WORKSHOP A: LOOKING THROUGH THE GLASS: EXPLORING GAME CHANGING IMMERSIVE LEARNING TECHNOLOGIES

The future is now. Digital reality, the mélange of augmented reality (AR), virtual reality (VR), mixed reality, (AI) artificial intelligence, (ML) machine learning, (IV) immersive video, and chat bots are making their way in the learning and development space. This will create a natural and intuitive ways for technology to improve employee performance. Industry leaders in innovation such as, Facebook, Google, Apple, Amazon, Microsoft, Samsung, Sony, HTC, have made staggering investments in this emerging new tech sector because the potential extends far beyond video games and amusement rides. But, there are many questions that must be answered:

- What are these technologies?
- Do they have a place in L&D?
- What is the true business impact of adoption of immersive technologies?

In this workshop we will:

- Outline AR, VR, MR, AI, ML, IV and chat bot technologies
- Discuss how they all complement and compete with one another
- Explore issues of user comfort and safety, perception, user environment, and displayed information techniques displayed information techniques
- Identify L&D use cases for these immersive technologies

Myra Roldan, Senior Instructional Designer, Amazon

GENERAL REGISTRATION & NETWORKING BREAKFAST

WELLS FARGO LEVERAGING VOICE ENABLED INTELLIGENCE AUGMENTATION TO IMPROVE EMPLOYEE PERFORMANCE

Today’s learners are faced with an ever-growing surplus of content to learn, process, and employ in their careers. Companies need to empower their employees with a system for efficiently augmenting the capabilities each person brings to the organization. Many of these activities require point of need hands free performance support. Voice enabled Intelligence Augmentation is one possible solution.

- Introduce Intelligence Augmentation
- Introduce voice interfaces including Alexa, Google, Siri, and Cortana
- Provide examples of hands-free performance support and integration with xAPI/LRS
- Discuss the possibilities and future of artificial intelligence powered voice enabled Intelligence Augmentation

Ken Hubbell, Senior Vice President, Instructional Design Strategy & Innovation, Wells Fargo
IS HYPERREALITY THE FUTURE OF VIRTUAL AND AUGMENTED REALTIES?
Hosted by:
Mursion & Bob Newhouse, CEO, Agilitiv

TECHNOLOGY SHOWCASE & NETWORKING BREAK
The audience will have access to VR, AR, and MR live demo examples at the technology showcase. Grab a refreshment while trying out some of the most innovative technologies in the augmented reality space for learning. You will immerse yourself into various examples and speak directly to the people who developed them.

HOW VR IS DISRUPTING THE TRADITIONAL LEARNING & TRAINING MODELS
The possibilities with virtual reality headsets are taking immersion to all types of new levels. Evidence of VR saving time, reducing costs, increasing productivity, and boosting effectiveness of training in learning is unquestionable. This session will outline early adoption success stories and explain scenarios VR can offer L&D practitioners. Not only will you experience the research side of implications and opportunities for VR as an effective tool for learning, you will also get a head start at developing it into your own workplace.

- Compare realistic-computer generated environments, first-person perspectives, and virtual training scenarios
- Develop interactive computer graphic scenes with real-time engines
- Use VR for hard and soft skill simulations as well as empathy-induced experiences
- Allude to technology of what a L&D VR experience can bring to your workforce

Ken Hubbell, Senior Vice President, Instructional Design Strategy & Innovation, Wells Fargo
Samuel Worobec, Head of Training, Chipotle Mexican Grill
Shelia Jagannathan, Head of Digital Learning and Capacity Development, World Bank
Travis Wickesberg, Global Learning, Organizational Development & Technology Manager, KFC
Brian Nellesen, Manager, Education & Training, Best Western

PROGRESSION OF E-LEARNING ESSENTIAL TO ECONOMIC GLOBAL DEVELOPMENT WITH THE WORLD BANK

- Discuss virtual reality and e-learning progression needed for successful economic development
- Enhance technology and education with immersive technology in emerging countries
- Introduce e-learning, technology, big data and LMS to educational learning systems
- Incorporate 360-Degree video into L&D projects
- Discuss lessons that worked and failed, and how to get it right in your workplace

