Diplomacy skills through gaming

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Laurea University of Applied Sciences   **Abstract**
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The purpose of this thesis is to suggest improvements and bring different diversity to the companies that concentrates mostly on soft skills. Out of the diversity of the soft skills, one of them has been taken into consideration at its most. Negotiations is playing a significant role in conflict prevention and peace building mission. It's have always been as a part of diplomacy and therefore they are interconnected.

The main point is to try to implement diplomacy into the GAP project, because they are offering a solution to the 21st century in conflict prevention and peace building. We are living in the modern society and the usage of the constantly developing systems almost is a must. The key issue for success is communication as it always has been, is and will be. Modern technology has to be included in order to achieve the goal of the game creation, that will provide to peacekeepers additional trainings

Based on the thesis, recommendation of the guidelines has been made. It takes into account the special nature of the GAP project and its idea to create Serious game of the 21st century. Guidelines can also be used in other community and govern organizations. Since the idea of the thesis requires support from different instances, cooperation is unavoidable, yet the privacy has to be included until the end result.

Keywords: Diplomacy, Negotiation, Peace building, Soft skills, Modern Technology, Virtual reality, Gap Project

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Aabbreviations

CPPB - Conflict Prevention and Peace Building

GAP – Gaming for peace

TDC - Trinity College Dublin

VR - Virtual reality

MFA - Ministry of Foreign Affairs

1   Introduction

This thesis is describing a project which is made especially to improve soft skills in conflict prevention and peace building. Nowadays it is crucial to have soft skills on a high level if you are working on conflict prevention missions. Population has been increasing all the time and the solutions to solve the problems on a local level must be found. However, this is not as easy as it seems to be. The peacekeeper has to go thought a lot of training before the deployment to the actual place. Since the missions became more relevant and more dangerous than before, it is a must to adopt to different working environment for the peacekeeper. For the first time as training goes off the peacekeeper might end up as a reservist. However, it does not mean that the person is not ready for the peace building mission.

Out of the variety of soft skills, the focus mostly will be on a diplomacy. The main idea is to apply diplomacy to the game, which will be the result of the product. Though modern technology, integrate previously practises of the diplomacy which happened in the world to reality by usage of VR technologies. By those means peacekeeper could have improved his ability to negotiate and understand the reality a little bit more, than doing traditional trainings that are provided nowadays.

There is an ongoing project which name is GAP. What they do is that they provide serious games offers that might help to improve CPPB personnel soft skills. However, the idea of the game might be interesting for other organizations as well, the focus has been mainly applied to the GAP project.

2   Beginning of the project

To improve the preparation of the peacekeeper personnel the GAP project has decided to propose that Serious games offer a 21st century environment within which CPPB personnel can experience scenarios though role-playing people from other organizations, and in doing so, increase their understanding, creativity and ability to communicate and collaborate with the other organizations in the network organization that is a CPPB mission. (GAP Project, 2017.)

The Gaming for peace project started on 1st September 2016. The project kick-off meeting was held in at TCD. During the first stage a comprehensive review of the current state of the art in training for peacekeepers including the inclusion of soft-skills, current training practices in soft-skills and the current state of development of serious games has been conducted. Based on these reviews two comprehensive documents were developed, in gender and cultural competency. (GAP Newsletter July, 2017.)

3   GAP project

Gaming for peace is a project which is funded by the European Commission, led by Trinity College Dublin, Department of Sociology, which is developing a new curriculum in soft skills, which includes gender awareness, cultural sensitivity, communication and negotiation. All those skills are playing a huge part in successful CPPB missions, since diverse organizations have to work together to achieve the mission goals. The purpose of the research is to develop an online training game which will improve soft skills before the deployment to the actual mission or to have more practice during the time being on a mission. Main participants of the game will be personnel from the military, police and civilian who are engaged in CPPB missions. One of the main targets of the project is to give its players better understandings of their roles and motivation of different people they may encounter in the field. (GAP: Information Sheet for Participants, 2017.)

