



Metaskills product catalogue



ABOUT METASKILLS PRODUCTS

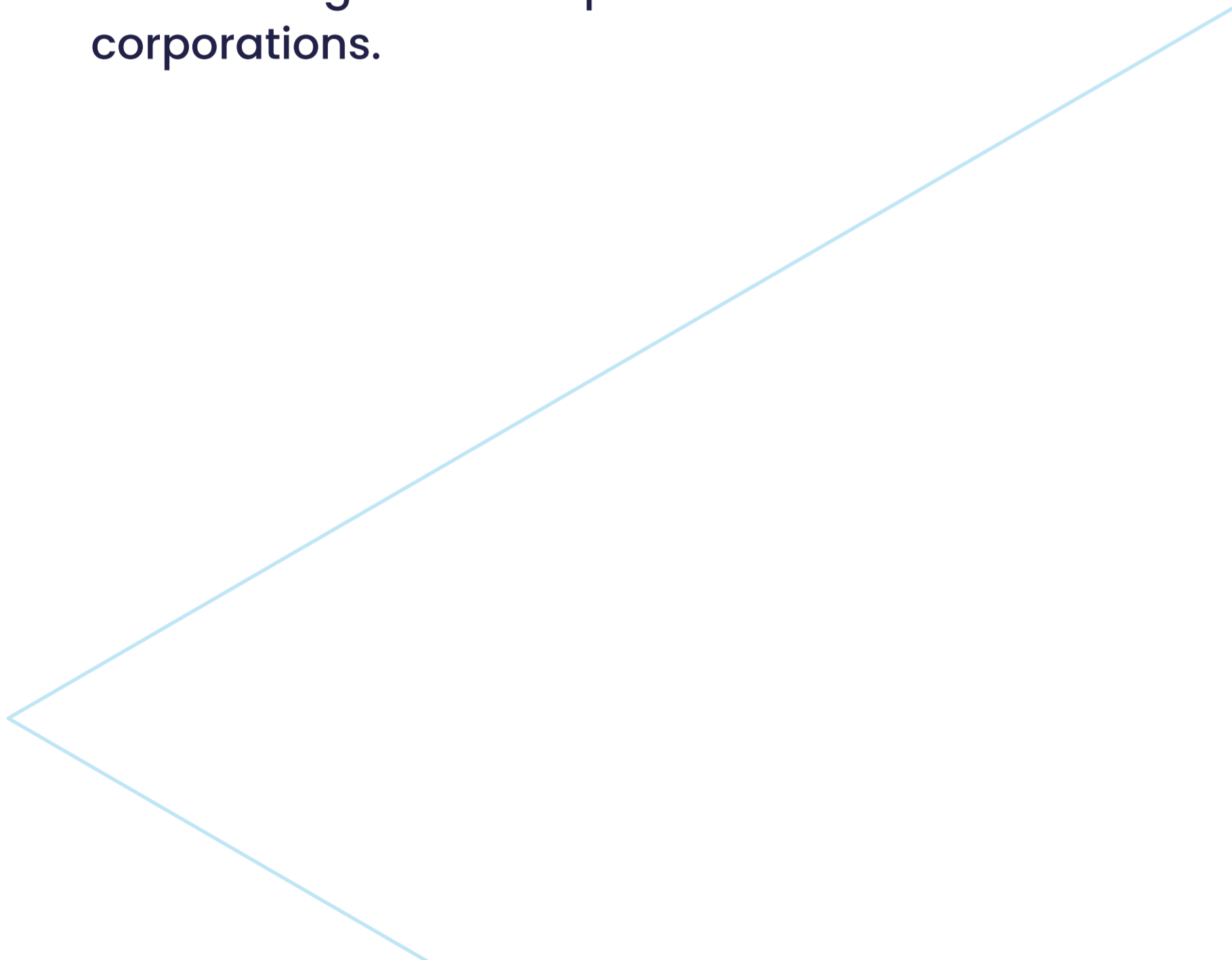
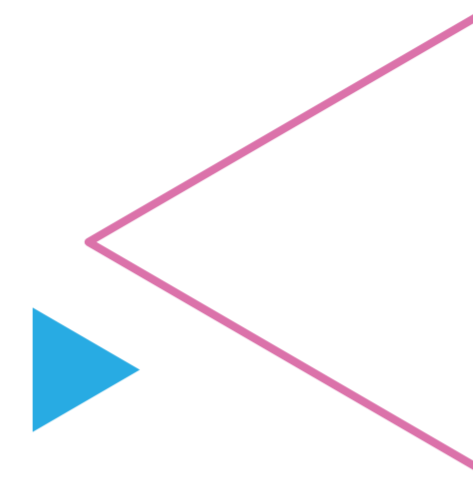


PRODUCT

An application with AI avatar-based conversation simulations for employees and managers in companies and corporations.

MANIFEST

Our goal is for the application to become the most effective and realistic tool for developing communication and leadership skills within organizations. It provides a safe yet emotionally and cognitively engaging environment where users can practice difficult conversations as if speaking with a real person, supported by immediate feedback.





CORE VALUE FOR THE USER

“Real Conversation. No Risk. Real Learning.”

The application offers what neither e-learning nor traditional training can provide: learning through experience.

Users are able to:



Practice difficult conversations in a safe environment



Make mistakes without negative consequences



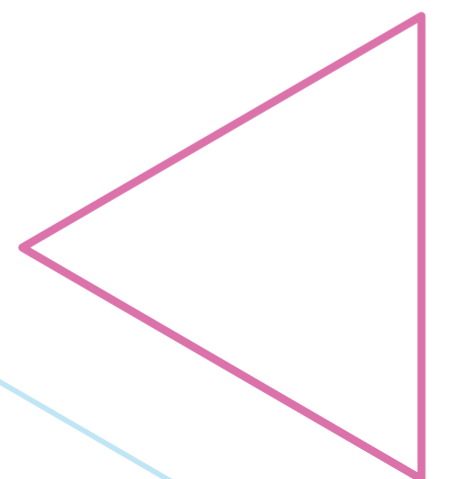
Identify their own communication patterns



Strengthen confidence and effectiveness in people management



Receive precise real-time feedback






PRODUCT ARCHITECTURE






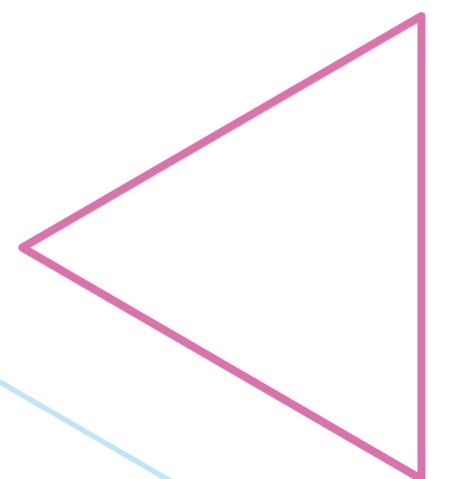
The application is built on a modular library of social skills:

Competency library

-  Thematic areas (e.g., Leadership, Collaboration, Sales)
-  Subtopics (e.g., Feedback)
-  Training units (e.g., Corrective Feedback)

Sections of Training units

-  **Understand** – theory and introduction
-  **Practise with support** – simulations with in-app guidance
-  **Test yourself** – simulations without guidance

