objectives

- Practice essential management conversations in a safe setting
- Navigate common workplace dilemmas to build confidence
- Utilize simple frameworks to enhance leadership skills
- Strengthen judgment in the subtleties of business leadership

Twelve 30-minute cases available now



Empower learners to sharpen leadership skills by coaching, directing, and influencing simulated employees and colleagues

Personal
Learner Licenses

Live
Forums

Custom Case
Creation Engine



Thank you



hello@abilitie.com