

A photograph of an office interior. In the foreground, a silver fruit platter with various fruits (apples, oranges, pears, bananas) sits on a white table. Behind it are several glasses and a glass carafe. The background shows a large, open-plan office with desks, computers, and people working. A large potted plant is visible on the left. The text "PLAY TO LEARN" is overlaid in large white letters.

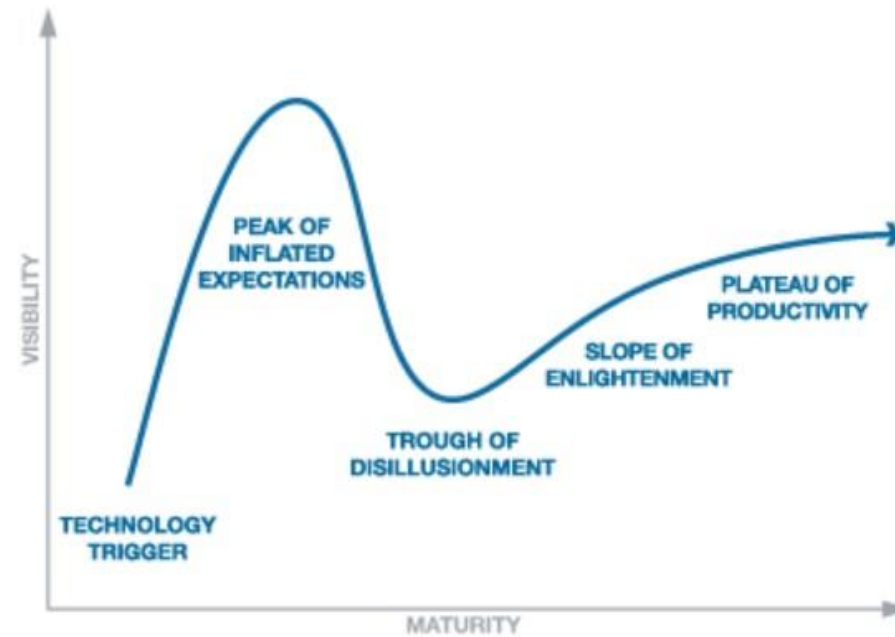
PLAY TO LEARN

Jörg Hofstätter, E-Day 12.04.2017

OVOS



**ovos nutzt Spieldesign um
spielerische Lernerlebnisse zu
schaffen, die unsere Kunden
unterhalten und unterrichten.**



GAMIFICATION

und der Hype Cycle

OVOS



+



=



OVOS



Mit wem ovos spielt

Führungskräfte Training

Psychosoziale Gesundheit
am Arbeitsplatz



Siemens

<http://psychosozialegesundheit.eu/>



DESKTOP



TABLET



PHONE



WEB



AR / VR

21 Mrd.

*Euro Kosten entstehen jährlich in deutschen
Unternehmen durch Krankenstände in
diesem Bereich..*

70%

*der Betroffenen suchen keine Hilfe -
Stigmatisierung*



Donald J. Trump ✓

@realDonaldTrump

Hey e-Day 2017, I cannot be with you this year, but: Only LOOSERS need a Manager Training on psycho-social health. I am a WINNER! #eday

RETWEETS

929

LIKES

2,028



9:49 PM - 04 Apr 2017



491



929



2K

Bekämpfung Stigmatisierung = Schulung Führungskräfte

*Wissen um psychische Gesundheit und Störung
Erkennen von Warnzeichen psychischer Belastung
sensibles Ansprechen von psychischem Wohlbefinden
Unterstützen von psychisch belasteten MitarbeiterInnen
Selbstevaluierung der virtuellen MitarbeiterIn*

Web-based Trainings nicht attraktiv

*Wichtig: Führungskräfte in risikofreien Raum
trainieren lassen.*

Hanisch et al. *BMC Psychiatry* (2016) 16:1
DOI 10.1186/s12888-015-0706-4

BMC Psychiatry

RESEARCH ARTICLE

Open Access



The effectiveness of interventions targeting the stigma of mental illness at the workplace: a systematic review

Sabine E. Hanisch^{1*}, Conal D. Twomey², Andrew C. H. Szeto³, Ulrich W. Birmner⁴, Dennis Nowak⁵ and Carla Sabariego¹

Abstract

Background: The majority of people experiencing mental-health problems do not seek help, and the stigma of mental illness is considered a major barrier to seeking appropriate treatment. More targeted interventions (e.g. at the workplace) seem to be a promising and necessary supplement to public campaigns, but little is known about their effectiveness. The aim of this systematic review is to provide an overview of the evidence on the effectiveness of interventions targeting the stigma of mental illness at the workplace.