Shelia Jagannathan, Head of Digital Learning and Capacity Development, World Bank
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<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>12:45 PM</td>
<td><strong>START-UP DEMO COMPETITION</strong></td>
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<td>*This is your opportunity to see new immersive technology live, from the leading startup VR companies worldwide. The audience will get a live demonstration of start-up pitches from 4 companies. After each 10-minute mini competition presentation concludes, the audience will vote on their “favorite” start-up company to be crowned the Immersive Tech VR Champion of 2018.</td>
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<td>Moderator: Brian Nellesen, Manager, Education &amp; Training, Best Western</td>
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<td>1:30 PM</td>
<td><strong>NETWORKING LUNCH BREAK</strong></td>
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<td>2:30 PM</td>
<td><strong>SPECIAL EARLY ADOPTION SESSION: RESULTS, CHALLENGES, AND SUCCESS FROM ADOPTING VR AND AR IN THE TRAINING AND LEARNING ENVIRONMENT AT CHIPOTLE MEXICAN GRILL</strong></td>
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<td>This session will highlight Chipotle Mexican Grill’s early initiatives to adopt VR technology into their workplace. Sam heads all of learning &amp; development for Chipotle, and Matt leads Cultivate University, which utilizes VR to “walk through” a restaurant, identifying the good, the bad and the ugly along the way. With new implementations of VR into their training, they are beginning to experiment with scenario-based training with choices to pick from.</td>
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<td>Transport learners into environments you couldn’t ordinarily take them</td>
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<td>• Discover how VR and AR are disrupting learning systems in the retail and food industries</td>
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<td>• Discuss where the future is taking AR technology</td>
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<td>• Experience Chipotle’s current VR technology on stage</td>
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<td>Samuel Worobec, Head of Training, Chipotle Mexican Grill</td>
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<td>Matt Brunk, Manager of Training Production &amp; Programming, Chipotle Mexican Grill</td>
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<tr>
<td>3:15 PM</td>
<td><strong>BLENDING TECHNOLOGY AND LEARNING AT SIX FLAGS</strong></td>
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<td>As the only amusement park company actively using and enhancing Immersive Technology, Six Flags has been on its VR journey since 2015. By building pilot mobile tablets and eventually rolling out full 360 immersive video as an interactive park map, Six Flags has adopted a MR model that includes both AR and VR.</td>
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<td>• Develop an interactive and immersive park map for customer</td>
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<td>• Enhance MR with blended learning technology</td>
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<td>• Prepare for the implementation of future advancements of VR and AR</td>
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<td>Jayson Maxwell, Corporate Director of Learning &amp; Development, Six Flags</td>
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LAUNCHING A PILOT PROGRAM USING RAPID VR AND AR PROTOTYPES

As immersive technologies are gaining slow adoption in the learning space, many of these technologies require specific skills, larger budgets, and more time to create immersive learning experiences. This is a misconception that many organizations have about AR and VR. In this session, we will explore ways in which rapid development tools can be used to create engaging AR and VR learning experiences that can be used to launch pilot programs to test the effectiveness of the solution within an organization.

- Interact with AR and VR rapid development tools
- Discuss how to create a prototype
- Explore strategies for launching a pilot program using AR and/or VR
- Identify metrics that can be used to measure the effectiveness of the prototype

Myra Roldan, Senior Instructional Designer, Amazon

CHAMPAGNE ROUNDTABLE: IMMERSIVE TECHNOLOGY INTERACTIVE DISCUSSION SESSION

*The audience will separate into 3 tables based on maturity and discuss the topic with a leading expert and other delegates at the table. After each table has discussed for 40 minutes, we will have one delegate from each table report to the group with their findings.

- Where are we within our industry in our VR journey?
- What is the impact of this technology on the job market?
- What does it take to close the training gaps in our industry?
- How can we mix various technologies to fit in nontraditional settings?
- What are the best methods to train our workforce effectively with VR and AR?

