Virtual Reality, Augmented Reality & Artificial Intelligence in Assessment:

The Future of Assessment & Development Centers?

Presented by:
Martin Adams (CPsychol)
Managing Director
Propel International
About Propel

What we do

- **SELECT FOR SUCCESS**
  - Identify the right talent to swiftly deliver tangible results, ensuring a holistic and standardised selection process based on the culture and capability requirements to drive your organisation forward.

- **DEVELOP TO DELIVER**
  - Ensure you are set up for success both now and in the future by building leadership bench-strength and managerial excellence through targeted development programmes.

- **ENGAGE TO EXCEL**
  - Drive employee effectiveness and mitigate retention risks by keeping a finger on the pulse of workforce motivation and satisfaction.

Who we work with?

- Coca-Cola
- MetLife
- Invesco
- Mövenpick Hotels & Resorts
- TEDx
- averda
- Lenovo
- Dubai Airports
- DP World
- Trimble
- Commercial Bank
- Mubadala Development Company
- FGB
- alinma bank
- Daman
- NYU Abu Dhabi
The Background
High Pressure Situation: Zombie Attack
High Pressure Situation: Assessment Center
Definitions

Virtual Reality
- Artificial environment created through hardware and software
- Immersive / user suspends disbelief and accepts it as a real environment

Augmented Reality
- Supplements the ‘real world’
- Overlays digital information on an image (screen or visor)

Artificial Intelligence
- Simulation of intelligent behavior
- A machine and underlying software capable of imitating human thought processes and actions
Virtual Reality

Where are we today?

- Motion & hand tracking
- High definition display
- Responsive
- Positional audio
- Minimal ‘discomfort’ factors

Pros:

- Highly immersive
- Increasingly realistic
- Moderate learning curve

Cons:

- Content costly to produce
- Hardware costs are high
- IT requirements high
- Tethered*
Augmented Reality

Where are we today?
- Visual ‘overlay’ technology
- Augmented & mixed reality
- Combines visual and audio

Pros:
- Moderate technology cost
- Low design costs possible
- Low IT / Hardware requirements
- Untethered

Cons:
- Less immersive
- Limited field of vision
Augmented Reality (Example 1)
Augmented Reality (Example 1)
Augmented Reality (Example 2)
Artificial Intelligence

Where are we today?

- Advanced computer systems built to simulate aspects of human intelligence
- Can learn and adapt
- Can generate knowledge

Pros:

- Potential for auto-scoring and evaluation

Cons:

- Not autonomous
- Narrow domains
- Not a standalone solution
- Technology not there yet
Artificial Intelligence (Example)
Can these technologies add value?
<table>
<thead>
<tr>
<th>What problems are we faced with?</th>
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<tbody>
<tr>
<td><strong>Logistics</strong></td>
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<tr>
<td>Getting the right people in the right place (candidates, assessors, administrators)</td>
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<tr>
<td><strong>Scalability</strong></td>
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<tr>
<td>Scaling Assessment Center capacity up or down depending on variable or changing demands</td>
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<tr>
<td><strong>Realism</strong></td>
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<tr>
<td>Creating a realistic scenario in which participants can engage fully with the activities and suspend disbelief</td>
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<tr>
<td><strong>Immersion</strong></td>
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<tr>
<td>Creating an experience in which participants become fully immersed in the activities and interaction with others</td>
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<td><strong>Language</strong></td>
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<td>Enabling candidates to complete exercises in their native language (or the language required for the context of the role)</td>
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<td><strong>Objectivity</strong></td>
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<td>Ensuring objectivity and consistency between assessors when using a multi-assessor model</td>
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How could technology overcome these now?

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Are we ‘ready’ for Next-Gen Assessment Centers?

**People**
Is it usable and accessible by administrators, assessors and candidates/participants?

**Process**
How easy is it to build content, processes and protocols for implementation as an assessment method?

**Technology**
How effective is technology in meeting the needs of users to implement in an AC / DC.
Conclusions

- The future is bright!
- Content is king
- Added value is imperative
- Ethical considerations
Thank you

Contact Details:
Martin Adams  martin.adams@propel-international.com

www.propel-international.com