Methods: Sixteen studies were included after the literature review. The effectiveness of anti-stigma interventions at the workplace was assessed by examining changes in: (1) knowledge of mental disorders and their treatment and recognition of signs/symptoms of mental illness, (2) attitudes towards people with mental-health problems, and (3) supportive behavior.

Results: The results indicate that anti-stigma interventions at the workplace can lead to improved employee knowledge and supportive behavior towards people with mental-health problems. The effects of interventions on employees' attitudes were mixed, but generally positive. The quality of evidence varied across studies.

Conclusions: This highlights the need for more rigorous, higher-quality evaluations conducted with more diverse samples of the working population. Future research should explore to what extent changes in employees' knowledge, attitudes, and supportive behavior lead to affected individuals seeking help earlier. Such investigations are likely to inform important stakeholders about the potential benefits of current workplace anti-stigma interventions and provide guidance for the development and implementation of effective future interventions.

Keywords: Stigma, Mental health, Workplace, Intervention

E-learning



Szenarios

Richtig/Falsch



**Dynamische Narration
Reflektion**

**Punkte, Badges,
Highscore**

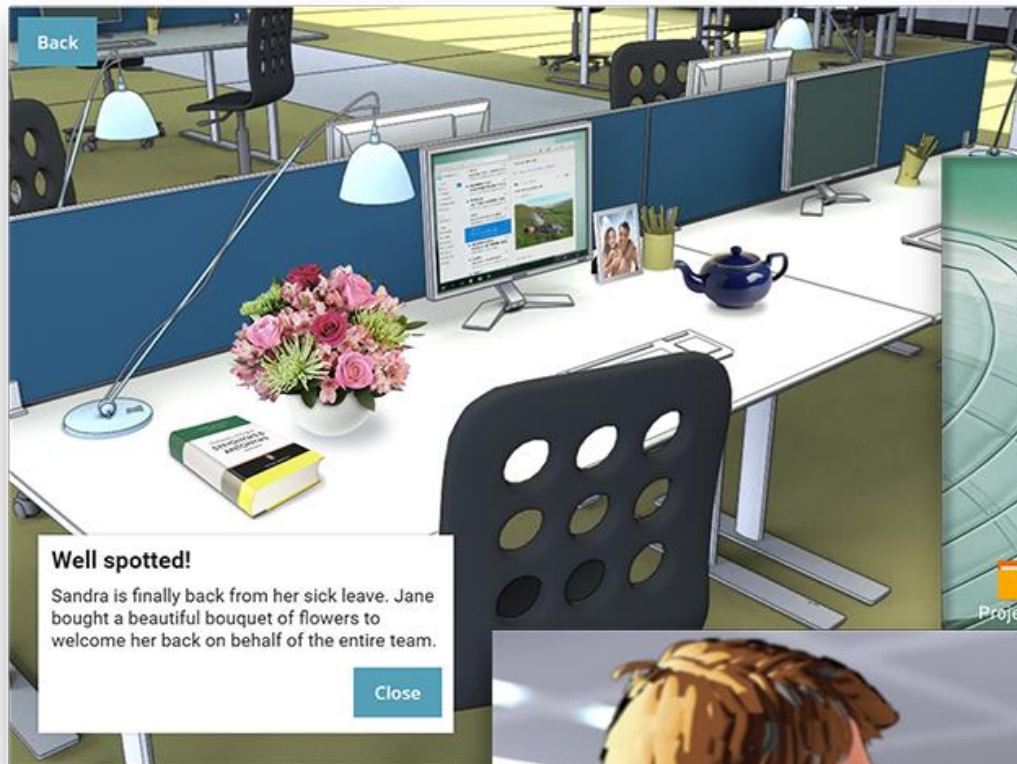


**Situationseinschätzung
Sensible Intervention
Entscheidungskompetenz**

Faktenwissen



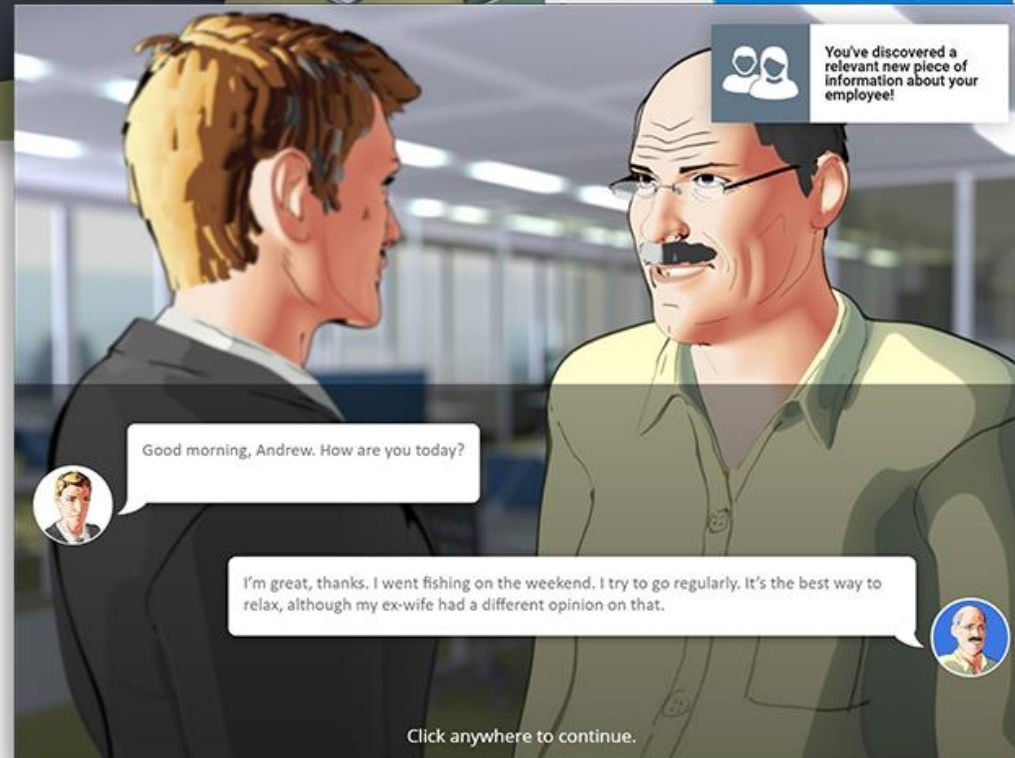
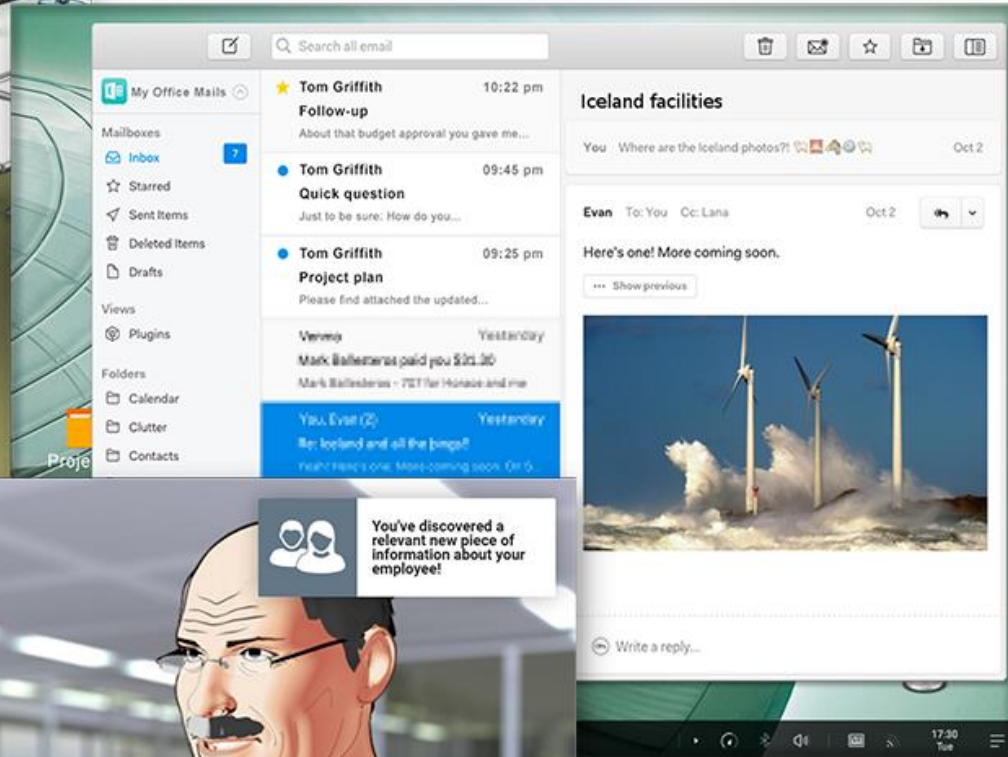
Kompetenz



Well spotted!

Sandra is finally back from her sick leave. Jane bought a beautiful bouquet of flowers to welcome her back on behalf of the entire team.

Close





Thank you so much for taking the time, joerg!
I'm now going to introduce the team members to you:



Tom Griffith

Tom is a reliable and highly capable engineer who consistently shows high engagement at work. Tom was recently given the lead of a promising new project the team will work on during the next few months.



Andrew Samuel

Andrew is a bit of a character. Some people find him hard to talk to. But he is also the most experienced person in the team and is highly respected. Andrew is an excellent physicist with international experience.