Figure 1

4   Methodology

Before moving to the methods, there has been made a methodology map, that guided though thesis creation. Main idea for the thesis have been developed based on interviews. Total amount of interviews I have listened were 5. Each of peacekeepers have been on a mission at least 3 times. Summarizing the amount of missions which is equals to number of 15, the results were following: in most of the cases there were lack of trainings, or reality were a little bit different than it has been explained during the trainings. Therefore, decision on improving preparation stage for the peacekeeper on diplomacy skills though gaming has been made.

Then method of data collection has taken a part such as literature review. Since the topic covers peace building and games, it has to be somehow drawn into the same line. Literature of the diplomacy is required to create a suitable content for the game.

All of the data that is received from the literature are making it possible to proceed forward. Combining the information from the interviews and diplomacy approaches, the guidance or suggestions of the possible game is made. For the data collection part, there has been clear keywords that have been used in order to find suitable material, such as: diplomacy, negotiation, soft skills. The outcomes were following, that there were only couple of books that researches a diplomacy though the negotiation process. After that the process of the game itself have been taken into account.

There has been a side-survey done as well, to find out civilian's thoughts about peace-keeper's mission. In total there were approximately 60 people asked and only 5 clear answers received from them.

Since I am gamer myself and according to my experience, the game has to be properly considered. There are so many games around that are useless and pointless that it is just waste of times to play them. But in this case, it is an extraordinary game that should help to improve trainings of peacebuilders. Interviews have been a huge part of understanding what does nowadays world lack of in terms of CPPB.

5   Data collection

The most literature for the thesis is collected from library and internet sources, yet the materials from the interview have been used as a foundation and generation of the ideas. Interviews have given an idea of what might be important and relevant to the modern society, concerning CPPB.
Collecting data about the diplomacy has been done mostly though the history books and its approaches. Since the history tells us everything about the past, it might prevent from happening some bad actions in the future as well. Moreover, by collecting data from the actions that occurred in the past, one of the game scenario will be developed on base of that.

The data collection is a long-term process which requires lots of efforts and time (University of Leicester, 2017). Usually it goes though the couple of stages before the actual data collection. Preparation is one of those processes. The method of data collections has been used are interviews. Most of the have been face to face, yet it is not always possible to do that, therefore the modern technology and applications has been used to conduct the interview. The GAP team have interviewed peacekeepers from different countries such as Bulgaria, Finland, Poland, Portugal, Ireland and Northern Ireland. Through interview process with military, police and civilian peacekeepers the GAP research team collect stories and experiences from a different Conflict Prevention and Peacebuilding missions. The peacekeepers have been deployed all around the world including the Kosovo, Afghanistan, Lebanon, Kashmir, and rescuing migrants in the Mediterranean Sea. The focus during the interview has been mostly on their experience that they had during CPPB missions, objectives and goals that have been set up. One of the main aspects is other people that peacekeeper has been working with or encountered and how did it go, was it a success or a complete disaster. What kind of pre-deployment trainings they have had and how well this preparation was for them.

Reality is always different from what we are preparing for, therefore GAP project would like to improve the current situation by implementing the peacekeeper experience to the GAP

training game. This is the next phase of the project after data collection. Using accounts of real experiences on peacekeeping missions, the game will provide a player experience based on what peacekeepers have seen, done and witnessed on missions. (GAP Researchers Interview Peacekeepers In Six Countries, 2017.)

5.1 Interview

First of all, to conduct an interview both sides have to agree on a time and place. Sometimes when the interviewer was not able to present at the place we used modern technology to connect. Starting from the January 2017 interview process has begun. Approximately 163 interviews were completed in six European countries. Those numbers of interviews with peacekeepers provide a wealth of data from which to develop the training game. After that goes the stage of the transformation from data into scenario material. (GAP Researchers Interview Peacekeepers In Six Countries, 2017.)