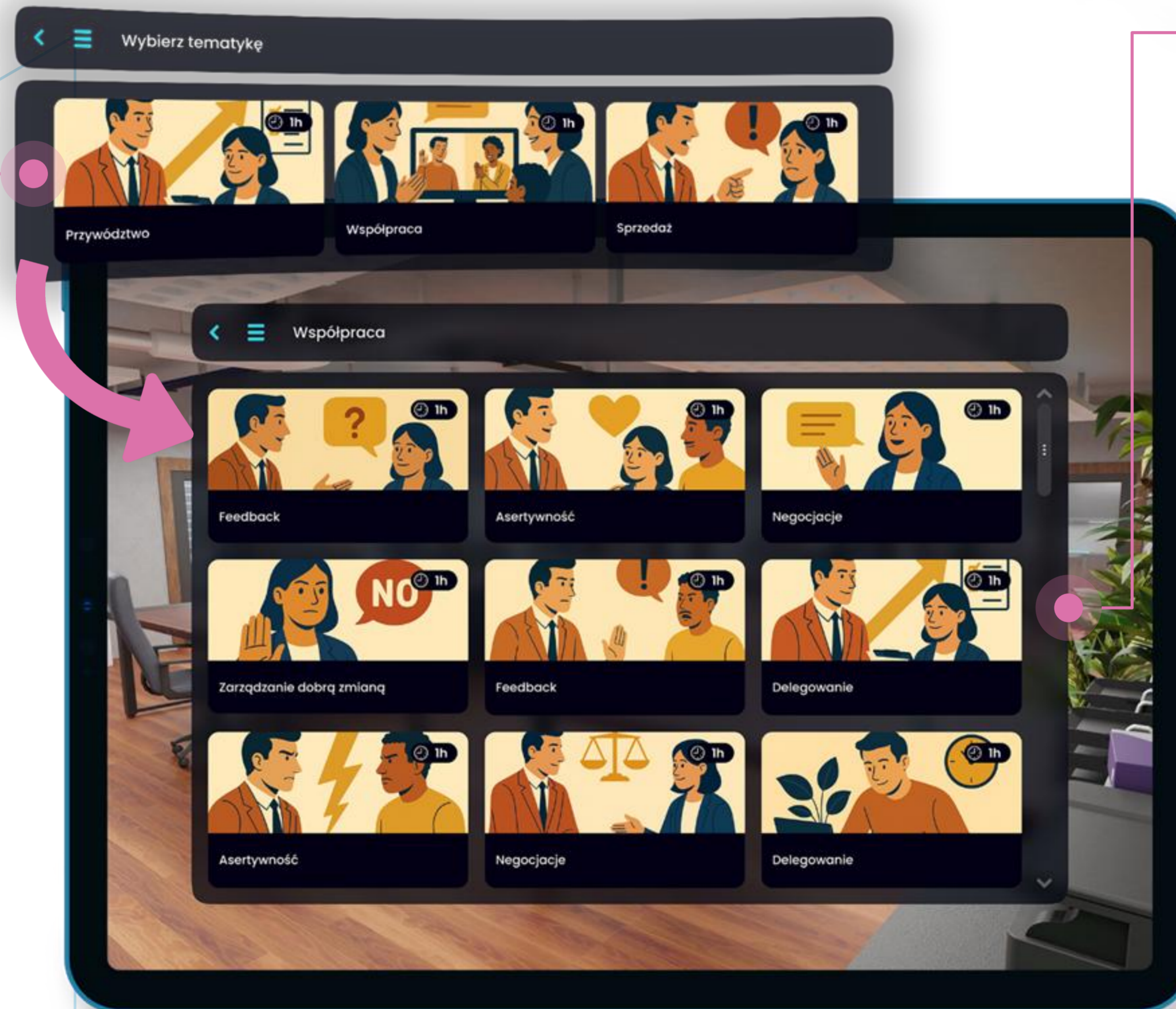


LIBRARY



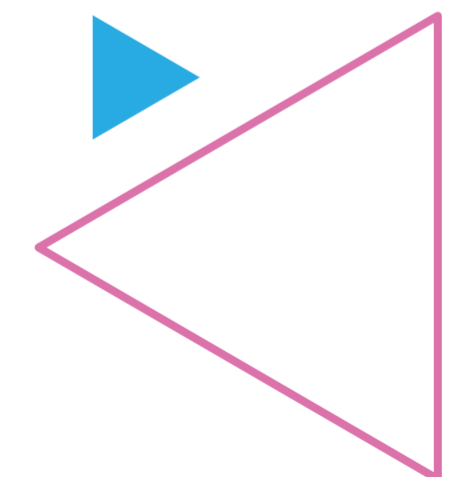
1

Choose **topic**
(The area you want to practice).



2

Select a training set
within this topic
(A set of selected modules).



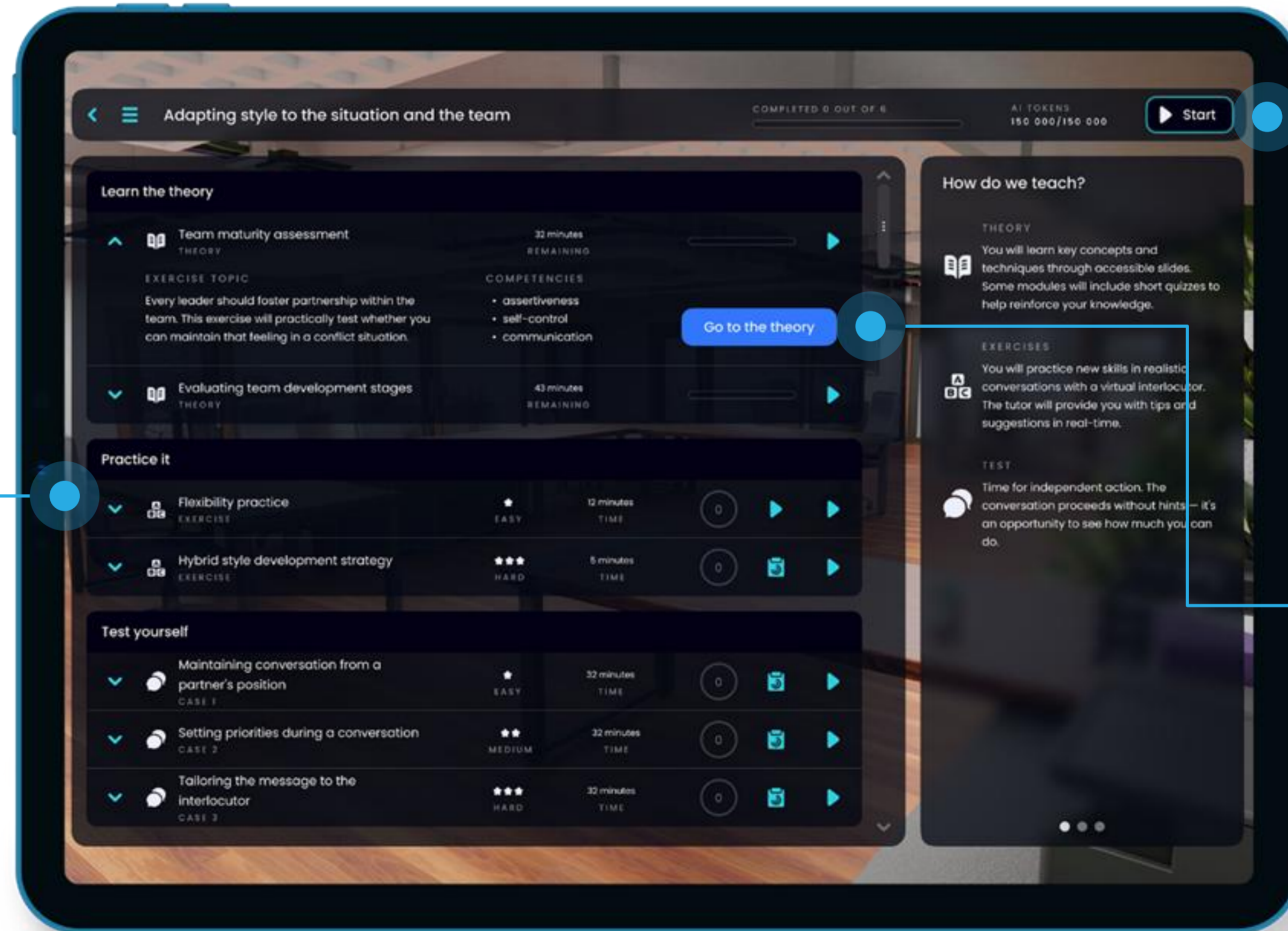


TRAINING SELECTION

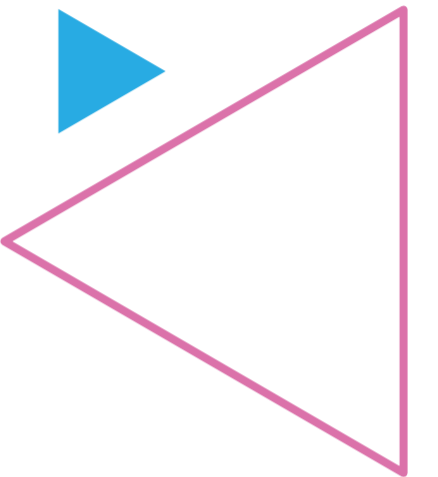
To resume, click **Start** — it will open the last unfinished item in this module.

Choose where you want to start:

- **Learn the theory** — a quick introduction to key concepts.
- **Practice** — a scenario with guidance and the option to repeat.
- **Test Yourself** — no guidance; evaluates your skills and records your results.



