



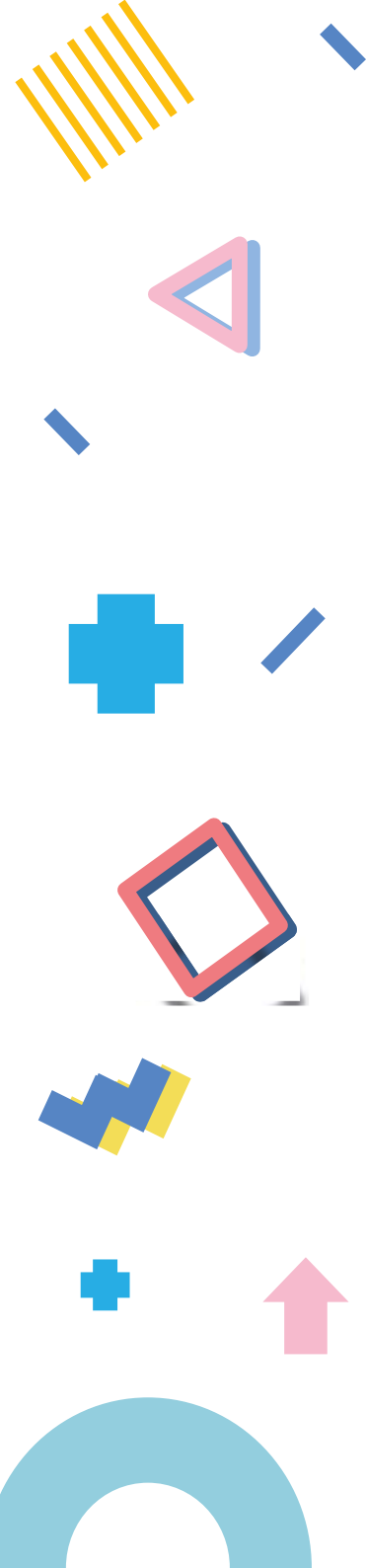
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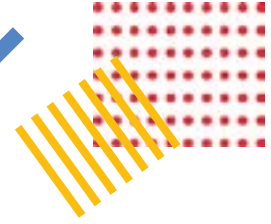
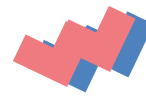
**Guidelines for job coaches**



# work @ble

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## 1. PURPOSE OF THE GAME AND THE GUIDELINES

Distance learning massively activated during this Covid-19 crisis revealed the limited autonomy of people with intellectual, learning and /or psychiatric disabilities, in the use of available technologies. This situation increased the inequality in the access to the training proposals and the marginalization and isolation of those groups, with heavy repercussions on their well-being and in their possibility of playing an active role in society, because also their distance to the labour market is increasing.

Statistics show that people with disabilities are more exposed than others to unemployment and social exclusion. It is proven that labour market inclusion has a positive impact on social inclusion and that by including people with disabilities, companies, individuals, and society at large all win.

The role of Job Coaches has become key to support the job inclusion of these vulnerable groups. Job coaches have the task of accompanying the client in job search and in the subsequent reintegration path. Playing the game with the job coach will also help the job coach and the client to communicate better, since the game is a good instrument to start a discussion with the client while playing together or through an online setting.

WORK@BLE is a friendly virtual Scape Room video game to support job coaches' work on their tasks of assessing and training job skills of people with disabilities and special learning needs.

### OBJECTIVES – FINAL GOAL

- Supporting job coaches and VET mentors to assess and train job skills of people with special learning needs and disabilities
- Improving the access to online services to people with disabilities and special learning needs.

### TARGET GROUPS

- Job coaches and VET mentors
- People with mental health problems, cognitive challenges or special learning needs.



## 2. DESCRIPTION OF THE GAME

### Game scenario

An old house with different spaces. The player will have to go through the different rooms of the house and for this she/he will be presented with different challenges. An old wise man will appear to the player.

