

# Robin Hood – Reducing Stress, a Project Management Game Learning Experience

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For Sententia Gamification Certification Level 1

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## Quest 1 Goals and Objectives

(From Tutorial)

- Identifying individual stress triggers and learning how to handle them
- Changing responses to stress by means of various stress reduction techniques
- Developing a personal coping strategy or action plan to cope with stress

### Measurable Business Objectives

- Reduce missed project deadlines; improve meeting project deadline .
- Reduce employee conflicts.
- Reduce turnover; increase retention of project team employees.

### Intangible Outcomes

- Improve project team and stakeholder communication.
- Improve project team engagement.

## Quest 2 Adventure, Narrative

### Setting

A modern (American/English) technology company, Nottingham LLC

### Persona, Background - General

- Game uses characters and names from the classic story of Robin Hood. Characters are dressed in medieval costume.
- The learner is in the role of Robin Locksley/Robin Hood.
- Project team employees are stressed because previous project implementations have missed deadlines. The stress has caused fellow employees to quit the company.

### Primary Challenge

CHALLENGE: What challenge or problem must your character solve?

- Successfully resolve project concerns to complete portal project on time
- Project is to create and implement Sherwood government web portal for community citizens

### Characters and Personas

#### Learner Personas

- **Richard King** – company owner or director of Nottingham LLC and citizen of Sherwood
- **Robin Locksley** (Robin Hood) - project manager; caring and responsible
- **George Sharif** (Sheriff) – Government officer and liaison for portal; doesn't prioritize project
- **Guy Gisborne** – Nottingham HR and media/communications officer; employee providing bad project advice
- **John Little** (Little John) – project team member – sys admin, data, and security; smart, stressed
- **Will Scarlet** – project team member - app devo, UX, and content management; discouraged and wants a new job
- **Tucker Fryor** (Friar Tuck) – Leadership coach (game mechanic = life jacket); experienced, wise
- **Mentor Marian** (Maid Marian) – Project and cohort coach (game mechanic = life jacket); kind with project experience
- **(crowd)** Employees/People of Nottingham or Sherwood ; express frustration or happiness with Robin's choices

### Setting

#### Where and when does your story take place?

- Current day
- Nottingham LLC, meeting Room or teleconference/videoconference
- Road from Nottingham to Sherwood

## Narrative, Game Flow

### Metaphor/GUI

Implementing the web portal is depicted as Robin Hood making a journey from Nottingham to Sherwood Forest.

The learner travels along a path of three project milestones. Each milestone is a game/learning exercise.

### Game Exercise 1 - Project Requirements Milestone

- Robin must identify project requirements and create project charter and project schedule. The learner must decide if the project can continue without agreement from the government liaison, Sharif. If the project schedule and development begins without agreement of project details, Robin's team members are stressed and frustrated.
- If Robin chooses to delay project start and adds necessary resources for an agreed charter and project schedule, he is rewarded and the project begins without stress.
- Regardless, the learner advances on the path toward Sherwood.

### Game Exercise 2 – Development and Test Environment Implementation Milestone

- Robin must decide how to resolve a change in scope introduced by Sharif .
- If he correctly tells Sharif that changes in scope require a change to the project schedule,- or that changes can be added to the maintenance phase of the project, then Robin and his team will move forward without stress. The learner advances on the path toward Sherwood.
- If he accepts Sharif's changes in scope and Robin asks his team to work overtime, the team members are stressed and Will Scarlet quits. The game will reset the learner to the beginning of the game/lesson.

### Game Exercise 3 – System and User Testing Milestone

- A significant system interface problem is discovered during user testing.
- If Robin makes a reasonable change to the project delivery date and communicates the change to stakeholders, he successfully moves to the end of the game, project completed on time! In the game GUI he arrives at Sherwood.
- If Robin does not change the date, he misses the deadline and he and another project team member insult each other in an argument. The game then resets to the beginning.

## Game Challenges

The project managed by Robin encounters:

- Insufficient resources
- Change in scope
- Change in resources

## Game Consequences

Failure to address stress issues means negative publicity and a negative HR report

## Motivations

- **Honor** - when Robin makes good choices King, team, and Sherwood people praise him
- **Idealism** – game introduction explains how stress affects team members; explains the impact of completing projects on schedule
- **Order** – game (including lifejackets/coaches) explain how good project management provides essential structure that team members need
- **Tranquility** – game describes how effective project management promotes peace

## Obstacles

### **What obstacles stand in Your Character's way?**

- Incomplete project charter
- Change in scope
- Implementation problems can impact project schedule

## Climax

### **How does your character finally solve the challenge?**

Project scope and project timeline are changed as appropriate.

## Outcomes

### **What is the outcome of the story?**

- Adjustments to project scope are rescheduled.
- Adjustments are made to project timeline.
- Project is completed on time.
- Project team members are not stressed.
- Team member verbally insults other team members.
- Project team member leaves team.
- Project team members are stressed.
- Project deadline is missed.

## Quest 3 Learning Outcomes

### Terminal Objective <behavior only>

The learner will select the proper actions to resolve project issues and avoid or decrease stress for team members.

### Enabling Objectives <behavior only>

- Freeze scope and/or reschedule new deliverables.
- Request change in schedule or request additional resources.
- Meet and discuss issues with impacted team members.

## Quest 4: Game Mechanics

### The Problem

Successfully meet project deadline

### Game Mechanics

- **Achievements** – Correct choices result in progress along path to Sherwood; bonus paid to Robin for achieving milestones on schedule
- **Branching choices** – Wrong decisions result in failure; correct choices bring progress.
- **Free lunch** - Free lunch provided for successful environment testing.
- **Lifejacket** – Coaches are lifejackets that provide helpful hints.
- **Sabotage** – Guy provides dangerous advice about projects.
- **Social Pressure** – Crowd responds to published information about project and schedule.

### USE/DON'T USE TECHNOLOGY

I would build, develop this game as an eLearning project!

Storyboard sequence is:

- Describe challenge and/or game goal,
- Describe learning character persona,
- Describe setting,
- Describe game flow/narrative and how to win
- Begin eLearning game/exercises
- Indicate failure or success for episodes
- Indicate success/achievement at course end

## Quest 5: Aesthetics and Fun

Enjoy the game!