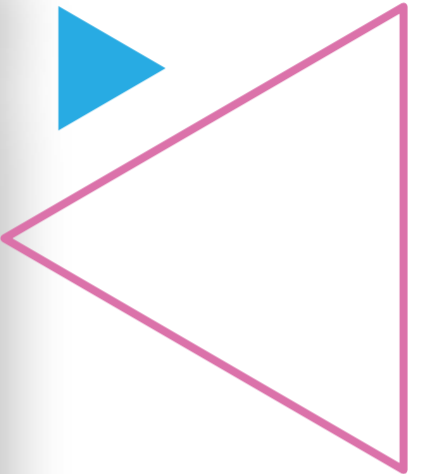
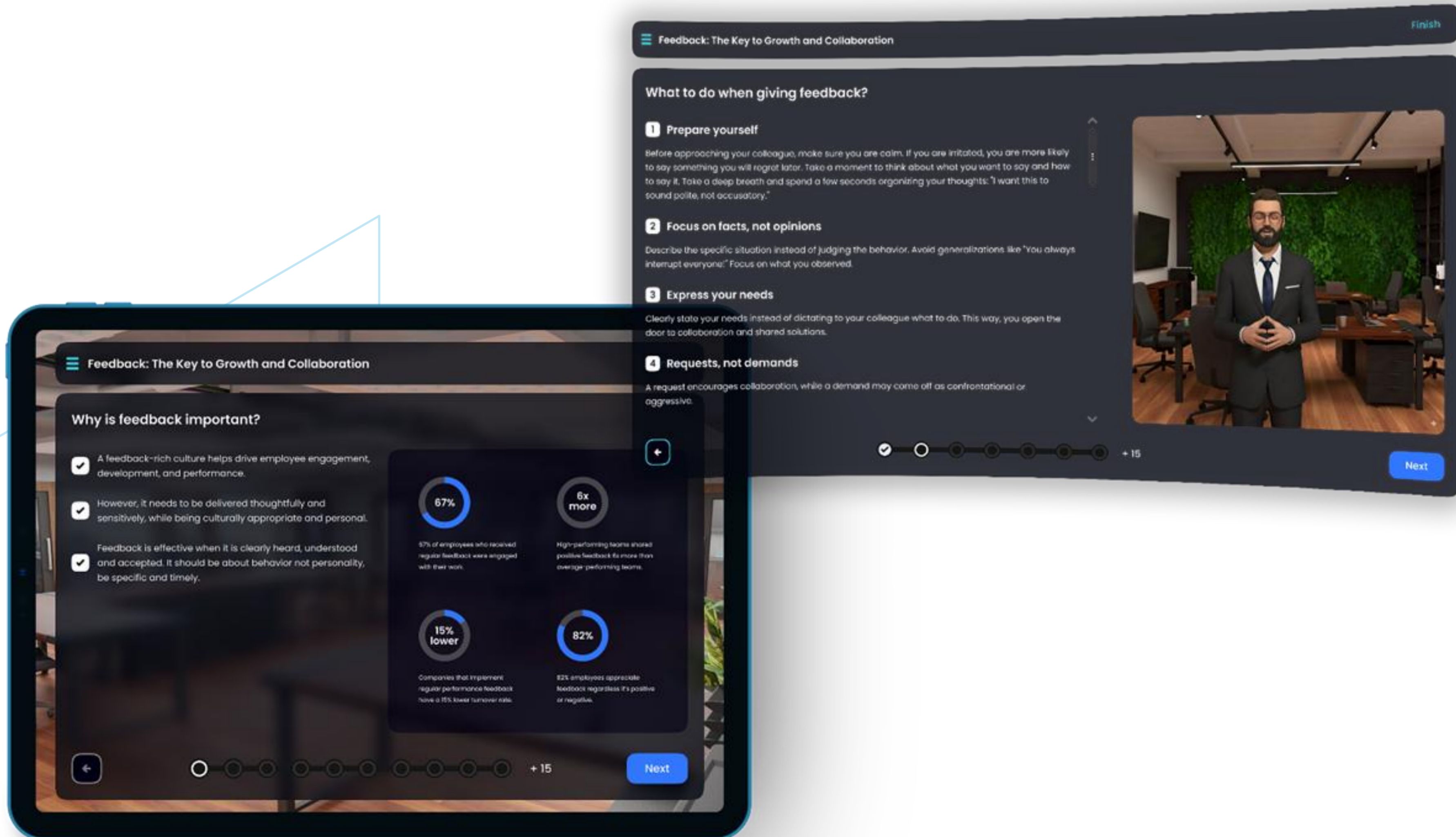
Click the **blue action button** in the description to open.



UNDERSTAND



Theory and introduction





PRACTICE WITH SUPPORT



Simulation with in-app guidance

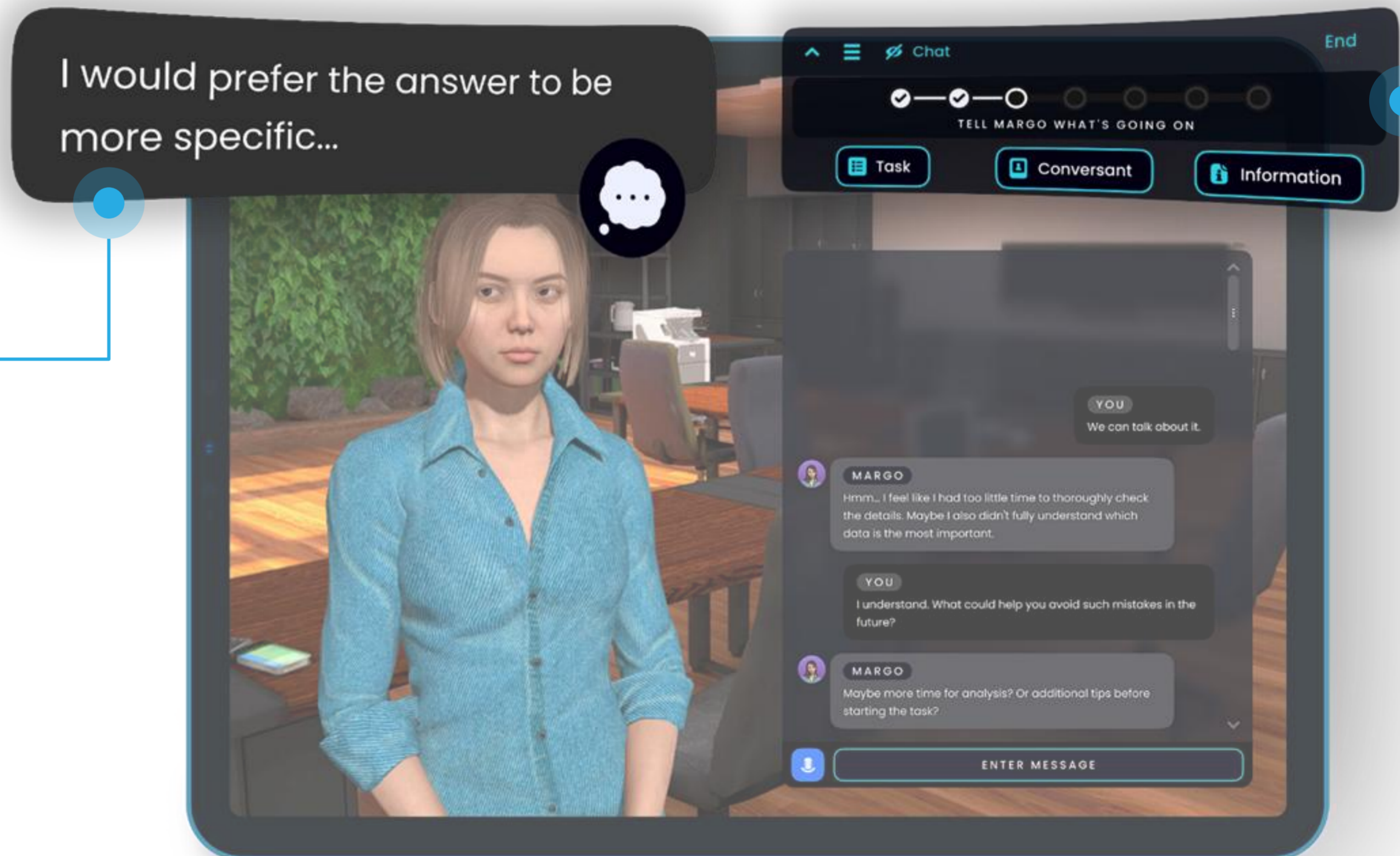
Support formats can be tailored to the skill level: beginners may use all available support, while advanced users may rely only on the Avatar's thoughts.

Avatar's thoughts

Insights into the Avatar's inner feelings and thoughts help the user adapt to different personality styles.