Sandra Murray

Sandra, as Quality Manager, prefers clear structures and processes and seeks harmony within the group. Currently she is on sick leave. She seemed tearful, quite and distracted before.

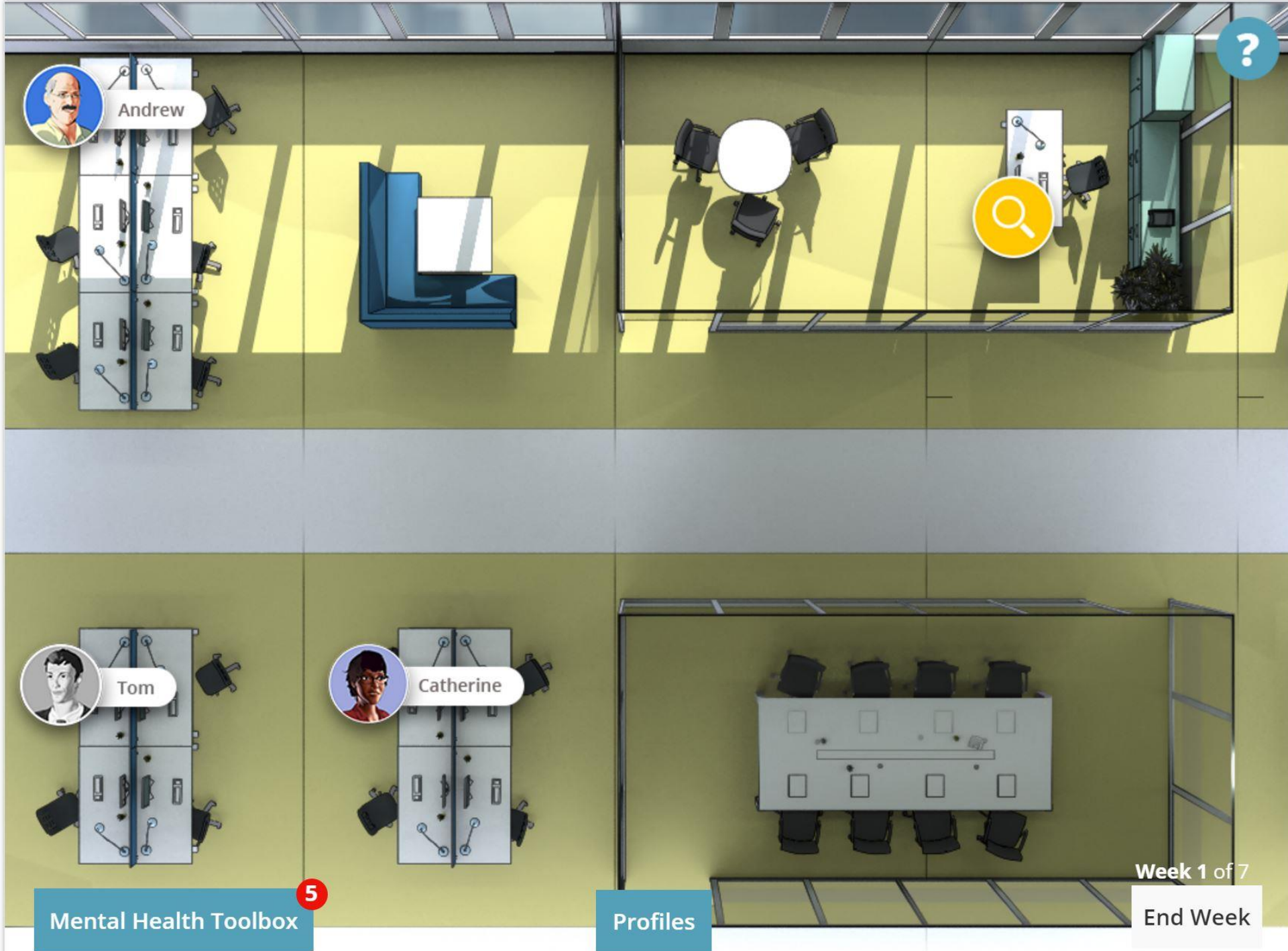


Catherine Newton

Catherine is an experienced Communication Manager. While she is professional and always delivers high quality on time, she has no ambitions to climb further up the career ladder.

Back





Mental Health Toolbox

Profiles

Week 1 of 7

End Week



Yes, I do, Hannes. Please just give me two minutes to send off an email. I'll be right with you.

Please, select one of these options.

Tom, we've already discussed your overtime, and now I noticed that you often skip lunch with your colleagues. How are you managing your workload these days?

Tom, you've been staying at your desk lately instead of joining your colleagues for lunch. I assume this is because you are tied up with the project?

Tom, I'm worried about your working overtime and now I noticed that you often skip lunch with the team. You're usually so sociable. Is everything alright?



