CASE STUDY | Abu Dhabi Airports
Serious Business Games – Successful Internal Audit Training

- Internal Audit achieves an increase in their employees' motivation and optimized audit negotiations by training them with business game-based learning methodology -

ABU DHABI AIRPORTS
مطارات أبوظبي

Internal Audit Staff: **7 (5 nationalities)**
Audits executed each year: **45**
Training days p.a. is one of our KPIs
Cycle time to release IA reports < 3d

"We strive to exceed expectations and achieve the highest standards in everything we do. We are creative in our approach to business and realistic about the goals we set. Hence, it is our duty to provide team members with tools and methodologies that help them to further develop their knowledge and skills. This allows us having an impact in an innovative, fun and efficient way on their motivation to learn more effectively."

Torben Hilbertz | SVP Internal Audit

"I liked the innovative and fun way of learning and transferring knowledge."

MERCHANTS

More Information:
www.ARC-Institute.com

MERCHANTS
Effective and practical learning of audit negotiation skills, moderation and conflict resolution strategies

Merchants is a unique learning experience based on a simulator that recreates 6 real cases of negotiations in which participants apply their skills to negotiate, communicate a proposal and audit solutions effectively and resolve conflicts. Merchants is an online audit negotiation course set in 15th-century Venice. The training participant plays the role of Carlo Vecchio, a successful merchant whose mission is to become the greatest merchant of the age, while being mentored by Leonardo da Vinci or Machiavelli. Merchants is a multi-language course, available currently in English, Spanish, French, German, Italian, Portuguese. Dutch, Turkish and Chinese.

Results: Motivation, effectiveness, applicability…

The results obtained with the training program through Serious Business Games implemented by Abu Dhabi Airport have been classified into two levels. First level. Here is the main goal of the audit training program with overwhelming results: Better motivated internal auditors prepared on the one hand for audit negotiations and moderation and on the other hand taking part into digital transformation process by using gamification in audit training.

Challenge: To connect innovation with training

Abu Dhabi Airport decides to commit to the Serious Business Games as the ideal learning tool to address the identified needs. To that purpose, it implements the Gamelearn ARC learning platform focused on the development of 'audit soft skills':

Serious games are designed with a sole purpose: personal and professional development of the professional. The skills to be developed are turned into a set of techniques, strategies and tools with a high degree of applicability to the job. Serious Games are hosted on an online, multi-device platform, which facilitates training self-management: the participant decides when and where to do the training. The Serious Business Games represents innovation and revolution in audit training.

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Triskelion [18 CPE]

- Increase your own productivity and improve time management
- Optimized Decision Making in **Operational Audit Situations**: Plan, prioritize and achieve Engagement Goals | Successful audit project management.

ADA

ADA is an **Audit Business Game** on multidimensional storyline base. Currently developed Internal Audit Trainings are:

- **Game 1:** ADA GDPR Data Protection Audit **[8 CPE]**
- **Game 2:** ADA onboarding FTAQP – Fast Track Audit Qualifying Programme **[16 CPE]**
- **Game 3:** ADA Process & Performance Audit Techniques | Operational Audit Tool Set **[16 CPE]**

More Serious Business Games:
www.ARC-Institute.com

High degree of applicability

One of the requirements established by Abu Dhabi Airport has focused on turning training into a really useful tool for the employee. Connecting the training with the professional and personal success of the employee has been vital to the success of the project. This is confirmed by the quality survey conducted within 90 days of completion of the course: 97% of the employees ensure that they apply the techniques, strategies and skills learned in their daily work and in their personal lives.

"Today I am a better audit negotiator. Learning is much easier and quicker with Serious Business Games. If you're having fun with what you're doing, you will learn better!"

Optimization of training costs

Although not the initial goal sought by the Training and Development department, this audit training program has had a significant result for Abu Dhabi Airport in the area of training costs.

Better motivated workforce   Improved performance   More competitive workforce

On the one hand, the easy implementation of the online access platform (without additional software), and on the other hand, the game-based nature of the training (it has only required a device with Internet access because of html5) have allowed for more than significant savings:

Training costs per employee have been reduced by a 63% compared to the average investment in the rest of training solutions, especially classroom lessons. This way, Abu Dhabi Airport has secured an efficient 'tool' to increase the motivation of its workforce, becoming one of the first experiences worldwide to demonstrate the effectiveness of the business game in this field.