To play any puzzle the player's avatar has to enter various rooms and approach the personage in the room who will tell her/him a puzzle to solve. To go to another room it is required to solve each puzzle, they have an order that makes the player realize and find out his/her values, abilities and dreams, during the trip of the house.

The game has three levels which are described as followed:

Level 1: Level one is called READY

Level 2: level two is called STEADY

Level 3: level three is called GO

Each level contains different games.

### First floor explained

First floor idea was by Lyk-z, who have a certain methodology called the FROG. Here is a short description of it. In the work@ble project they use a very limited version of some of the tools in the game on level 1. The Lyk-z method has almost 50 tools and you will work with three of them.

The method the first floor of the game is based on, is made on theories from:

1. \*Neurophysiology; Studies of our brain and how it functions and how we make decisions.



2. Communication techniques from film studies. Live sound and image are still the strongest instruments we have, to communicate a message. The only thing that may be stronger is oneself. Everyone has at some point been misunderstood. In this training, you will be trained in communication so everyone will always understand what you are saying.
3. Cognitive fundamentals; the relationship between thoughts, feelings and behavior.
4. Co-active coaching: a form of professional conversation which brings out your hidden qualities and values.
5. Principles from traditional Leadership training

\*Lyk-z bases their method on one specific Neurophysiologist, Benjamin Libet and his research and findings regarding unconscious decision-making. All exercises in the program are made and put together in a system based on this research. The participants experience a big emotional innovation, a mental change. Now they understand how they can make a change, and make better choices on behalf of themselves. They go from depressed to happy, from lonely to included, from antisocial to social, from shameful to proud, from anger to understanding etc.

The program is assembled in a system, which extends over five modules.

In the work@ble project we use a very limited version of some of the tools in the game on level 1. Lyk-z method has almost 50 tools and you will work with three of them

For you as a mentor for the service users we encourage you to play with all the answers your service users are coming up with.

And here are a few tips to make the game more useful and to create a good dialog between you and your service user.

When the service user has chosen a quality (let's say persistent is the chosen word) ask them: When do you use your quality persistent? Or when do you need to be persistent?

Or: in what situation are you persistent?

Talk about the word and acknowledge he/she for being persistent in this situation. Maybe even right now together with you.

When it comes to values, ask about them as well and connect it to the quality they have chosen. Ask how they know that a value is honored.

Ex: I am persistent because success is important to me, or to win, or to get results, or to be done with something. Ask again and again and LISTEN to the answer, then you can hear new values and qualities. Spend time with this issue.



If you want to learn more about this method contact lyk-z & daughters in Norway mail: [kontakt@lyk-z.no](mailto:kontakt@lyk-z.no) or [ingeborg@lyk-z.no](mailto:ingeborg@lyk-z.no)

## LEVEL 1 - READY

### Game 1

**Description:** At first, you will meet Professor Oak who will introduce the game and ask your name. You must enter your name.

Then Oak will ask for your gender. After you have chosen your gender, professor Oak will give you the keys to the castle. Then you must start walking towards the castle. An arrow will show you where the door is, just walk in.

Then you will meet another guy. This guy will ask for your dreams. The list has many dreams the player can choose from. Additionally, the player can type their own dream by picking the option "Other". Upon choosing one dream, the player will be asked to choose another dream. To end the game, the player will have to choose „no“. They can choose as many dreams as they want.

**Purpose:** The meaning of this is to motivate the player to think about their dreams. This will open players' creativity and to dream about what they really want.

### *Recommendations (from job coaches to job coaches):*

The job coaches should explain more about the dreams and maybe offer some help to open the menu to check which dreams the player has chosen. Taking notes or adding something analog to envision the dreams (and later on the qualities and values) would make the approach clearer.

