Social Skills Training Tool in Virtual Reality, Intended for Managers and Sales Representatives
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Social skills training tool in Virtual Reality, intended for managers and sales representatives

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INTRODUCTION

- Social skills: “The ability of an interactor to choose among available communicative behaviors in order that he may accomplish his own interpersonal goals during an encounter while maintaining the face and line of his fellow interactors within the constraints of the situation” (Wiemann, 1977) [1]
- Widely used in managerial and commercial professions
- Today managers and sales representatives training → role-playing sessions with an instructor

ROLEPLAYS LIMITS

- Human and financial costs
- Lack of realism and contextualization:
  - Actors: peers or instructors
  - Different actors → differences in ways to play
  - Learners expect to be pushed into a difficult position
  - Difficulties to offer varying profiles and environments
  - Not made in real context
  - Limits in the emotional dimension
- Objectivity’s importance for assessment:
  - Currently assessment is subjective
  → based on instructors observations & feelings
  → important for roleplays debriefings

RELATED WORK

- Virtual characters tend to induce a social presence for learners [2] → favor learning [3]
- Uses of “Wizard of Oz” approach [4]:
  - Control remotely virtual characters
  - Avoid voice recognition & problems
  - Let study how users interact [5,6]
  - Explore automation conception trails [7,8]
- Effects of gender during human-machine interactions [9]
  - Limit variability effects by confronting subjects with same-gender characters [7,10]
  - HMD integration [11-15]

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