5.2 My role during the interview

I have been invited to the interview to collect the data, in order to apply that to my own project which might help in advance to the GAP project. I was allowed to be present during the actual interview stage and listen to the speakers and write down interesting facts that might be useful. However, we have had couple of rules, for example: "Do not stare, do engage eye contact". People from different background have taken a part on this stage. One interview took approximately one and a half hours to two hours. After the interview, based on a real-life experience of the peacekeeper, my task was to think in overall about the current situation during the peacekeeping missions and possibly think of the improvements which can be lately applied. The target is prioritized mostly on soft skills. Yet I was not able to be present on all the interviews, however that was not an issue. Each interview has been recorded on audio tape and encrypted. After that it has been stored in a secure place, access to which has been strictly limited. Since I am taking a part of the project, I have asked for the permission to listen to some of the recorded interview and as a result, I have helped in transcription of them. Information I have gained during the transcription stage is enough to think about the situation in general and give a fresh look from a different point of view.

5.3 Post interview analysis

After listening to 4 interviews I have decided to analyze everything I have and think of the theme that bothers me and might be relevant to the GAP topic. The common problem of miscommunications and misunderstandings has appeared almost in every single interview I have went through, therefore my decision ended up on negation skills and communication. Communication in this case is not a way to talk to someone, but it is a tool to say something important. Since communication is a huge sector and it is needed to be connected somehow to

the negation, I have found out that diplomacy might fit perfectly in that case. (Diplomatic Communication 2017.)

6   Survey

The side survey has been done to find out people's knowledge about peacekeepers missions and how relevant it is. Surprisingly most of the people have no idea who peacekeepers are and what they are doing, as well as what kind of their preparation for the missions is. However, those who knew something about peace building I have asked couple of more questions. People who are far away from the peacebuilding are pretty sure that language barrier is not an issue, since it it quite easy to hire or find a proffesional translator, who will take care of the language barrier. The cultural awareness was probably the most discussed thing. People think that cultural awareness is the most improtant if we talk about peace building missions. The difficulties which might lead because of misscomunication and different cultural background are quite huge. One mistake could possibly ruin whole effort which lasted half of the year. Therefore, culture where must discussed theme during the survey. Answers to the questions such as communication with other were quite premitive, since we are living in modern society and internet is almost everywhere around the world. In general, I might assume that people are basically have not idea about peace building and possible conflict prevention in different countries, either about their preperation.

7   Diplomatic communication

Probably it can be defined as the best possible in the circumstances effort for getting your own needs met in a way that preserves the dignity of other people. In the other hands, it is an art of saving the dignity of others and at the same time defending your own interests. The most basic form of diplomacy is politeness. However, in many cases it might be limited and due to its limitless it might be difficult to attain goal and avoid mistakes, as larger volume of communication is needed. Therefore, there is diplomacy needed to establish proper communication. As it has been said the best diplomat is not the one who speaks more, but the one who speaks less. The prior of it is it avoid certain themes and possibly minimize or completely exclude verbal form of communication. (Diplomatic Communication, 2017)
To describe what is diplomatic communication, words such as: feelings, beliefs, needs, opinions are must. Since you have to express all of these in manner that will not hurt anyone's feeling. However, it is not always possible to do that, because we are all humans and we do have our own emotions. Therefore, it is essential to try to hurt as less as possible or find an alternative method of expressing and presenting your own views and opinions. If we open up a

diplomacy definition more, it is ability to find a correct line of behavior that will help to avoid both: open fight with the opponent and betrayal of your own interests. Yet, there are cases when diplomacy does not produce any results. There is always an exception, when both parties could not compromise on something, like in every other area of communication this could happen. Failure might seem as a disaster, but if we look from another point on view, negative examples have more power to teach than positive. It does not mean that next time the same mistake will not come up but at least those mistakes would be considered to happen, if they were once, it might happen again. (Dictionary.com, 2017) (Diplomatic Communication, 2017)

The following list present the most common diplomatic characteristics to avoid a possible conflict:

- Positive approach whenever it is needed.
- Issues, which might be non-principal, should keep its flexibility
- Trying to be nonjudgmental
- Sticking to the subject
- Avoid usage of offensive language, rude and sarcastic remarks
- Tact

By following these common rules, you will mostly like to establish a proper communication, demonstrating a relaxed manner of speech whenever it is verbal or nonverbal.

"How ironical that it is by means of speech that man can degrade himself below the level of dumb creation - for a chatterbox is truly of a lower category than a dumb creature" Soren Kierkegaard. A perfect quote from the 19th century and the meaning remains nowadays.