### Game 2 - quality store

**Description:** Arrows will guide the player to the second game. A man is sitting behind a table. You must go in front of the man and press „enter“ to start the game. The player must choose qualities that will help them in achieving their dream. You will be presented with a list of different qualities. Once you have chosen them the man will guide you where the next game will start. You must exit the current game and follow the arrows.





**Purpose:** This will make the player think of the qualities they need to have to achieve dreams. Job coach will also get to explain what different values mean, making this game a good teaching moment. It also helps clients to think about their strengths and weaknesses, which are common questions during job interviews.

*Recommendations (from job coaches to job coaches):*

Job coaches should explain the qualities and point out the connection to the chosen dreams.

**Game 3 - old lady room**

**Description:** The old lady will start talking as soon as you enter the room. Walk to the old lady and press enter when you are in front of her. The old lady will ask you some questions. The lady will ask you why the qualities you chose in the last game are important to you. You will have to choose from the list presented why this quality is important to you. For example, "I am persistent because growth is important to me". The lady will say that you have created your melody and will have to enter the next room to finish it. Exit the room and the arrows will guide you to the next room.

**Purpose:** this will make the player think what previously chosen qualities will help them achieve.

*Recommendations (from job coaches to job coaches):*

Job coaches should make sure that the players understand the context.

Only press "arrow down" on keyboard to see other options, do not press click on mouse

**Game 4 - reflection room**

**Description:** Go stand in front of the wise man. He will ask you to sit down to reflect on your choices. Go stand in the golden box. Then the man will ask you what dreams mean the most to you. You will have to choose one dream. Then it will ask you what quality do you think is the



most important to achieve this dream. It will also ask you why you need that quality and you have to choose from given options. For example: Why do you need to be persistent? Because creativity is important to me.

Once you are done, you can move on to the other room to play your melody.

**Purpose:** this will make the player think of the things that are most important to them in life.

### *Recommendations (from job coaches to job coaches):*

Job coaches should check if the player understood the context.

### **Game 5 - piano room**

**Description:** Go stand in front of the man who is in the room and press enter. He will ask you to play the piano. You have to choose to play the piano, otherwise you won't finish the game. Go stand in front of the piano. Press enter on the piano, you will hear the melody and a text of your previous choices will appear. After reading it, press enter. This will stop the music. The guy will tell you to complete the melody. Press enter on the piano again. It will give you the list again, but now you have to choose between options on what it makes you feel. Choose one option and press enter. The guy will tell you that the melody is stuck in his head. Exit the room. Follow the arrows to the next room.

**Purpose:** The player will get to reflect his dreams and qualities and has to think how this view of himself makes him feel. This will help the player understand himself better and the job coach will know the person and their goals better.

### *Recommendations (from job coaches to job coaches):*

Job coaches should explain that the game automatically connects the chosen dreams, qualities and values.



### Game 6 - boss office

**Description:** Enter the room. Stand in front of the guy behind the table where the golden square is. The guy will ask you three questions and your answers will be recorded. At first, the guy will tell you to talk about your positive qualities for 30 seconds. When you press enter again, it will start the recording. To stop the recording press Enter again. You must speak for at least 10 seconds. Then it will repeat the recording to you automatically. Listen to the recording till the end. Then it will ask you for your limitations. Press Enter to start the recording. It will repeat the recording again. After answering and listening to your three questions, the man will give you access to the next level. Exit the room and the arrows will guide you to the gates to the second floor.

**Purpose:** This will help the person to listen to the way they speak about themselves, which is important for job interviews and for becoming aware of areas where they need support.

#### *Recommendations (from job coaches to job coaches):*

- All players who were testing the game either avoided the recording or reluctantly completed the task. All of them would have preferred writing over talking. This is also okay.
- Please tell the player beforehand how this game will be, so the player will have time to prepare how to answer the questions. Think through the answers together before starting the recording. You have to press enter twice for it to start recording. It's good to discuss the persons answers afterwards and reflect how this will help them during job interviews.
- Job coaches should explain that the player has to activate and to use the microphone. Some players might need some help identifying their strengths and weaknesses.