STAGES: OF VR ADOPTION CYCLE:

TABLE 1: BEGINNER
Facilitator: Karmiko Burton, Senior Manager, Global Franchise Training & Capability, Taco Bell

TABLE 2: INTERMEDIATE
Facilitator: Travis Wickesberg, Global Learning, Organizational Development & Technology Manager, KFC

TABLE 3: ADVANCED
Facilitator: Thjis de Vries, Chief Design & Learning, Warp Industries
7:00 AM  WORKSHOP B REGISTRATION & WELCOME NETWORKING

7:15 AM  WORKSHOP B: BUILDING NEXT GENERATION TRAINING SYSTEMS

Economists and theorists have stated since 1991 that, “Virtual reality will revolutionize the way we live. It lets you travel to places you’ve never been and see things you’ve never seen and do things you’ve never done, without ever leaving the room.” (Korn Ferry Institute, Sept 2017). With the constant hype around virtual realities often putting off employers to begin testing the implementation process, we must accept that these new design and training programs will eventually take over the learning and development space across nearly all industries. Sales of headsets have hit 1 million sales according to Forbes and is expected to grow to a staggering 81.2 million units by 2021. (Nov. 2017). How do we create the next generation of training for learning?

This deep-dive will accelerate attendees’ L&D Immersive tech aspirations and will explore how to:

- Delve into the differences and various ways people obtain information and learn
- Develop a training curriculum for your organization
- Create consistent and structured training models
- Implement augmented reality technology to enhance your learning and development modules
- Trial different headset examples and discussing benefits vs. limitations

Hugh Seaton, CEO, Aquinas Training

8:30 AM  GENERAL REGISTRATION & NETWORKING BREAKFAST

9:00 AM  CHAIRPERSON’S WELCOME

9:15 AM  LEVERAGING IMPACT, COST CONTROL, AND ACCESSIBILITY WITH SAMSUNG AR TECHNOLOGY

Samsung Gear VR headsets have been used from anything to virtual tours to HR onboarding and training initiatives. Junaid heads up the retail training initiatives at Samsung Electronics that is working on immersive in-house training experience for employees. Not only focusing on training, Samsung is creating in-store experiences by allowing customers to partake in buying, watching, and engaging with brands through immersive VR.

- Design and creating low cost-high impact AR learner experiences
- Identify budget friendly AR authorizing tools
- Prepare an AR design plan for your workplace
- Discover which AR experiences work best with learning solutions

Junaid Wajid, Director, Retail Training, Samsung Electronics
**WARP INDUSTRIES TRANSFORMING EMPLOYEE TRAINING & ONBOARDING THROUGH VR SCENARIOS, 360 VIDEO AND MOBILE PHONE-BASED HEADSETS**

Warp Industries has been rolling out new training technology in VR by offering services to train employees remotely and immersively. By providing efficient and scalable VR training for businesses, Warp is developing streamline high-tech VR scenarios and interactive video to speed up onboarding processes and existing training mechanisms in the workplace.

- Improve assessment, onboarding, and training through VR
- Create interactive scenarios for training
- Discuss mobile phone-based VR headsets
- Implement 360 video to boost interactivity and production in the workplace

Thijs de Vries, Chief Design & Learning, Warp Industries

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**TECHNOLOGY DEMO LIVE SESSION & NETWORKING BREAK**

* The audience will have access to VR, AR, and MR live demo examples at the technology showcase. Grab a refreshment while trying out some of the most innovative technologies in the augmented reality space for learning. You will immerse yourself into various examples and speak directly to the people who developed them.

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**HOW ARE THE NEW EMPLOYEE DEMOGRAPHICS AND DIGITAL-THINKING WORKFORCE DRIVING THE SHIFT IN TECHNOLOGY?**

It’s no secret that the digital workforce has developed many competencies during their interactions with technology that are leveraged at work. The digital fluency of the workforce has flourished with excellence in the wake of new technology. How does the prevalence of technology in employees’ lives impact their identity development and expressions? How are these complex effects on the workplace driving the digital development and overall shift in technology as their main users?