Hi, Tom. How are you today? Do you have a few minutes? I would like to discuss some things with you over a coffee.

Yes, I do, Hannes. Please just give me two minutes to send off an email. I'll be right with you.

Tom, you've been staying at your desk lately instead of joining your colleagues for lunch. I assume this is because you are tied up with the project?

Click anywhere to continue.

Dialog

from Manager's perspective



Andrew

QA engineer



Catherine

Manager

Smalltalk

*reveals background
and current status (no effect)*

Intervention

*starts intervention dialog
(affects MHS and character stats)*

Reversed Dialog

from Employee's perspective



Andrew

QA engineer



Catherine

Manager

Feedback

*employee's thoughts provide
feedback for the player*

self evaluation

player evaluates his choices



Tom Griffith

42 years
married, 2 children
Engineer

Let's see... how is Tom doing?

Think about any stressors and warning signs (e.g. changes in behavior) you might have noticed that could affect employee mental health.

Click on an area to give your answer!



Healthy

Mildly Distressed

Moderately Distressed

Ill

Feedback Screen

[Next](#)

Tom Griffith

42 years
married, 2 children
Engineer

Sick absence: Costs related to being absent from work due to ill health (accounts for ill employees).

€ 0

Sickness absence

+

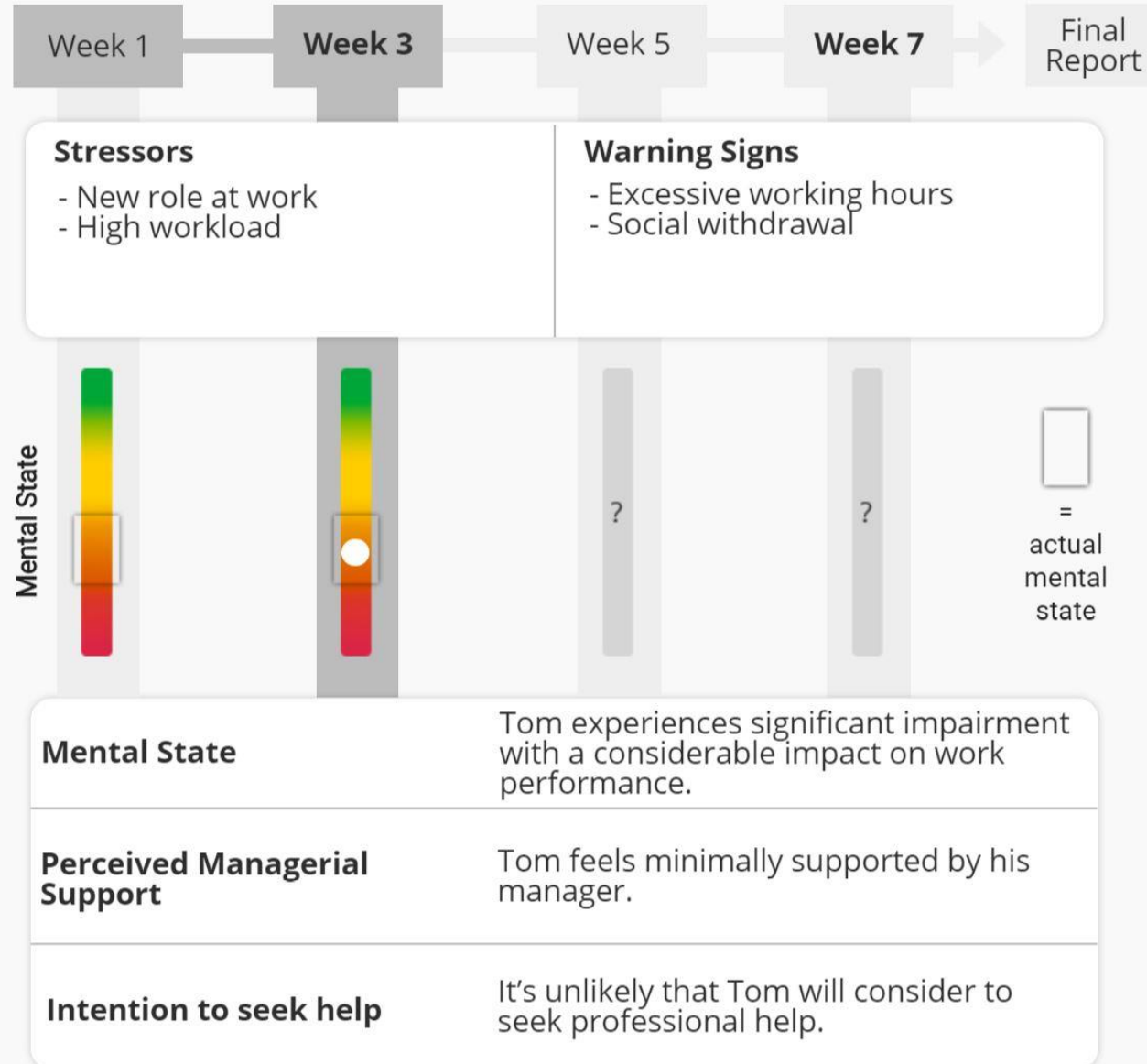
€ 2.500

Lost Productivity

=

€ 2.500

Total work loss



End Report

[Next](#)

Tom Griffith

42 years
married, 2 children
Engineer

Move your mouse cursor over a costs category to see a detailed description.