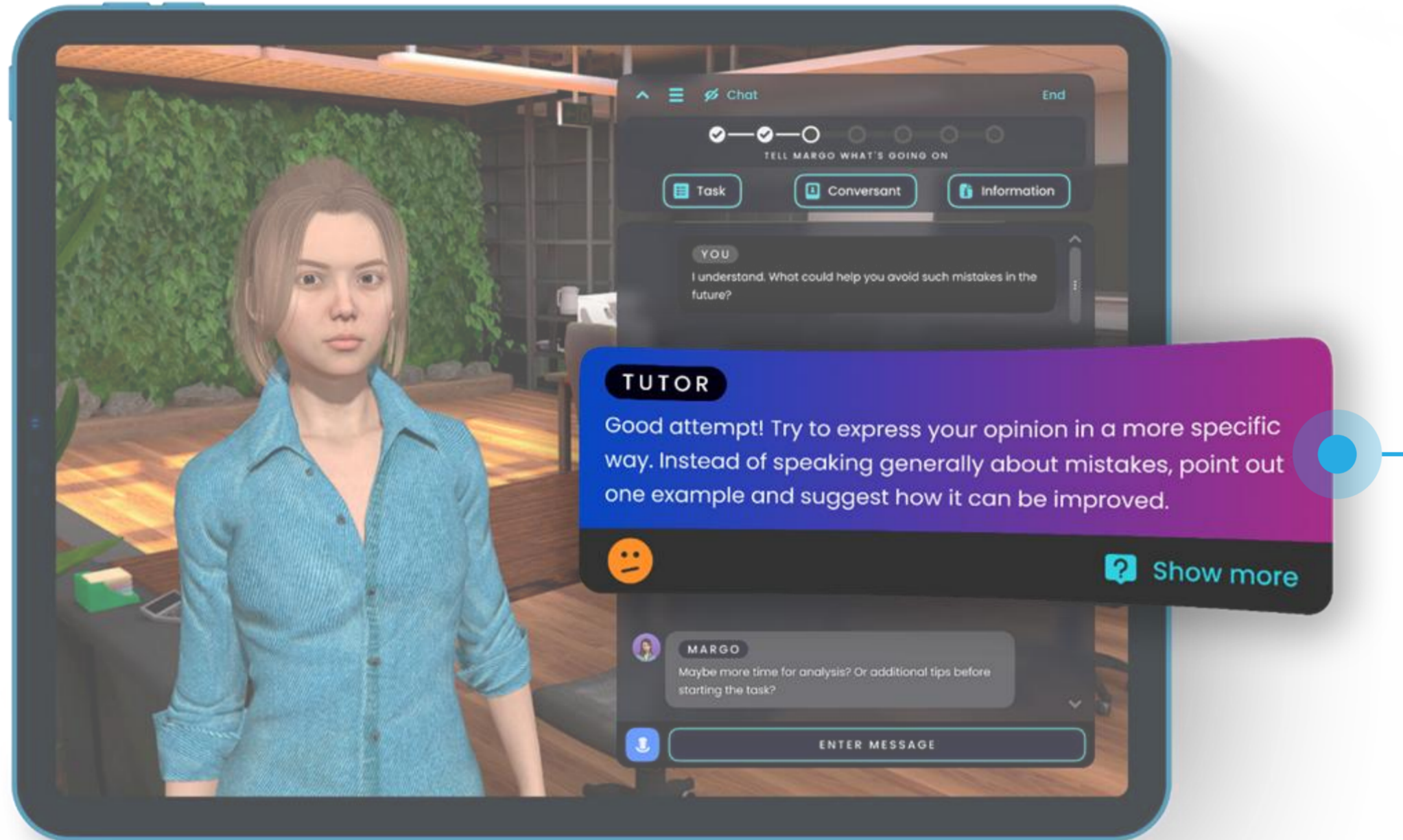
Conversation stage titles

Showing what should happen at each stage (e.g., define the goal, give feedback)



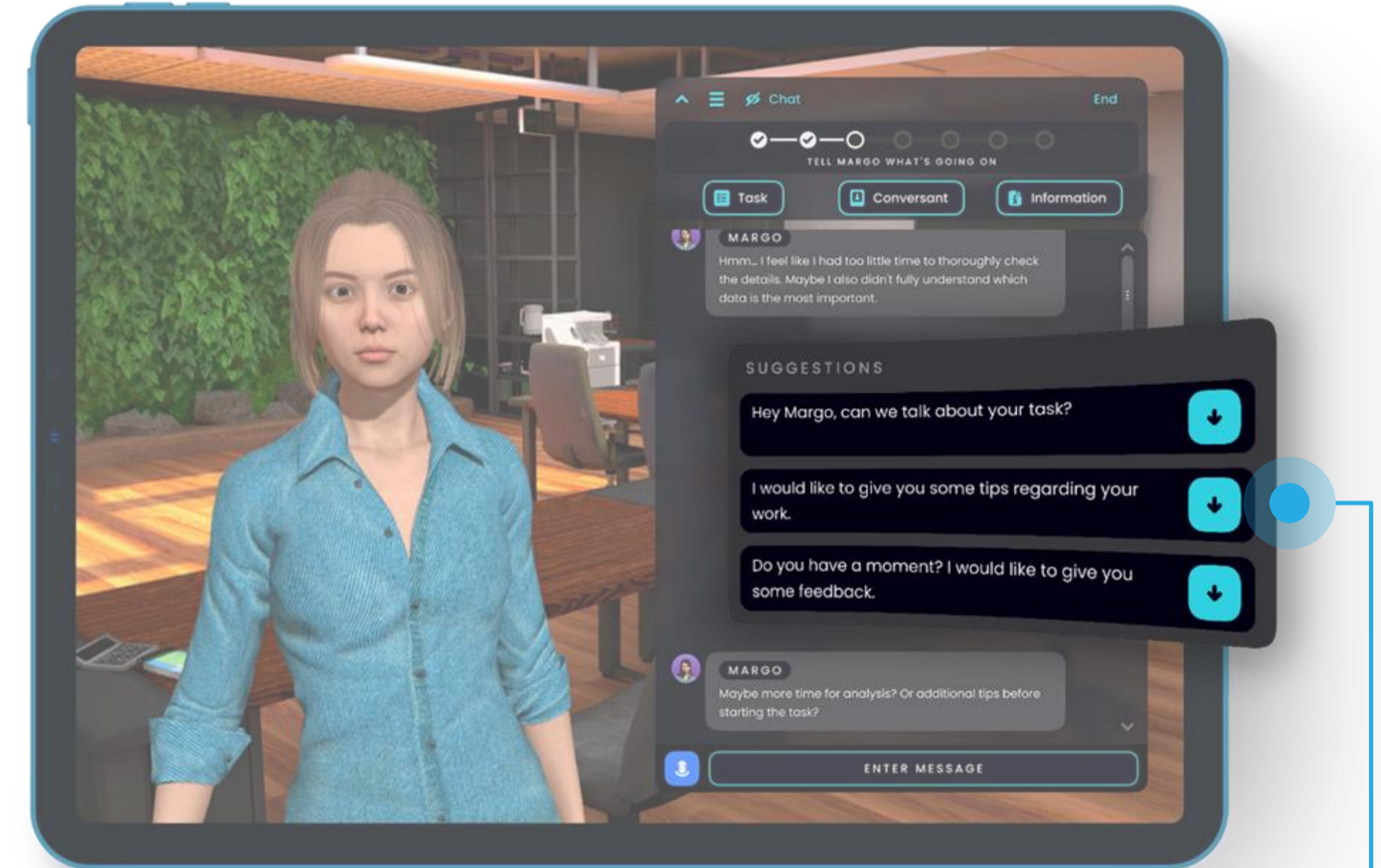


PRACTICE WITH SUPPORT



Immediate feedback from the Tutor

A comment provided right after the user's response.



Suggested responses

Ready-to-use phrases (optional, the user can always respond freely).

TEST YOURSELF



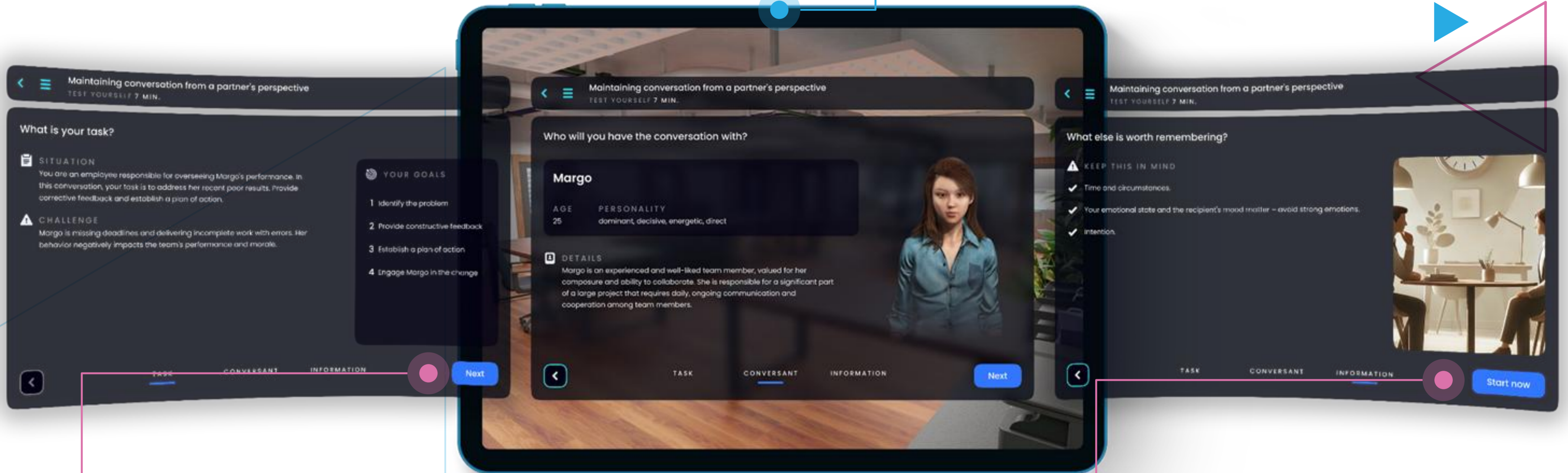
Simulations without guidance, with a final behavior assessment at the end of the conversation.



SCENARIO DESCRIPTION



Go through 3 informational screens (your task, avatar description, key points to remember).



1

Proceed using the **Next** button.
(use Back to return).

2

On the last screen, click **Start**.

CONVERSATION



The conversation continues until you explicitly end it with a farewell.

It may also end when the avatar decides that the discussion has come to a close.

The avatar's response reflects the scenario, its **personality**, and the way you formulate and express your words.



You can end the session using the **End** button.

1

Wait until the avatar finishes speaking.

2

Press the **microphone icon** on the right to start your response (in the browser version, you can also type your text).