- Re-design work for a digital workforce by leveraging competencies and motivations
- Encourage mindful usage of technology for effective collaboration and focused thinking
- Unleash the potential of technology in today’s workplace through investment in training and development
- Discuss employee demographics over the last 3 years in the learning space and how technological advances are enhancing virtual collaboration

Jamie Dalferes, VP Learning & Talent Development, Lincoln Property Management

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**HOW DO YOU BUILD OUT VR & 360 TECH TO CREATE MEANINGFUL LEADERSHIP DEVELOPMENT?**

Change your basic eLearning courses into immersive experiences that cause an emotional reaction with the learner. Allow them to retain the information and empower them to act out in real-life situation through engaging content. This session will dive into the notion of turning lessons you develop into realities that the learner can react, retain, and appreciate in a virtual experience.

- Make your content immersive and meaningful to your learner
- Build VR for a scalable distribution
- Produce an emotional response through carefully developed VR experiences
- Create engaging scenarios that build your brand and develop your workplace

Jesse Drew, Director of Design & Development, Learning & Development, Pearson

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<tr>
<td>1:45 PM</td>
<td>EXPLORING SIMULATED ENVIRONMENTS IN EDUCATION AND TRAINING</td>
<td>This session will feature a live example of a simulation training environment. Part of our innovation features, we will also explore implications and opportunities for not only training your workforce, but also training your robots. Can robots also function in simulated environments, or is this much too soon?</td>
<td>Hugh Seaton, CEO, Aquinas Training</td>
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| 2:15 PM | PANEL DISCUSSION: JOB MARKET: HOW WILL CURRENT JOBS HAVE TO CHANGE TO ADAPT TO VR/AR? | VR jobs are currently moving away from traditional gaming application to the newer areas of user experience like VR advertising and marketing. As we see VR startups leveraging technology for business applications, what new software development tools will employers be looking for as the industry only further progresses? Can we prepare for the VR jobs of the future? Will there be more jobs? | Jamie Dalferes, VP Learning & Talent Development, Lincoln Property Management  
Jennifer Walls, Vice President, Organizational Effectiveness, SteaknShake  
Jesse Drew, Director of Design & Development, Learning & Development, Pearson  
Michael Marshall, Global Technology Lead, L&D, AstraZeneca |
| 3:00 PM | AFTERNOON NETWORKING BREAK                                        |                                                                                                                                             |                                              |
FROM IMMERSION TO PRESENCE: HOW VIRTUAL AND AUGMENTED REALITY WILL DISRUPT LEARNING

The virtual and augmented reality revolution has arrived. Room-scale virtual reality offers a digital rehearsal space of such convincing verisimilitude that learners feel they are there. Two billion phones have been turned into augmented reality-powered magic lenses that can arm your workforce with superpowers. How are Fortune 500 companies driving business results by leaving the glowing rectangular screens behind to step into the virtual and augmented reality of the future? This session will deliver the answer with many case studies and demos. Learn how industry leaders are ushering in a new era of experiential and visceral learning. AR makes the real world the canvas of any number of learning activities, from scavenger hunts to performance support. Meanwhile, VR is used as a “flight simulator” for any technical task that’s too dangerous, expensive, or inconvenient to practice in real life. It is also hailed as the “ultimate empathy machine” for any soft skill training.

• In this interactive session you’ll watch real demos and learn:
  • How to leverage the cost of developing for VR and AR by deploying the same simulation to desktops, tablets, and phones.
  • How to make the business case for virtual reality in healthcare.
  • How augmented reality is used for everything from new-hire orientation to performance support
  • How VR is used for everything from customer empathy and safety training

Anders Gronstedt, President, Gronstedt Group

AR/VR WORLD TO COME: THE LATEST, THE BEST, AND THE OVERHYPED

• Why would a VR startup want to pair with an investor?
• How do you collaborate with a corporate looking for new business?
• What do we need to prepare our organization for Immersive Tech?
• What are the biggest trends we need to be on the lookout for?
• What are the top 5 takeaways from the conference to accelerate our VR journey?

Moderator: Conference Chair
Speaker 1: Michael Marshall, Global Technology Lead, L&D, AstraZeneca
Speaker 2: Karmiko Burton, Senior Manager, Global Franchise Training & Capability, Taco Bell

CLOSE OF CONFERENCE DAY TWO