The last, but not least, is a tact. It is considered to be a virtue. To create a proper relationship with someone, feelings and values have to be considered at its most. Saying in other words tact is a form of interpersonal diplomacy, since it shows the ability to adapt and change according to the situation and communicate hurtful information without being mean or offending other's side's feeling. (Diplomatic Communication,2017.)

8   Diplomacy in theory and practices

After doing couple of research, I thought that diplomacy is exactly what should be added to the GAP project. Nowadays it is quite difficult to find a country or state that does not have ministry dedicated to diplomacy or at least representing diplomatic services. In most of the countries it is called ministry of foreign affairs. Yet diplomatic missions have been present long time ago before the MFA appeared on the scene.

In that situation, I am not going to investigate MFA' activities at the country. The aim is to take a look at the missions abroad and how does MFA helps to complete those missions. First

of all, there is an important task for the ministry of foreign affairs is to provide for the personnel special training so they would meet the requirements. Yet it is their responsibility for selecting the right person with proper characteristics for particular posts. Moreover, they have to support diplomats and their families, especially during the emergency cases. Going more further, after the training is done and the diplomat has been deployed on a mission, it is MFAs' responsibility to provide with physical fabrics such as suitable building with a water and an electricity, regular maintenance and proper security, as well as the most important thing, communication. Communication is probably the most essential point, that always should be agreed before the deployment, since nothing is possible to agree on without communication. It is like a circle between MFA and diplomat because they are helping each other, or it is better to say they are working together to achieve the goal of the mission.

Since I have listened to couple of the interviews concerning civilian crisis management missions abroad, I decided that there is lack of diplomacy skills, yet, I might be mistaken but starting from this point I would like to concentrate more on diplomacy and art of negotiation. Those soft skills should be the most suitable characteristics to apply to the game that GAP project working on.

8.1   Prenegotiations and around the table stage

The tittle could be a little bit misleading but yet, this is the first stage of the negotiations. The task of this step is to establish that negotiation around-the table are worthwhile. Many people consider this stage as irrelevant or not *that* important, however this is not the truth. They might be formal or informal as well as public or well-hidden. The fact that it is sometimes more important and more difficult than it is usually supposed to be. This is especially true in tense relationships, where prenegotiations are always fragile; but, even in friendly relationships, they are far from trivial and can cause problems requiring lengthy discussion (Berridge, 2010, 27). Prenegotiation stage is divided on three main aspects:

- The need to negotiate
- Agenda
- Procedure

8.2   The need to negotiate

In many cases this part is the most time consuming and complicated than others. The starting point between parties is to agreeing to negotiation. There are several factors that might affect the parties' willingness to enter to the negation process, timing of entry into negotiation and balance and fairness at the negotiating table. It all starts with own weaknesses and going up to the opponents' strength sides. Once negotiation has begun it is easier to reach the agreement rather than on an *agreeing* stage. To start negation both parties should have an

important common interest, in which both of them will benefit. In our situation case, might be the following: Avoiding civilian crisis or Conflict prevention during Civil crisis. The disaster sometimes might be inescapable if negotiations are not grasped and there is possible solution. This might involve the suggestion that negotiation of the dispute in question be linked to another in which the parties are also on opposite side, thus increasing the scope for trade-offs. (Berridge, 2010, 29.)

Negations are always worth a try, because many innocent people might suffer just because of misunderstandings nonsense. Diplomacy might produce solution to both sides, or at least suggestions to our constantly changing circumstances. In addition to this, what else might be important is timing. If the time is suitable negotiators always may refer to a dispute as it is ripe for the settlement. If the conflict has been long enough for the parties to explore a negotiated agreement, but not so long that the parties' willingness to engage in constructive dialogue has vanished. A mediator or facilitator can use questiong to help determine if each party is ready to seek a negotiated agreement. For example, a mediator may ask "At this point, is negotiation and option? If not, why? What would make negotiation a viable option? What are you current alternatives to negotiation?" (Agreeing to Negotiate, 2012). The questions might be a kick-off breaking moment for the negotiations because communication play the most important role in most of the aspects.