### Game 7 - red button

**Description:** Go stand in front of the gate and press enter. It will tell you that the key to the gate is broken. The game will ask you if you will try the emergency button. You must press „I will try“ to continue. You must push the red button, wait some seconds and then press the red button again. The game is set up in a way that you can never reach the exact seconds. The point of it instead is to test the player in an impossible situation and courage them to ask for help. You must ask for help from Professor Oak, who will show up. The player can try to get it right but



only asking for Oaks' help will open the gate. To press the red button, click on it directly. To pass the game, go in front of professor Oak and press enter. He will then open the gate. Go through the gate and walk up the stairs.

**Purpose:** The player will have to ask for help to move forward. Since it is impossible to get exactly the asked seconds, this will teach the player that assistance and seeking help is often very necessary, especially in situations, where no solution is correct. It also assesses tolerance to frustration.

### *Recommendations (from job coaches to job coaches):*

- Job coaches should motivate the players to not focus on counting seconds, but instead seek different solutions to open the gate.
- If the player gets frustrated, please explain that this is to assess dealing with stressful situations and show them how asking for help is always okay. If you think the player will get too frustrated, please do the game yourself. Could be triggering for autistic people.

## Level 2 - STEADY

### Game 8

Press enter to talk to the man who will invite you out for coffee. The game will give you different options to choose from. If the player does not choose a polite, positive thought response to go out, they cannot move forward with the game. Then the player must go in front of the guy again and press Enter. If a positive polite answer is chosen, the guy will take you to the next door.

**Purpose:** the player must choose polite, positive answers. Negative thoughts do not allow you to advance. It will show the player that positive thoughts and interactions will lead to more opportunities in life.

Enter the next room, where you will see the word puzzle.



*Recommendations (from job coaches to job coaches):*

- Job coaches should explain the point of the question/task (positive attitude is important). Please explain to the player that the answers are your first “thoughts” not something they say out loud to the man. This is just to show the player that negative thoughts will harm exciting opportunities.

**Game 9 - word soup room**

**Description:** Go in front of the professor and press Enter. Oak will tell you to find professional sectors. You must click on the mouse to choose the letters that will make up the word. The list of words you need to find will appear on the screen. Once you have found all the words, Oak will appear automatically to congratulate you and send you to the next room.

**Purpose:** The game will help, on the one hand, to assess the player’s knowledge of the labor market and, on the other hand, to make an analysis of his/her personal situation in the labor market and to express his/her future expectations.

*Recommendations (from job coaches to job coaches):*

- This game offers the possibility to talk about different job fields. For example, to discuss with the player what kind of job positions are available in environment job field.

**Game 10 - skill; room**

**Description:** enter the room. The old wise man will greet you there. You will see stones which represent skills. These skills represent your skill set. There are three categories of where you have to put those stones: 1. present (the skills you have right now) 2. future (the skills you need to develop) 3. three most powerful skills that you need for your dream job. You have to put the stones (skills) in the right category. The old wise man will also explain what you need to do. If you go near a stone, it will tell you which skill it represents. You must push (with enter) the stone to the right category. Put all the stones into categories of your choosing. Once you have done that, the old wise man will tell you to move on to the next room.



**Purpose:** This will help the player to think about the skills and qualities they have and about the qualities they need to further develop for the job market and to achieve their dreams.

### *Recommendations (from job coaches to job coaches):*

- Some players need more explanation about what we mean by skills or how developing them might be useful.
- You can discuss about skills further, not only the ones mentioned here, for example, ask the player what other skills they already have besides the ones mentioned in the game.