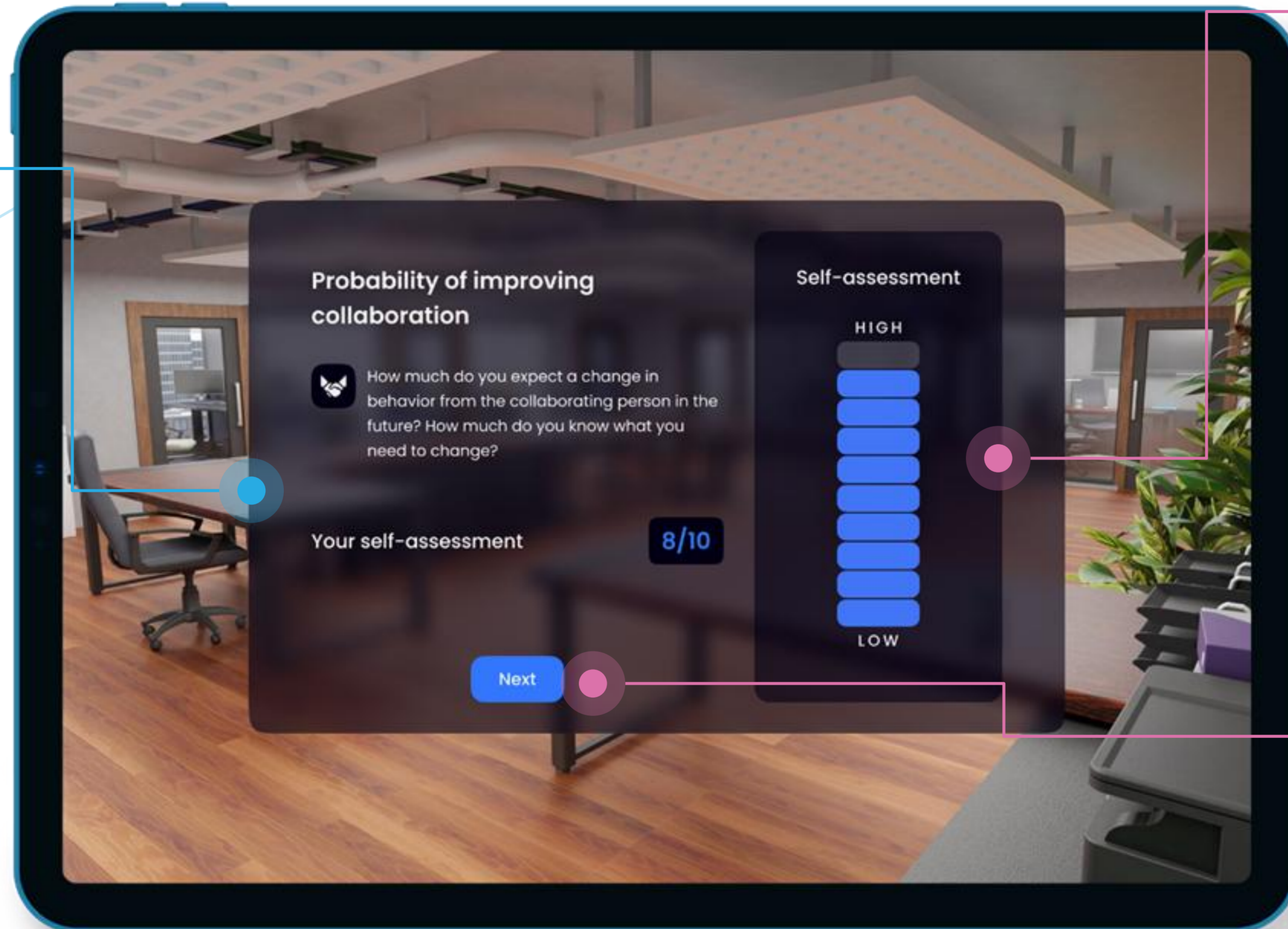
3

Press the checkmark (in the same place as the microphone) to submit your response.

SELF-ASSESSMENT

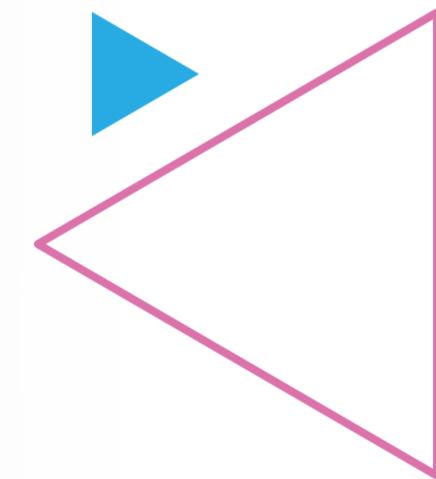


Evaluate yourself for the entire conversation as well as in the key areas of this training.



1

Set your rating using the slider on the right – the higher, the better.



2

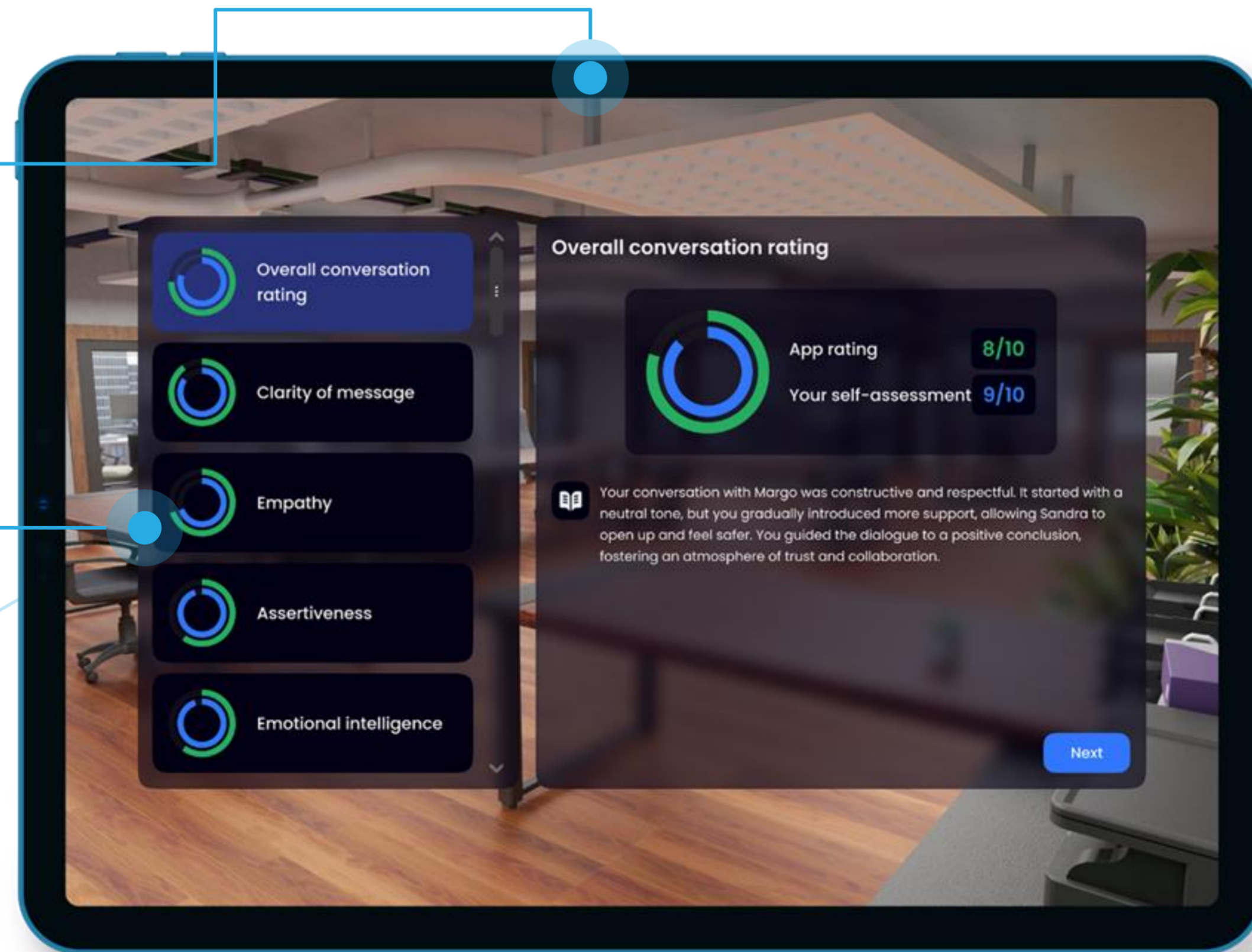
Click Next to go through all the criteria and rate each one.

USER COMPETENCY ASSESSMENT



Review the system assessment – your overall conversation score as well as your results across individual key dimensions.

Select a indicator name on the left to view its details.



The competency assessment system in the application is based on AC/DC methods and behavioral assessment standards. The simulations realistically reflect professional challenges, enabling the evaluation of interpersonal, communication, and leadership skills. The system analyzes the user's responses according to indicators such as empathy and assertiveness, and translates the results into practical development guidelines.



KNOWLEDGE OF FEEDBACK PRINCIPLES

Definition:

The ability to provide clear and understandable feedback that focuses on behavior rather than personality, and enables collaborative problem-solving.

Indicators:



Focus on observable behavior

Emphasizing specific actions rather than generalizations or personality traits.