€ 0

Sickness absence

+

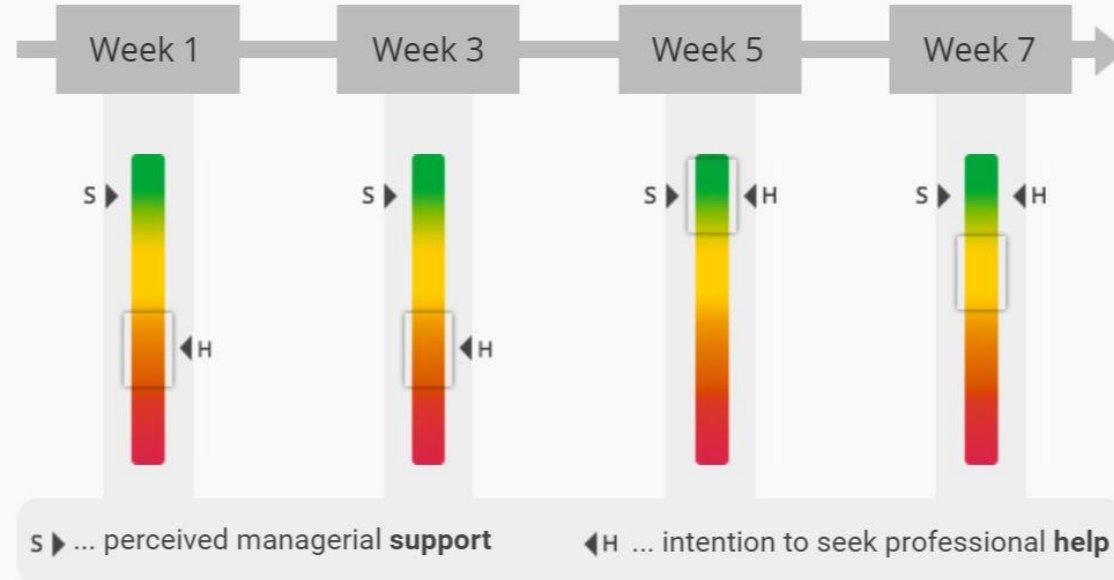
€ 0

Lost Productivity

=

€ 0

Total work loss



Week 1

Tom was working late nights. When you asked him why, Tom told you about his ill father he needed to take care of in addition to leading the new project.

Week 3

Tom continued to show further warning signs. You did well in seeking out a conversation with Tom. At this point, however, Tom was still in denial and not willing to open up to you. He didn't want to risk his promotion.

Week 5

Tom forgot a meeting with a customer because he checked on his ill father. When you showed concern and empathy, Tom told you that he felt exhausted and was unable to concentrate at work. You got mental health resources involved, and offered support

Week 7

In a follow-up meeting you discussed how Tom was doing and whether he needed any further support. You agreed on more flexibility in his work schedule to allow time for therapy.

How you manage your team's mental health & well-being, has an impact on resulting costs related to work loss due to mental ill health.



* Always choosing exactly the right type of intervention, could have lowered total costs to a minimum of EUR 12.400. Beyond this point, no further cost reduction was possible, since some things were simply out of the player's control (e.g Sandra's sickness absence during the first two weeks).

** The maximum total costs, spiraled up by poor interactions with the employees, lay at EUR 32.650.



»Wir können unsere Führungskräfte-trainings zu Mental Health dank des motivierenden Spielcharakters und der vielfältigen Übungsszenarien nun wirkungsvoll und kostengünstig durchführen.«

— DR. ULRICH BIRNER, LEITER FACHREFERAT CORPORATE
PSYCHOSOCIAL HEALTH AND WELL-BEING, SIEMENS AG

<http://psychosozialegesundheit.eu>



MATCH

Gamifiziertes Recruiting-
Tool für T-Mobile zur
digitalen Lehrlingssuche

<http://tmobile.apps.ovosplay.com>



DESKTOP



TABLET



PHONE



WEB



AR / VR



Max
Fortschritt 33%



Bist du ein T-Mobile-Experte/eine T-Mobile-Expertin?