8.3 Agenda

After the theme of negotiations has been set up and conditions are propitious, it comes to agenda for talks. It not includes different points, but the main ones are order and agreeing what will be discussed. Essential to discuss beforehand in which order the negotiations will be held.
In an adversarial relationship, in particular, a proposed agenda might be 'prejudicial' rather than 'neutral' (Young, 1968, 378-80).
There are couple of reasons why agenda might be prejudicial. First reason is that it might indicate that one party has already conceded its vital point of substance. The next one is, that it could hand a propaganda victory to one side and the last one is that permission of the formal discussion has been given despite the fact, that other party might have initially refused to endorse some of the points. Order of agenda as well as theme could create difficulties, yet the significance of the order is slightly reduced if the early access to the agenda has been handled. (Berridge, 2010, 31-33.)

8.4 Procedure and around the table

As agenda has been agreed the final stage of prenegotiations is procedure. There are couple of points that has to be mentioned. Format of the negotiation, then venue, delegations and

timing. Mutual interests have to be covered during procedure as well as line of the logic behind every action. Proper procedure might improve proficiency and show professionalism of the activities. After that goes around the table stage.

If prenegotiations have been successfully conducted, then it goes to the "around the table" negotiations. This stage is more formal and there is more public awareness. First of all, negotiators are trying to agree on the formula stage. Good formula consists out of simplicity, comprehensiveness, balance and flexibility. All of those aspects are making sure that solutions to all major points of dispute is being promised. (Berridge, 2010, 44.)

The understanding of those solutions could be better, since grand strategy could also brind some clarity as to what kind of division of labor might emerge between sides. (EU Conflict Prevention and Crisis Management, 2011, 152). Since approaching step by step and clarifying everything should not cause any problems during the negotiation itself. The only misunderstanding could be, that someone disagrees with something. It causes difficulties for the follow-up, yet it might not be more complicated than prenegotiations. The most important is to establish a common language and give definitions to every term that has been said, so it would be as clear as possible for everyone. (Berridge, 2010, 52.)

Negotiation is generally a lengthy and laborious process, proceeding though different stages. There could be so much different follow-ups for each stage and step that might happen during negation, that it is basically impossible to cover all the aspects, but in the game, it is possible to write a script that summarize player activities and makes a decision on in same as in real life.

9   View of the game

Since the result of the GAP project supposed to be a game I have been constantly thinking about my contribution to it beside just information about the soft skills. After doing several amounts of research in the gaming sphere, I ended up with an idea that might be solution or at least a suggestion, what the game might look like. The role-play game. What is that? It is a simulation of events that occur in a certain world at a certain time. Its participants play their own characters, who will be themselves, guided by the character of their role and the inner beliefs of the character within the framework of the game realities. Individual and collective actions of the players constitute the plot of the game. As a rule, there are rules for conducting a role-playing game, which describes the scope of actions of players, their behaviour, simulation of game situations. The actions of the players are free improvisation within the chosen rules, and also determine the essence of the game and its result. By these means, the theme of the game could be absolutely anything, and its simulation might be changed at any time, in different variety. This is exactly what might happen during conflict prevention and peace building missions. Always changing surroundings and continuously incoming flow of the information to the brains cells should make you adapt and adopt for the realities.

Developers are doing storyline role-playing game and it is being monitored by a master or group of masters. Those group of masters will probably be the creators of the GAP project. The game world probably should be historical, authoring, or based on an already existing fictional world from a work of art, film or game. Role games are inextricably linked with the role community, as well as with historical reconstructions, historical fencing, archery and crossbow, bard and minstrel culture, historical dance, ballroom culture, cosplay, airsoft. Regularly there are various festivals and conventions devoted to the topic of the neighbourhood. They usually hold seminars on various issues, master classes on creating something or possessing something, announcements of forthcoming projects, bards and minstrels perform, costume competitions, etc. All those details are essential, in order to create a successful diplomatic game.