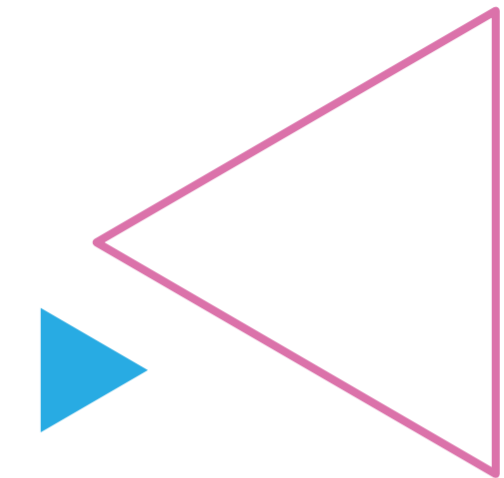
Explaining the impact

Demonstrating how specific behavior affects individuals, the team, or the work environment.



Stating expectations / Requesting behavior change

Clearly communicating one's needs and expectations regarding change.





EMPATHY

Definition:

The ability to demonstrate empathy through active listening, recognizing the other person's emotions, and adjusting the tone of the conversation accordingly.

Indicators:



Recognizing emotions

Acknowledging the interlocutor's feelings without diminishing or dismissing them.



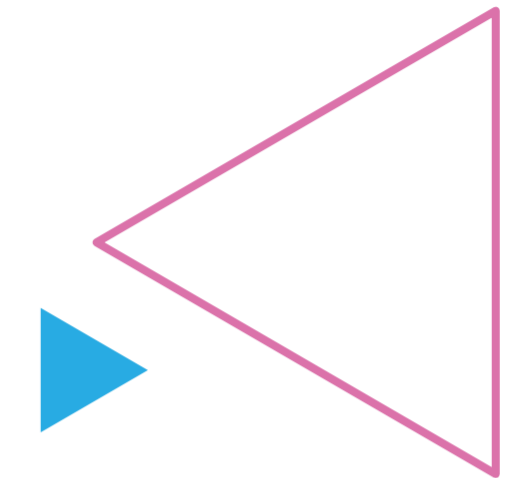
Demonstrating understanding

Validating the other person's perspective or intentions while maintaining a supportive tone.



Active listening

Demonstrating engagement through summarizing, paraphrasing, and verbal acknowledgments.





ASSERTIVENESS

Definition:

The ability to clearly communicate expectations while maintaining respect and balancing assertiveness with openness to the other person's perspective.

Indicators:



Balancing assertiveness with openness

Clearly presenting one's position while leaving room for the other person's input.



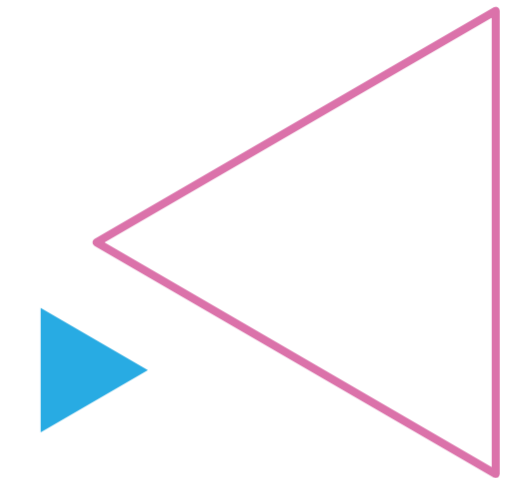
Emotional control

Avoiding aggressive or passive-aggressive communication.



Clarity of expectations

Formulating precise requests instead of vague or ambiguous messages.





FLEXIBILITY/ADAPTING TO THE INTERLOCUTOR

Definition:

The ability to respond flexibly to the changing dynamics of the conversation by adjusting tone and content to the interlocutor's reactions.

Indicators:



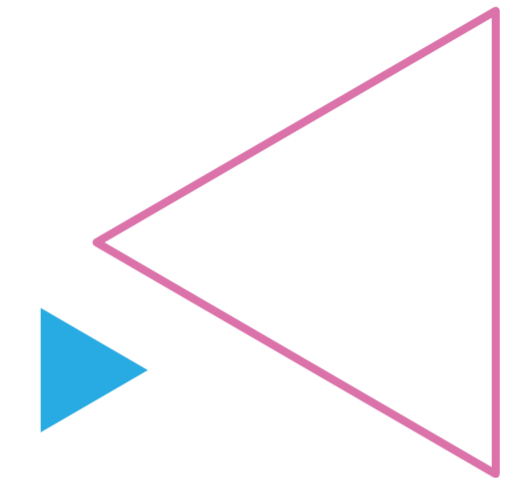
Maintaining composure

Adapting to the interlocutor's needs without losing sight of the conversation's objective.



Encouraging dialogue

Engaging the interlocutor by inviting them to share their thoughts and propose solutions.

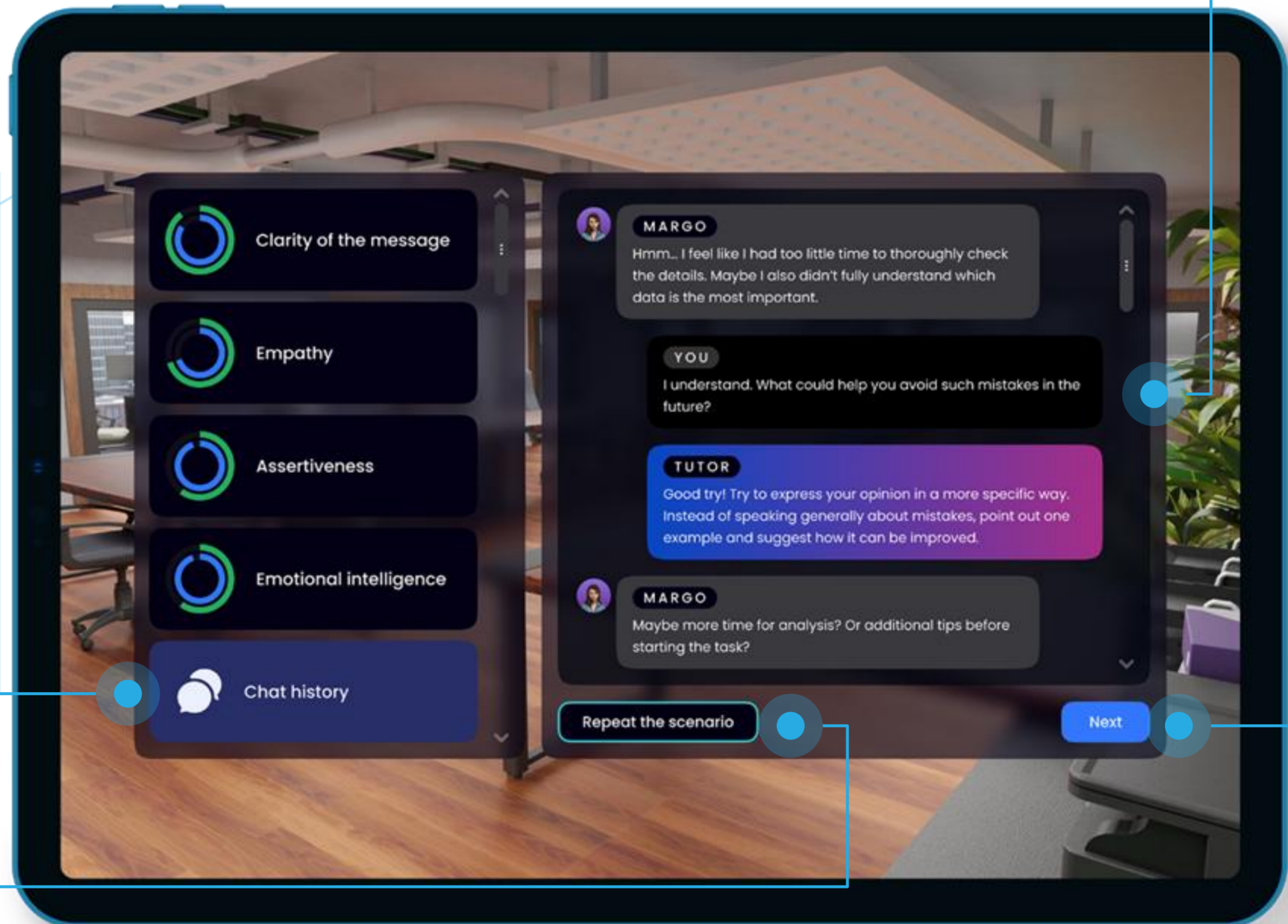


CHAT HISTORY



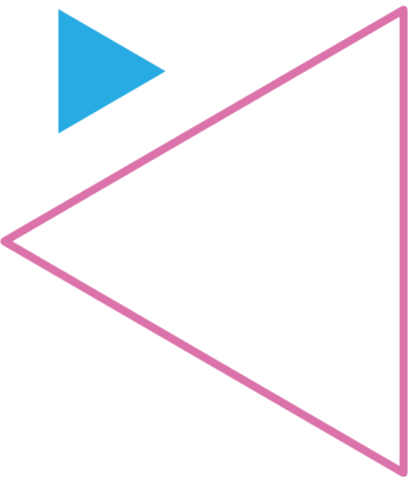
In the **Chat History** tab, you can review the entire dialogue along with the **Tutor's** feedback on each message in the conversation.