### **Game 11 - time management room**

**Description:** the player will enter the room and is greeted by the old wise man. Each person has a task to do and it must be completed by the time they give you. Arrange them chronologically, for example: a task that needs to be completed at 7 a.m will go before the task that needs to be done by 8 a.m and so on. Go in front of the players to ask them about their schedule. After telling you what they need to do and by what time, they will ask you: “Do you want me to follow you?”. If you choose yes, the person will follow you and you have to walk to the correct numbered box with the chosen person. Wait for the person to catch up, it may take them awhile. Once you are in the correct box with the correct person, click on the person with your mouse twice. It will ask “do you want me to follow you?” this time press no. That way the person will be fixed in the correct box. Then move on to the next person. Once you have done the tasks correctly, the old wise man will congratulate you and tell you to move to the next room.

You may write down what someone says or choose other ways of helping you to remember.

**Purpose:** this game will help evaluate the players time management skills and to train skills of remembering.

### *Recommendations (from job coaches to job coaches):*

- If you can't use the computer mouse for some reason, please face the person who has followed you to the box and click Enter then. You must face them while you are both in the box for this to work.



### Game 12 - boss office

**Description:** You will enter the room and are immediately greeted by your boss, who is angry. She will tell you to create order in the office. Search the room and grab all the office objects you can find. For example, find the calendar and click on it. If you think you need this for working, press “yes”.

Calendar 2. Telephone 3. Notes 4. Computer

Once you have chosen these correct items, your boss will tell you to get back to work. Go to the yellow box near the table. Your boss will get angry again. The old wise man will appear and ask you what you are going to do about the angry boss, who keeps nagging you. If you choose an answer which will only make the situation worse, the boss will tell you that you are in real trouble. If you choose a calm way to respond, the situation will resolve.

After completing it, you are ready for GO level.

**Purpose:** The first part of the game will assess the player’s skill of finding the necessary things you need to work in an office environment. It shows the logical thinking skills of the player. The second part of the game is to assess the players ability to act in stressful situations and teach better ways of dealing with conflicts.

### *Recommendations (from job coaches to job coaches):*

- During this game you can discuss different ways to deal with stressful situations at work with the player.

### Level 3- GO

#### Game 13 - phone room

Once you reach the third floor, Oak will say hello and say that someone is calling you. Follow the arrows to find Oak. Press enter once you reach Oak. Then go stand in the gold square. It asks if you want to answer the call. If you press no, it will tell you to answer it anyway. The call will be about if you want to take the job you’re offered. You have to press “yes” to continue the game. It will suggest that you ask questions to learn more. You have six options to choose from. If you choose an option that is not important or is inappropriate to ask, it will tell you so.



Then it will give you the option to ask more questions and you must do so to continue. Once you have asked all the right questions, the game will automatically end.

**Purpose:** to prepare the player for work related phone calls and to help them understand that some things are not appropriate to ask during work calls.

### *Recommendations (from job coaches to job coaches):*

- Some players need more explanation concerning the phone call. Explain to them the purpose of this call and how it relates to real life situations where you are first asked to an interview. Please explain and talk further why some questions are not appropriate or relevant and what should not be asked over the phone but instead during the interview.

### **Game 14 - home room**

Oak will ask you to come and get ready. Follow the arrows. Enter the home room.

Once you enter the room, go ask Oak what you will have to do to prepare for the job interview. You first have to eat. Go to the kitchen, stand in front of the kitchen counter where the cutting board with food is. Prepare the food. Once it's ready, the meal will appear on the table. Go near it, click on it and press "yes" to eat it. Then move on to your next task. Go near a bath and click on it and then choose "yes" to wash yourself. Then brush your teeth.

Once you have completed your tasks, the game will be finished. Professor Oak will tell you to go out and get dressed.

**Purpose:** To help the player know how to prepare for an interview or for a work day, so you could appear polite and feel good. This will help them develop better daily life skills.

### *Recommendations (from job coaches to job coaches):*

- Also discuss other steps of preparing for a real life interview with the player, for example that they should check how to get there, what time they have to leave home, what transportation is available and so on.