Doing the role game also will provide possibility for the different projects and future development of the GAP project itself as well as it will provide the future development of the project in terms of working force. Many other sectors have to be in touch to achieve success in creating a game. Game developers and programmers are required to join the project to create a game that will cover all needed aspects.

Constantly thinking about how is that possible to realise everything into the game, the solution came up. Since it has to be a game that probably does not require action from another player, the usage of virtual reality suits quite well.

10 Virtual reality implementation

Virtual reality, is a modern way which is used in many spheres, to get into the place where you want to. Basically, it is a world that is created by technical means, such as object and subjects, transmitted through senses, for example: sight, hearing, smell and others. Virtual reality simulates both impact and response to the impact. To create a convincing complex of sensations of reality a computer synthesis of the properties and reactions of virtual reality occurs in real time. The objects of virtual reality usually behave closely to the behavior of similar object of material reality. At that stage the support from other countries and their experiences are essential. The user of the virtual reality can act on these object in accordance with the real laws of physics such as gravity, water properties, and etc. Yet it could be even more that in real life, however in our case it is not going to be necessary. It is said that virtual reality might be confused with augmented, and it is good in our case, since it is possible to get deeply into the game.

To summarize everything about virtual reality, it brings a created world into the reality that could be used for everything. Bringing to the individuals practices of different spheres, enormous boost could be given to the people, who are about to improve their soft skills.

11   Guidelines

The guidelines for the game consists out of the 5 main points, and after each one there is a decision should be done. In the other hands it is the same as Deming cycle but more advanced one.
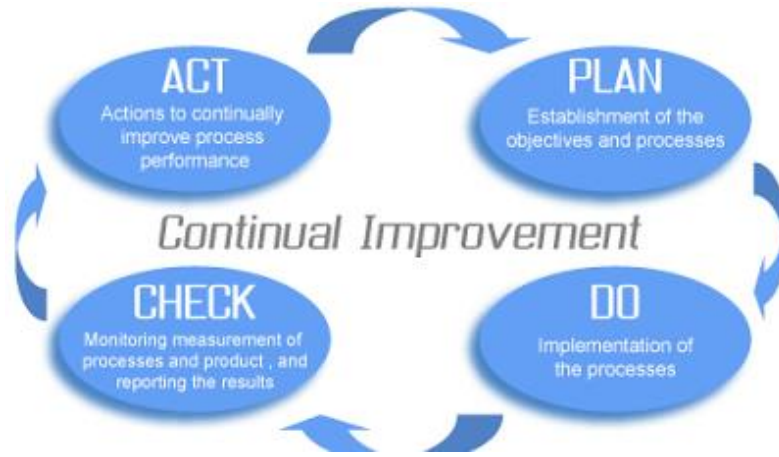

Figure 2

Deming cycle is mostly concentrated on establishing the objectives and then proceeding to improve as well as constantly monitoring them and then act. In our case it will be suitable when the game is ready and will be on its Alpha test or *pre-test stage*.

For our case, I tried to develop a figure and then explain step by step the meanings that stays behind. In general, there will be 5 aspects and after each one there must be done
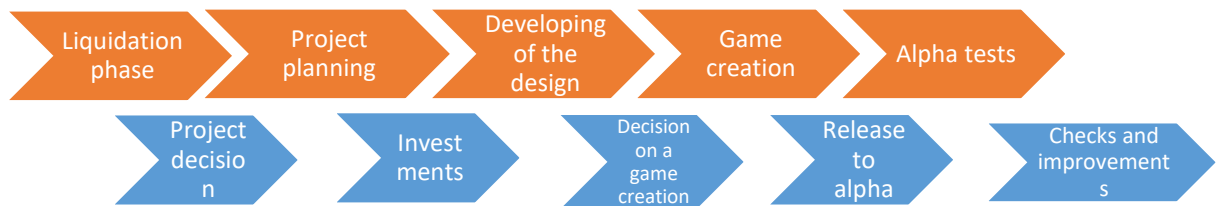

Figure 3

11.1   Liquidation phase

The first and the most important steps are always made at the beginning. At the liquidation phase we must find out how important the product will be to the costumers. Therefore, we must identify user's requirements and their desires about that possible game. Also, identification of the necessity of the project must be set up, such as describe the necessary premises

that game will have, examine variety of ideas and think of cost estimates. Based on all of those aspects report could be done to help to decide if it is worth an action or not. The budget statement could also be done which might include a preliminary construction program, a schedule and a cost and profitability estimates.