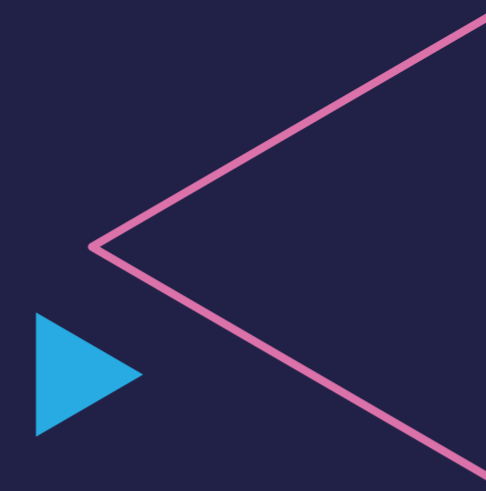
At the bottom of the list, you will find the chat history.



Repeat the scenario to practice again.

Click **Next** to return to scenario selection.





Descriptions of Library Content and Simulation Scenarios

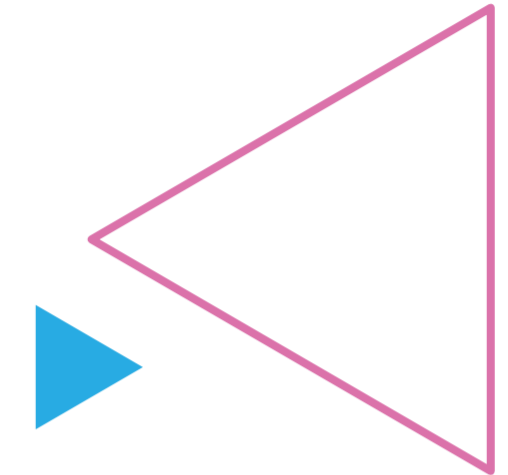




CORRECTIVE FEEDBACK FOR MANAGERS



Understand



1. Fundamentals of providing feedback

This interactive presentation with a quiz covers the key principles and frameworks of effective feedback delivery.

Contents:

- Why is feedback so important?
- Do's and don'ts of providing feedback
- Self-assessment of feedback skills
- Feedback models and structures

2. Managing emotions during difficult conversations

The presentation focuses on managing emotions during difficult conversations, particularly when providing corrective feedback.

Contents:

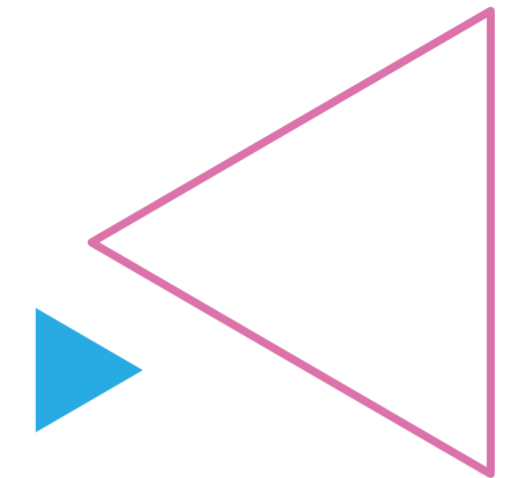
- Dynamics of emotional reactions – natural defense mechanisms (SARA model: Shock, Anger, Resistance, Acceptance)
- Basic strategies for supporting employees' emotion regulation
- Strategies for managing one's own emotions



CORRECTIVE FEEDBACK FOR MANAGERS



Practice with support



1. „Mario is late”

This exercise allows you to practice giving corrective feedback to an employee who is late for important meetings.

Types of in-app guidance:

- AI Tutor’s comment on each player’s response
- Avatar’s thoughts
- Final feedback from the application

2. „Sandra can’t cope”

This exercise allows you to practice giving corrective feedback to an employee who is struggling with a task and making mistakes.

Types of in-app guidance:

- Conversation stage titles guiding the player to follow the appropriate structure
- 4 suggested responses for the player reflecting different life positions (OK–OK model)
- AI Tutor’s comment on each player’s response
- Avatar’s thoughts
- Final feedback from the application

3. „Vera is angry”

After receiving negative feedback from the player (denial of promotion), Vera displays a full range of emotions – from surprise and shock, through anger, to resistance. The player’s task is to manage the employee’s emotions. A short but intense exercise.

Types of in-app guidance:

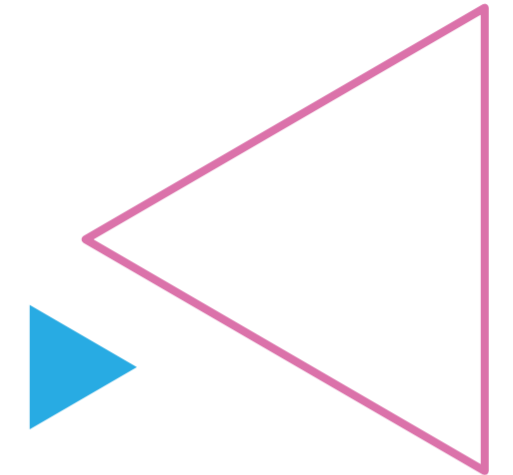
- Conversation stage titles supporting the player in recognizing situations and emotions
- AI Tutor’s comment on each player’s response
- Avatar’s thoughts
- Final feedback from the application



CORRECTIVE FEEDBACK FOR MANAGERS



Test yourself



1. „Leon and the quarterly presentation“

Leon, 25 years old, enthusiastic and sociable, delivered an excellent presentation but caused delays by forgetting to book the meeting room. The user must reinforce his strengths while addressing his planning skills.

2. „Vera Doesn't Beat Around the Bush“

Vera, 34 years old, direct and competitive, sharply criticized a colleague during a team meeting, harming morale. The user must address her behavior constructively while maintaining professionalism.

3. „Jan has stopped engaging“

Jan, 40 years old, a calm and supportive employee, has withdrawn and stopped engaging. The user must create a safe, empathetic space to uncover the reasons and re-motivate him.

4. „Erik and natural consequences“

Erik, 28 years old, dominant and logical, repeatedly misses deadlines and avoids responsibility. The user must set clear expectations and communicate the natural consequences of continued underperformance.

5. „Sandra can't cope“

Sandra, 23 years old, analytical and organized, is struggling with a task and making mistakes. The user must provide corrective feedback and address Sandra's expectations regarding support and the leader's availability.

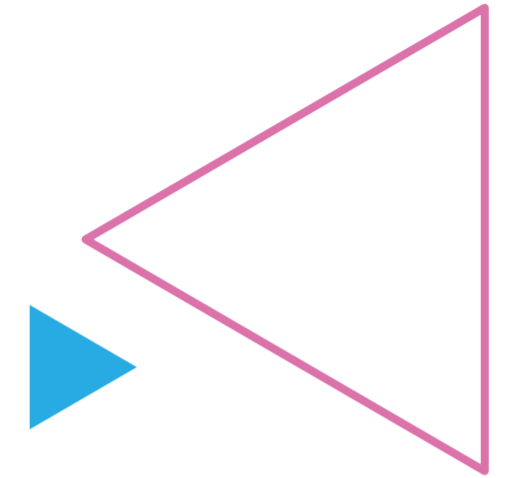


APPRECIATIVE FEEDBACK FOR MANAGERS

Take on the challenge

„Caroline and the independently completed task“

Caroline, 24 years old, hardworking but insecure. She successfully completed the task but doubts her abilities. The user must provide appreciative feedback that strengthens her confidence.





DIFFICULT CONVERSATIONS



Understand

1. „Communicating difficult decisions – fundamentals“

This presentation discusses the key principles and frameworks of communicating difficult decisions.

Contents:

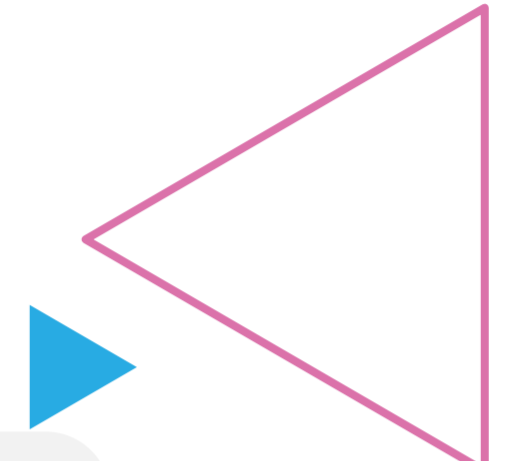
- Structure of challenging conversations
- Types of challenging conversations
- Do's and don'ts in difficult conversations

2. „Managing emotions during difficult conversations“

The presentation focuses on managing emotions during difficult conversations, particularly when providing corrective feedback.

Contents:

- Dynamics of emotional reactions – natural defense mechanisms (SARA model: Shock, Anger, Resistance, Acceptance)
- Basic strategies for supporting employees' emotion regulation
- Strategies for managing one's own emotions





DIFFICULT CONVERSATIONS



Practice with support

„Vera is angry“

After receiving negative feedback from the user (denial of promotion), Vera displays a full range of emotions – from surprise and shock, through anger, to resistance. The user’s task is to handle the employee’s emotions. A short but intense exercise.