>



Bist du ein Verkaufstalent?

>



Bist du bereit für T-Mobile?

>



Bist du ein Rechenkönig?

>



Bist du aufmerksam?

>



MATCH! Kompetenzprofil

>

1 / 6

BIST DU EIN RECHENKÖNIG?

Lukas bekommt seine T-Mobile Rechnung.

Rufnummer	Dauer
0676 158 97 56	08:15
01 578 93 67	12:20
0676 813 64 98	45:08
07262 570 65	04:12

Wie lange hat Lukas telefoniert?



1 Stunden, 9 Minuten, 55 Sekunden

☐

1 Stunden, 19 Minuten, 45 Sekunden

☐

59 Minuten, 35 Sekunden

☐

69 Minuten, 25 Sekunden

Weiter

1 / 8

BIST DU BEREIT FÜR T-MOBILE?

Schätze dich selbst ein.

Ich kann Dinge leicht und verständlich erklären.

trifft gar nicht zu

trifft eher nicht zu

trifft eher zu

trifft voll zu

Ich bin bereit, Neues zu lernen.

trifft gar nicht zu

trifft eher nicht zu

trifft eher zu

trifft voll zu

Ich finde gerne Lösungen für Probleme.

trifft gar nicht zu

trifft eher nicht zu

trifft eher zu

trifft voll zu

Ich bin lieber allein als unter Leuten.