### Game 15 - dressing room

Follow the arrows to get to the dressing room. Oak tells you to choose the right clothes. You see three different tables with different clothing items. For example, you can click on the blue dress and decide to wear it.

Once you have chosen polite clothes and shoes to wear, it will tell you to go to the interview.

**Purpose:** This will help the player to understand what clothes are a better fit for formal occasions, like for example, flip-flops are inappropriate for a job interview.

#### *Recommendations (from job coaches to job coaches):*

- You can also use this as an opportunity to discuss the importance of personal hygiene, cleanliness of clothes and so on.

### Game 16 - meeting room

Follow the arrows to your job interview. Oak will greet you in front of the meeting room, click on him to greet him. Then go to the golden square and click enter. It will tell you to use good manners to enter the room. You have to choose a polite way to try to enter the meeting room. Only one opinion will open the door.

Once you get inside, you will be asked to sit down and wait for the boss. An arrow will show you where to sit. Boss will come as soon as you sit.

You have to choose the right way to greet the boss. Only one answer out of three is correct.

Then you are once again sitting next to the boss. It will ask you what you will do next. There are four options. If you choose an impolite option, the boss will say “hmm” and you have to choose another option. There is only one correct answer.

Then the interview will be over.

**Purpose:** To show the player the correct ways of starting a job interview.



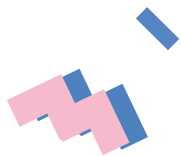
### *Recommendations (from job coaches to job coaches):*

- Use this opportunity to talk about real life job interviews, questions that are usually asked, things the person should talk about and so on.

## GAME OVER

### 3. \$SKILLS\$ AND \$QUALITIES\$ THAT CAN BE MEASURED

- What is important to me, my values
- What do I dream about
- The levels of the identity, and the connections of the different levels
- Self- knowledge (my strengths and weaknesses, my skills and abilities)
- Self-confidence
- Commitment
- Self-management
- Communication
- Taking initiatives, decision making
- Practical skills and everyday living skills (self-care skills, cleaning)
- Teamwork skills/ cooperation skills
- Interpersonal skills/communication skills



- Learning/adaptability skills
- Conflict resolution
- Commitment, sense of responsibility and ability to take responsibility
- Acceptance to changes
- Tolerance to frustration
- Ability to understand instructions
- Self-management skills, time planning and organizational skills
- Ability to ask for help
  - Ability to abide by agreements
  - Interview preparation and self-presentation
  - Teamwork
  - Asking questions and assertiveness
  - Planning and organizing
  - Decision making
  - Conflict resolution
  - Communication and social skills
  - Leadership
  - Acceptance to changes
  - Tolerance to frustration





## 4. TECHNICAL INSTRUCTIONS

How to move

### BY KEYBOARD

You can move your character by using the keyboard arrows



Move up



Move down



Move left

### BY MOUSE

You can also move your character through a left click of the mouse on the location you want your char to move

### MOVE FASTER

In order to move your character faster, hold the “shift” button while you are moving

Interact with characters



## BY KEYBOARD

Go near the character you want to interact to and press the “enter” command, you can continue the interaction by pressing the enter command

## BY MOUSE

Go near the character you want to interact to and left click of the mouse on the character. You can continue the interaction through the left click of the mouse

## MENU

To access the menu press the button “ESC”

In order to navigate into the options of the menu, you can use the keyboard arrows nor the mouse.

To choose a menu option press “enter” on the option or left click on it with the mouse

To go back press “esc” button or right click with the mouse

## SAVE THE GAME

1. Open the menu using “esc” button
2. Select the “save” option using the mouse or moving with the “up” and “down” arrows
3. Click enter
4. Select a slot where you want to save the game (If a savage is already present it will be overwritten by the new one)
5. Press enter/left click of the mouse



## EXIT THE GAME

1. Open the menu using “esc” button
2. Select the “exit game” option
3. Press enter/left click of the mouse

## CHANGE GAME OPTIONS

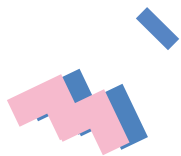
1. Open the menu using “esc” button
2. Select the “options” option
3. Press enter/left click of the mouse

### Options available are:

- always dash: when on, the character move faster
- bgm volume: volume of the background music
- bgs volume: battle volume (not used in this game)
  - me volume: music effects volume
  - se volume: sound effects volume
  - interface language: language of the game

## ITEMS

In the items you will find dreams, qualities and values you selected during the game.



