



COMMUNICATION IS THE KEY

HELP YOUR PEOPLE COMMUNICATE

...send them down the Dog & Duck!

A popular, effective exercise
for bringing absolutely key
lessons out into the open.

KEY POINTS

SKILL FOCUS:

- Planning communications
- Choosing the right medium
- Clarity
- Objectives & priorities
- Listening & empathy

NUMBERS: • Two teams,
with up to
6 delegates per team

TARGET AUDIENCE:

Suitable for all, as an introduction
or as a refresher

TIMING:

About 2 hours

PACK CONTENTS:

- Trainer's guide
- Briefing folders
- CD ROM or floppy
- OHPs
- Pub maps
- Coloured maps



SUMMARY

This dynamic exercise sets the scene for bringing out a huge number of points about teamwork and communication. It stresses the point that people need to be much more proactive in their communications with other colleagues and departments. They need to think hard about written messages, especially email and they need to plan thoroughly if they want meetings to be productive.

Participants work in two separate teams. Each has a special map, showing a number of Pubs, and a six-page briefing folder, describing all the aspects of the task. Broadly speaking – this revolves around the collection of bottles and water from the pubs.

The teams' combined objective is simply to plan routes as effectively as possible to achieve the best outcome. Sounds straightforward but unfortunately, neither team knows what the other is doing – so communication is vital - but the communication channels available to them are somewhat limited.

To add to the confusion each team has the other team's flag so an additional task is to exchange full design details so they can each draw accurate replicas.

To gain top scores, one point is never in doubt, Communication is the Key!

COMMUNICATION IS THE KEY

HOW IT WORKS

- 1 Teams can communicate with one another in two ways:
 - by sending emails (single computer required)
 - by holding meetings
- 2 Teams can send any number of (simulated) emails. They simply type their message into the computer, placed between the two teams, for the other team to access. A symbol tells them when they have mail.
- 3 The message is then displayed on the screen for just 15 seconds, then it disappears forever (but 15 seconds is a long time!). Teams should realise that it is better to use email for certain aspects of the task - such as sending messages about the flag or for planning the route.
- 4 Teams cannot meet for the first 30 minutes; after which they can meet once in every half hour. Meetings can last only five minutes and only one person from each team can be speaker. The other members of the team can attend but remain silent, nor can they take maps, pencils or documentation of any kind to the meetings.
- 5 Good teams will set agendas via email prior to the meetings and hold constructive well-planned meetings. Poorer teams will arrive not knowing what they are going to discuss and it may be that one team arrives with their head full of, say, flag details and the other with information about routes. These meetings tend to be short and unproductive!

THE SECRET

Most teams make assumptions about the task of the other team.

Often at the end of the exercise teams still do not realise that while their task was to collect water, the other team was tasked with collecting empty bottles. This is often the reason for low scores - one team pouring water away (to take the empties) but unwittingly leaving the other team without the water to collect!

Further confusions arises from failing to realise teams have different start points, different start times and different travel speeds!

...all of which are avoidable by clear, open communication!

KEY FEATURE

It is the teams' joint score that counts. Success depends on co-operation between the teams.

If all objectives are to be met then teams must share information and ideas and work together for a win win outcome.

All too often competition takes over and teams attempt to do the best for themselves without taking others into consideration.

RECENT PURCHASERS HAVE INCLUDED ...

- AstraZeneca
Colonial Financial Services Hyatt International USA Rentokil Initial
- Kingfisher Housing Association
- Leicestershire & Rutland Healthcare Trust
RBJ Mining
- Scientific Research Council
- Southampton Institute

Price: £495 (plus delivery and VAT).

TO ORDER

please contact:

IOL (UK) Limited

t: 01884 821870

f: 01884 829168

email: info@iol-uk.co.uk

www.iol-uk.co.uk