trifft gar nicht zu

trifft eher nicht zu

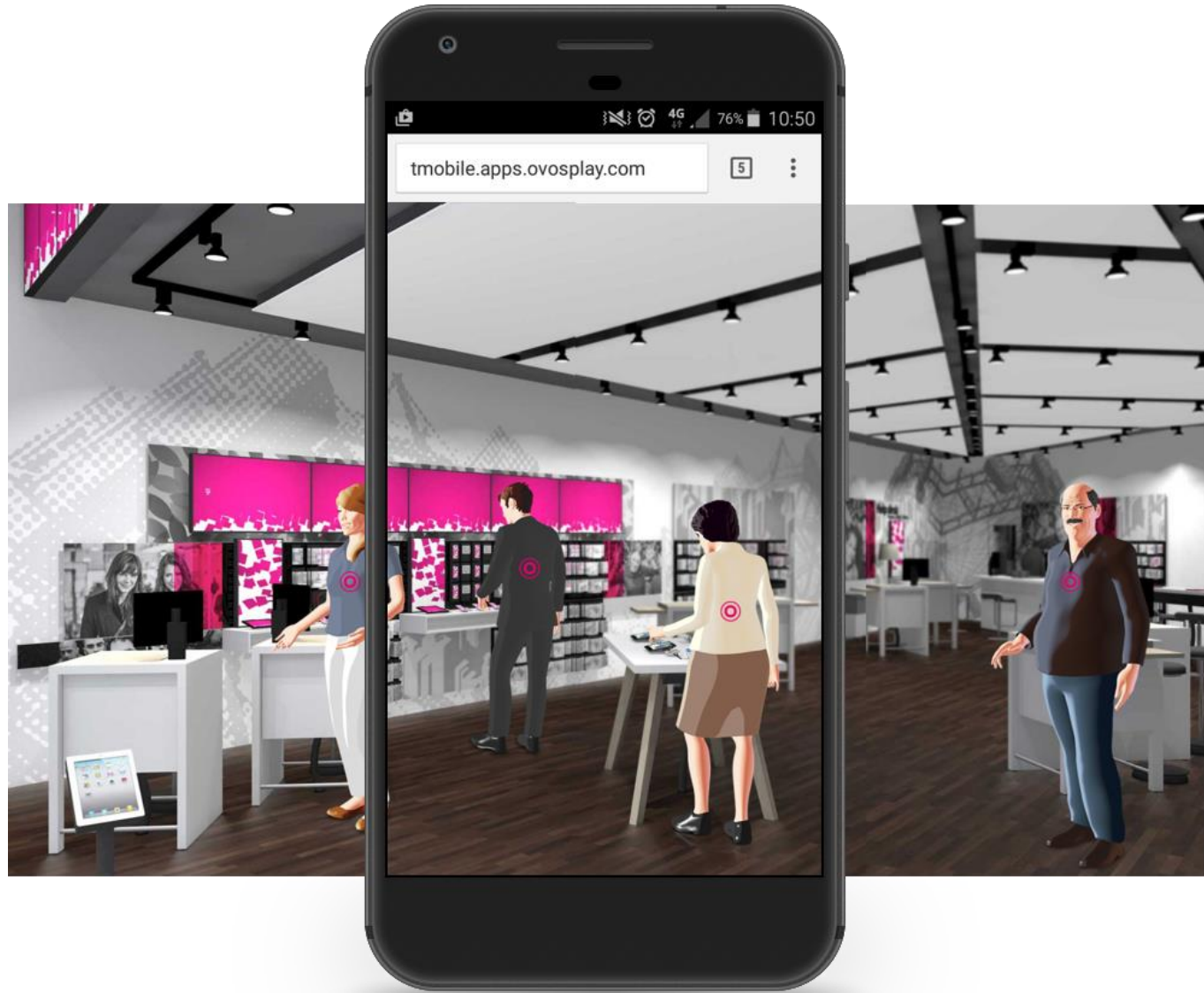
trifft eher zu

trifft voll zu

Prüfen

Interaktive Szenarien

simulieren Verkaufsgespräche bei denen BewerberInnen Kompetenzen wie Serviceorientierung, Verkauf und auch Fremdsprachenkenntnisse unter Beweis stellen können.



Diese Kundin hat eine Frage zu ihrer T-Mobile Rechnung. Du kannst diese Frage nicht beantworten. Wie reagierst du?

Ich improvisiere ein bisschen und lächle freundlich, damit die Kundin sich gut beraten fühlt.

Ich hole eine Kollegin, damit sie die Frage der Kundin beantworten kann.

Ich sage der Kundin, dass sie bitte die T-Mobile Serviceline anrufen soll.

Willkommen bei T-Mobile, wie kann ich Ihnen helfen?

Ich suche ein Handy, das ganz einfach zu bedienen ist. Ich möchte damit nur telefonieren.

Welches Handy haben Sie denn jetzt?

Sie wollen mit Ihrem Handy sicher auch im Internet surfen, nicht wahr?

Das neueste iPhone ist garantiert das Richtige für Sie.

Welches Handy haben Sie denn jetzt?

Ich habe so ein Samsung, damit kenne ich mich aber gar nicht aus. Am liebsten hätte ich ein ganz normales Handy mit Tasten.

Ich zeige Ihnen unsere neusten Modelle. Wenn Sie dann immer noch ein Tastenhandy wollen, zeige ich Ihnen diese natürlich gerne.

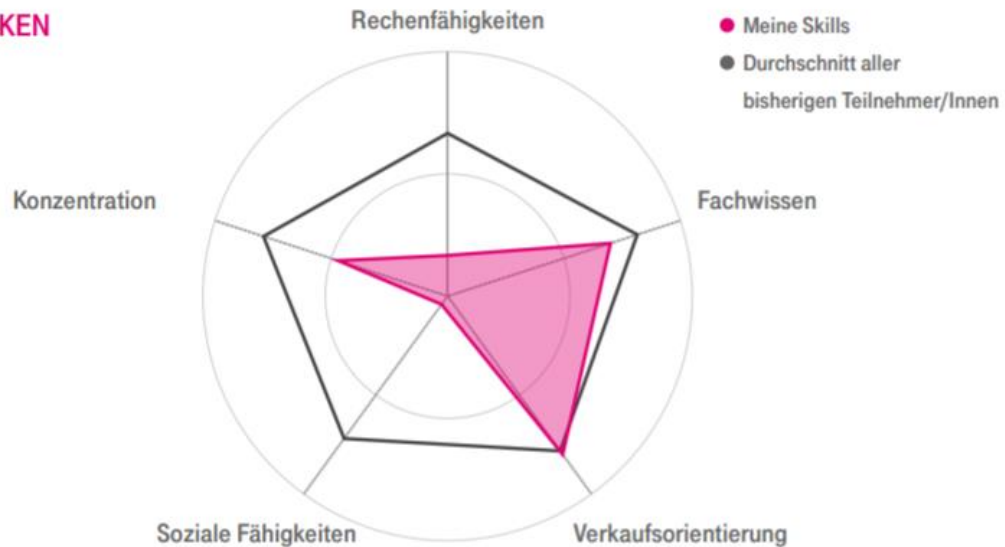
Was mache Sie denn mit einem Tastenhandy? Das verwendet doch keiner mehr.

Wir haben einige Tastenhandys zur Auswahl. Ich zeige Ihnen auch unser spezielles Seniorenhandy.

DEIN MATCH! GESAMTSCORE

44%

DEINE STÄRKEN



ENGLISCHKENNTNISSE



Gut, Basiskenntnisse in Englisch sind bei T-Mobile im Verkauf wichtig!

PROZENTRECHNEN



Prozentrechnen solltest du noch etwas üben ;)

SERVICEORIENTIERUNG



Gut, Serviceorientierung ist für dich kein Fremdwort!

T..

URKUNDE

DEIN MATCH! KOMPETENZPROFIL

Max Mustermann

DEIN MATCH! GESAMTSCORE

72%



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Lernen ist Erfahrung, Der Rest ist nur Information.

Albert Einstein

OVOS

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