## Starting menu

### NEW GAME

Start the game from the beginning

### CONTINUE

Continue from a savage

If you exited the game, and then you want to continue the game starting from your last savage

1. in the start menu select the option "continue"
2. Select the slot of the savage you want to start from
3. Press "enter"/ left click of the mouse

### OPTIONS

- always dash: when on, the character move faster
- bgm volume: volume of the background music
- bgs volume: battle volume (not used in this game)
- me volume: music effects volume
- se volume: sound effects volume
- interface language: language of the game

### INTERFACE LANGUAGE

Change the language of the game





## 5. Extra pages: printable sheets. Description of skills, qualities

### Page nr 1.

**Persistent** - continuing firmly or obstinately in an opinion or course of action in spite of difficulty or opposition.

**Goal oriented** - concerned with or focused on achieving a particular aim or result.

**Brave** - Being brave means you're willing to face the outcome of your decisions and actions

**Patient** - able to accept or tolerate delays, problems, or suffering without becoming annoyed or anxious

**Curious** - eager to know or learn something

**Open-minded** - willing to consider new ideas; unprejudiced

**Caring** - kind, helpful, and sympathetic towards other people

**Empathetic** - showing an ability to understand and share the feelings of another

**Optimistic** - hopeful and confident about the future

**Polite** - having or showing behaviour that is respectful and considerate of other people

**Organised** - able to plan things carefully, keep things tidy, and work effectively

**Thorough** - complete with regard to every detail; not superficial or partial

**Honest** - free of deceit; truthful and sincere

**Playful** - someone who likes to have fun and doesn't take things too seriously

**Creative** - having good imagination and new ideas





**Innovative** - introducing new ideas; original and creative in thinking

**Independent** - not influenced or controlled by other people but free to make your own decisions

**Team-worker** - A team worker uses strong communication skills, is an active listener, and develops and maintains credibility with colleagues

**Humble** - having or showing a modest or low estimate of one's importance

**Determined** - having made a firm decision and being resolved not to change it.

**Out-going** - friendly and socially confident





## Page nr 2.

- **Social skills:** Social skills are the skills we use everyday to interact and communicate with others. They include verbal and non-verbal communication, such as speech, gesture, facial expression and body language
- **Punctuality:** Punctuality is the characteristic of being able to complete a required task or fulfill an obligation before or at a previously designated time.
- **Specific education for the job:** Work-specific skills relate to the technical things you need to do on the job. They are the skills you need to do the tasks your job requires. For example, a computer programmer has to know how to write computer code. A dental hygienist needs to know how to clean teeth.
- **Flexibility:** Flexibility is the capacity to adjust to short-term change quickly and calmly, so that you can deal with unexpected problems or tasks effectively.
- **Commitment:** The state or quality of being dedicated to a cause, activity, etc.
- **Team working:** The process of working collaboratively with a group of people in order to achieve a goal.
- **Independency:** Not depending on another for livelihood or subsistence.

**Reliability:** The quality of being trustworthy or of performing consistently well.

**Speaking a foreign language:** Knowing more than one language

**Taking initiative:** The power or quality to act or take charge before others do.

**Handling conflicts:** Can resolve a problem or dispute in a positive way and still maintain a healthy and happy relationship with the other party involved.

**Problem solving:** Problem-solving skills are the ability to identify problems, brainstorm and analyze answers, and implement the best solutions.

# work @ble



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