Types of in-app guidance:

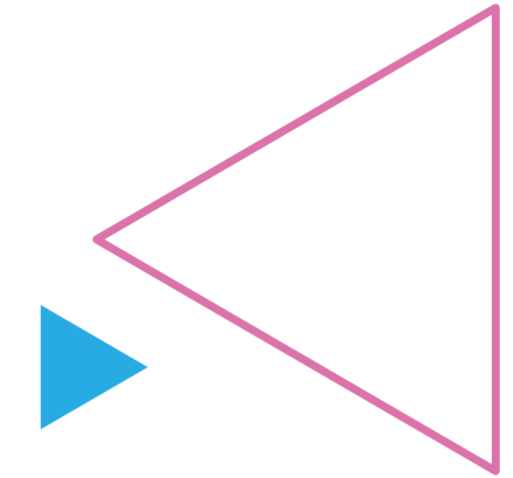
- Conversation stage titles supporting the user in situational awareness and recognizing emotions
- AI Tutor’s comment on each user’s response
- Avatar’s thoughts
- Final feedback from the application



Test yourself

“Margo and the denied promotion”

Margo, 32 years old, ambitious and responsible, applied for a promotion but did not receive it. She may feel disappointed or undervalued. The user must communicate the decision clearly and empathetically while offering development opportunities.



DELEGATION



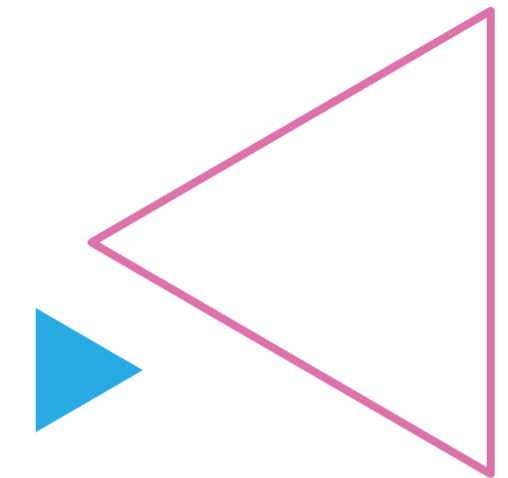
Test yourself

1. „Mary, I have a task for you.”

Mary, 24 years old, young and ambitious but inexperienced (fast-paced, energetic style). She usually acts before clarifying the context. The user must delegate clearly, balance autonomy with guidance, and ensure she understands the priorities.

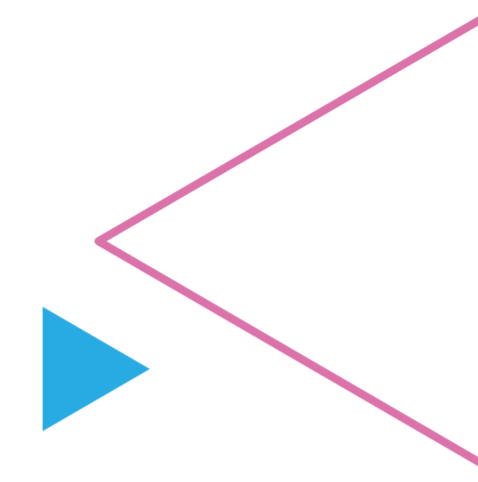
2. „A new challenge for Robert”

Robert, 45 years old, experienced and independent (focused on quality and autonomy). He rejects overly prescriptive tasks. The user must set clear goals while respecting his autonomy and aligning the task with his strengths.





UNDER CONSTRUCTION



**From colleague
to manager**



**People
development**



**Change
management**



**Conflict
management**



P2P FEEDBACK



Understand

„Basic principles of peer-to-peer feedback“

This interactive presentation with a quiz discusses the key principles and frameworks of providing effective peer-to-peer feedback.

Contents:

- Why is feedback important?
- Do's and don'ts of giving feedback to colleagues
- Feedback models and frameworks



Practice with support

„Adam speaks too loud“

Adam, 24 years old, energetic and direct, disrupts the team's work with loud phone calls. The user, as a peer, must calmly address this behavior and invite him to find solutions together without triggering defensiveness.

Types of in-app guidance:

- Conversation stage titles supporting the user in situational awareness and recognizing emotions
- AI Tutor's comment on each user's response
- Avatar's thoughts
- Final feedback from the application



Test yourself

1. „Alex and the fridge mess“

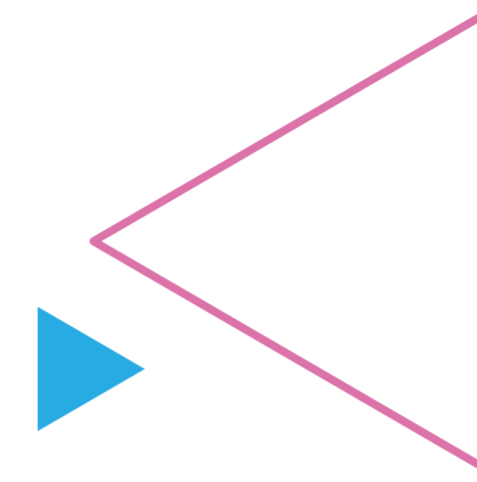
Alex, 29 years old, sociable and laid-back, repeatedly leaves a mess in the office fridge despite requests. The user must set boundaries, highlight the impact, and secure a commitment to change.

2. „Margo: How is our collaboration going?“

Margo, 32 years old, ambitious and organized, may focus too much on flaws in projects. The user must balance appreciation with constructive feedback and foster reflective dialogue.

Cooperation

UNDER CONSTRUCTION



**Securing
collaboration**



Assertiveness



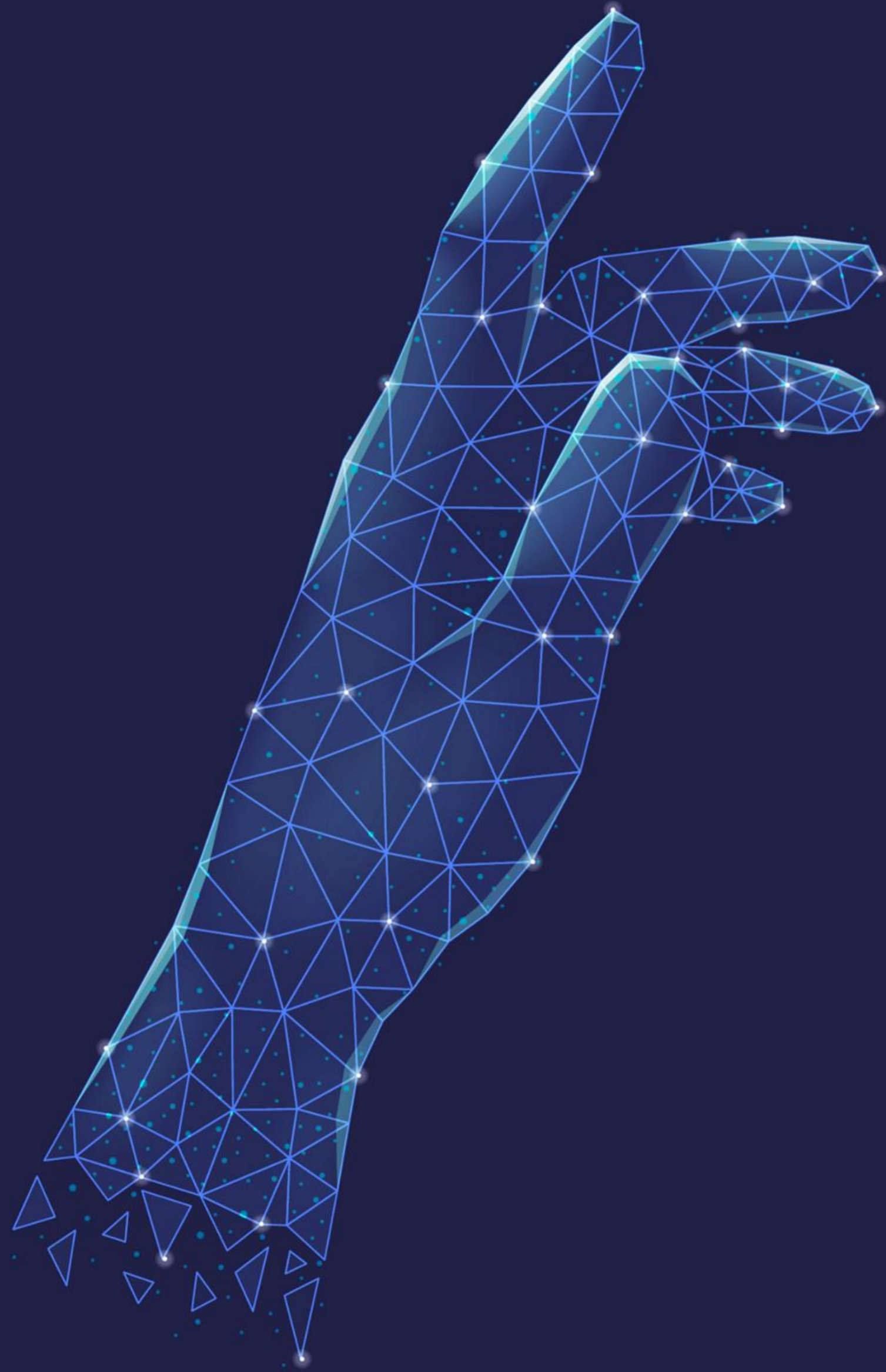
**Communication
and relationship
building**



**Time and
priority
management**



**Conflict
resolution**



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