

# AVENUES

The Accenture Virtual Experience Solution:  
Immersive learning for workforce  
transformation



**AVENUES** is our award-winning workforce transformation tool that leverages VR to better prepare public service employees for their jobs. It has shown efficacy in reducing turnover and in improving interpersonal skills so desperately needed in the age of GenAI.

We now have 15 modules for use across the public sector including public safety, health, mental health, child-care, social services and child welfare. **AVENUES** has powerful implications in the hiring and training process. For the applicant, it can help affirm that they are ready to learn how to do this work, give them an opportunity to self-select and build essential skills. It provides employees the chance to develop crucial skills in a safe environment, away from the frontline.

## The AVENUES Learning Method

### IMMERSION

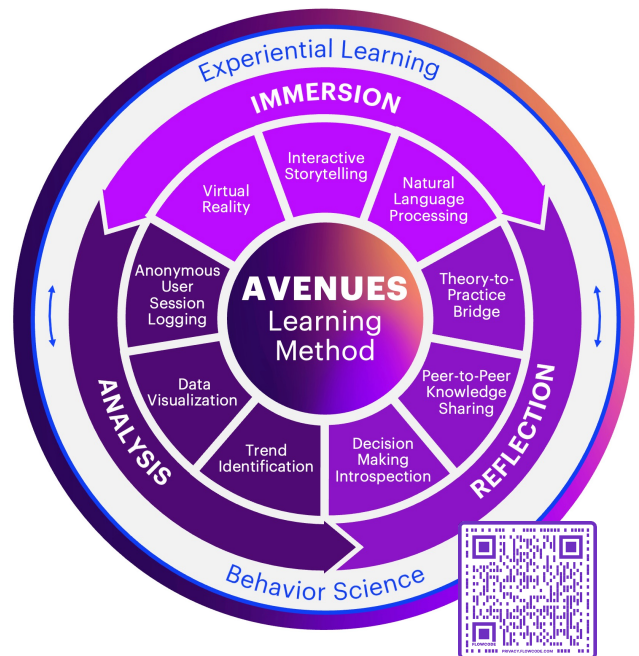
**AVENUES** immerses users into highly realistic scenarios designed to replicate a real-world experience. It uses actors, not avatars, in voice-activated experiences that feel so real the users have the sense that they are interacting with actual people in a problem-solving situation.

### REFLECTION

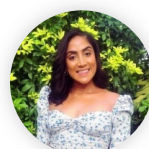
Groups of users are brought together in carefully curated seminars. These interactive workshops prompt reflection about how each user behaved in the headset and create an opportunity for users to learn from one another.

### ANALYSIS

Finally, **AVENUES** is maintained on a platform that leverages user analytics. This gives us the ability to see how large groups of people are behaving in the headset and drive future learning agendas.



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# Immersive Learning for Child Welfare

Accelerate the pace with which frontline workers become seasoned decision makers



How dirty is too dirty? How safe is safe enough? Where do you draw the line between poverty and neglect? It takes years for human services staff to build a deep bank of experience and confidence from which to draw in making the tough decisions they are faced with every day—decisions that have a profound impact on the safety and well-being of children and families.

**AVENUES** provides the agency with an opportunity to make more informed choices about the individuals hired. It positions the agency to accept applicants who are highly aligned with the agency's priorities. It opens new avenues for users to build empathy, reduce bias and step into positive behavior change.



## **SOPHIA**

Practice observing, inquiring and interpreting human behavior, especially when what people say and do don't match up.



## **MONICA**

Practice navigating power dynamics and managing conflict, particularly when it might rise to violence.



## **TORY**

Deepen your understanding of how and when race bias enters the decision-making process.



## **ALAYNA**

Focus on how trauma impacts people over generations and consider ways to help them begin to heal.



## **MS. GARCIA**

Practice interpreting what young children are trying to say before they are using words to do it.



## **DEVON**

Experience a difficult series of meetings with a caseworker from a parent's point of view.



## **RACHEL**

An opportunity for those considering child welfare careers to experience the dynamics of fieldwork.



## **JORDAN**

Practice difficult conversations with children in a developmentally appropriate way.

To learn more, visit: [www.accenture.com/AVENUES](http://www.accenture.com/AVENUES)

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