After everything is done there should be a decision made whether it is worth to take any action. Yet, it should be quite judgmental, because after this step of the guidelines there is no escape since it requires a lot of efforts to start a project and make it to the step of project planning.

11.2   Project planning

The project planning step probably will be one of the most time-consuming part besides the actual game creation. First steps into the project probably will be evaluation of the basis and needs of the project alternative implementation possibilities. Since we know what we want, yet in case of failure, there always should be plan B. To avoid a failure, during the project planning there must be a clear scope of the product and clear goals set up. The possible participants might take an action here and bring their own ideas about the look of the game and how they will proceed during the project itself as well as there should be a clear understanding to whom this game will be created. Developing a game is not an easy process, moreover the game will investigate and help peacebuilders to train their soft skills, there might be even more that diplomacy and negotiation as well.

During the project planning there should be an approximate budget created. Since somehow all of the expenses should be cover by someone. Probably, in this case it might be a good idea to ask governmental organization which are taking take of the security and diplomacy in common. Those ones which are looking into improvements of the peacebuilders soft skills and their future development.

11.3   Developing of the design

Designers of the game should be selected at the beginning of this phase. Producing different architectural, functional and technical solutions with cooperation of soft skills professionals and those who have already been on the peacebuilding missions, on the basis of the project plan and previous project plans. How everything will look like could be discussed on this phase as well. What kind of VR there will be and how it will work. How its players will be able to actually improve their skills thought VR. The design must help the player to feel the atmosphere which might be on an actual mission.

The actions could be taken from the History or professionals who have been recently on a mission. The start of the game could be from the prenegotiation step, when you are trying to identify the need to negotiate. There could be a couple of options into the game, which you

have to choose yourself, which will lead into another action. The script for game should be working always differently for every single scenario. An example of the multiple chose:

I will try to settle this thing on my own

I would like to take a look into agenda first

Do you think we will proceed further to "around the table"?

Such suggestions might appear after each scene in the game that will make you as a participant of the diplomacy. It goes to prenegotiation step and "around the table" step. A good game could be done if it is based on someone's experiences, since diplomacy is not changing that much. Examples could be taken from the past and used an example for the game. If you answer this / will chose that answer it will lead to those consequences. The part of negotiations which goes "after the table" is not included, because the decisions are being made within couple of days/weeks/months to proceed further in the real life. This phase must be designed as realistic as possible to give future peacekeeper the feeling of the action that might happened to him. As a main source for its design the information from interviews could be used and based on that the game mostly will look like quite realistic and as modern as possible, since the information from the interviews is valid up to date

After design development there should be a decision made whether to proceed on a game creation or go back to design development and project planning.

11.4   Game creation

The game creation phase mostly involving the actual development of the game. Everything begins with a contract made with game developers and goes to the *building phase*. During the game creation there must be strict monitoring by the game initiators or so to say, by the people who are ordering the product. Different meetings going to be held during this stage as well, since mostly like there will be changes done to the plan during game development. There are different technologies to apply, when we talk about VR and 3D modelling. The experts in this sphere mostly like will be hired to develop all the details according to the project plan.

After the game has been created there will be decision made on *releasing to the alpha tests*. It might be raw, since it is just an alpha test and there could be many problems, but that is not a problem. The idea is to release it and run to the alpha stage.

During alpha test, only customer and designer have access to the product. Before the usage of the game in the trainings, there should be fixes done, since mostly like there will be bugs and some other errors within the game and especially VR.

After alpha test, checks and improvements stage is taking action or in other words Deming cycle. To improve the game and establish stable connection between VR and the game itself, as well as continuously improve game content. The goal is to make sure that game works and it useful in terms of trainings.

11.5   Alpha test

During the alpha test the customer could familiarize with a product and ask for possible changes if it is required. The manufacturer is responsible for the game product, therefore alpha test could be canceled if customer is not satisfied with the results. A good example might be that, customer wanted that game will be educative but it ended up being casual and not supportive at all for the trainings, therefore after that starts check and improvements stage, where it is possible to correct all the mistakes and reach the project goal.

12   Conclusion

As a result, I think that VR could give and improvements to many spheres, since it has already been used in many of them. Soft skills development probably will go on a completely different stage with a usage of proper technology. Yet, it has not been tried or implemented into the subject that relates to the CPPB. By mixing two different spheres such as gaming and security, nowadays could be done something meaningful for the society. Listening interviews, I have realised that many of the peacekeepers are lack of training. Yet, the training might last couple of weeks, it is still now enough to be prepared for the actions. Virtual reality might give a boost for a preparation and change it on a completely different level. Since peacekeeper can try himself in action and since virtual reality give us a possibility to mix virtual world and the real one, it is quite easy to believe that you are on a mission or taking a part of negotiations process. There could more than just diplomacy made though virtual reality. The idea is to develop a game which might improve current trainings of soft skills in the sphere of peacebuilding and conflict prevention. By the usage of the diplomacy and every step of it, the peacekeepers could benefit from the game, by improving their soft skills and being more prepared for the actions that might take a place in real life.

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Appendices

Questions of the survey.

60 people have taken participation in this survey. Results of the survey will be written as a paragraph.
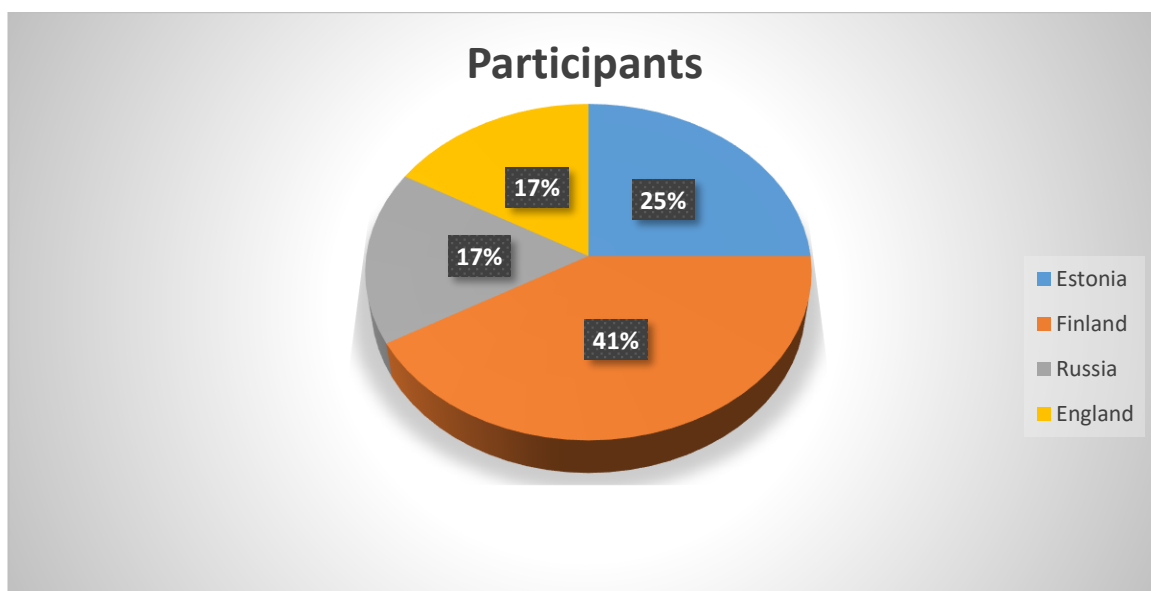
1. Have you ever heard about the peacekeepers and their missions?
2. Do you think peacekeeping missions are important?
3. How relevant is the training for the peacekeeping missions?
4. What kind of preparation they are doing?
5. How long does one mission last?
6. How important is cultural awareness?
7. Can language barrier be issue?
8. What kind of *living* problems do you think might appear during the peacebuilding mission?
9. How does peacekeeper cooperate with others?
10. How to become a peacekeeper?