

Supply Chain

Team Building Event



Creating Transformational Experiences
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Supply Chain

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Be Legendary

Introduction to Be Legendary and www.BuildingTeams.com

Be Legendary was founded to help organizations build successful teams through individual discovery and experience.

A real team requires many attributes to be successfully implemented:

- Common Goals
- Leading and Leadership
- Communication
- Trust
- Accountability
- Problem Solving
- Decision Making

As a company, we focus on every aspect of a 'real' team. We have developed 'team building' products and workshops to help your team successfully implement the attributes we have listed above.

We have created these products to be as easy as possible to run and still achieve your desired outcomes. You could have purchased, or may own, any number of books on team building activities with hundreds

If you are like most of our customers, after looking through the team building activity book, you are wringing your hands and wondering,

'Which one of these activities is ACTUALLY going to work!?'

We are here to help.

You did not simply purchase this activity, you purchased our professional expertise. You can call and speak with any one of our facilitators about your specific needs, your group and your environment to make sure this event is going to work for you and how to possibly tailor it to fit your group.

Many times, we all simply need to talk to someone and be reassured that the activity IS going to work. We are more than happy to talk you through the activity as many times as necessary.

This the same approach we take with our workshops so you may want to consider giving us a call for your next workshop, event, retreat, meeting or conference and find out how we can help you.

Make it a great day!

Be Legendary Facilitative Staff.

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Complete Instructions to Run a Successful Event



Purpose

The purpose of this exercise is to physically demonstrate the metaphor that every member of a team or group is an important “link in the chain”.

This event is also a good way to examine individual team member’s sense of value and accountability to their team.



Length of Exercise and Short Agenda

Total time is roughly 30 to 45 minutes and should not exceed 60 minutes. This depends largely upon how quickly your group accomplishes the task and how much discussion is generated.

- 5 Min. Introduce Activity & Cover Ground Rules, if any
- 15 Min. Activity
- 20 Min. Group Discussion
- 5 Min. Wrap up and Set Expectations – Miracle 10%

The discussion is the most important piece of this agenda as that is where the knowledge learned in the activity is transferred back to life, work, etc.



Safety Tips

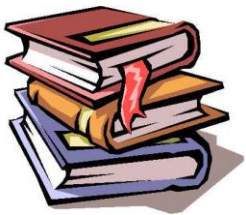
No sword-fighting!

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- 16 Supply Chains
- 6 Small marbles
- 2 Marble receptacles

Equipment You Will Need



Storyline

You are all workers in a gumball factory. If you are going to meet the holiday rush and get your Christmas bonus, you need to cut our production time.

Each step in gumball production is important and can not be eliminated. You must move the gumballs from the loading dock (receptacle) through the stages of production (Supply Chain) and to the other loading dock as quickly as possible.

If a gumball falls and touches the floor, it cannot be sold – return it to the loading dock.

If any person touches a gumball, it is contaminated and cannot be sold.

After a short staff meeting to discuss production, start the gumball production.



Setup

1. Place the receptacles 15 – 30 feet apart and put the six marbles in one receptacle. Place the Supply Chain on the ground in a pile for the team to use when it is ready.
2. The group must transport the marbles from one receptacle to the other, using only the Supply Chain, and without physically touching the marbles.
3. Each member of the team must be responsible for a

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- link and each ball must pass through each person's link before it can be placed in the end receptacle.
4. People cannot move their feet if a marble is touching their track.
 5. If the marble touches the ground or anything other than the link in the process (including bouncing out of the second receptacle), the ball must be returned to the original receptacle.
 6. The team will have 15 minutes.
-



Variations

- For a more difficult version, don't allow the Supply Chain to touch together when transferring the marbles.
 - Allow each participant to use only one hand.
 - Use a lighter object (bead, bean, etc.) or heavier object (small steel ball).
 - Have them share a track with a partner.
 - Put the team on silence or blindfold one or more of the members.
 - Put the tracks very close together. Surprisingly, this can make the task more difficult as everyone is bunched together.
 - You have two choices:
 1. How quickly can you produce 6 "gumballs"?,
or
 2. How many can you produce in 15 minutes?We prefer the second because it allows you to ask the group to set a goal before they begin. They almost always over-estimate how many they can produce.
 - A last fun test would be to see how quickly the group can move one marble through the entire production and time it to see if they can improve. Continue to make the process as fast as possible without skipping any steps – great for any process oriented company like manufacturing.
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Dynamics to Watch For:

- How the group takes an idea and puts into action.
 - Is each person following the rules, or are they cheating in small ways to not stop production?
 - Some group norms that are getting in the way of them reaching maximum production and enjoyment.
 - Watch for frustration levels and some team members becoming disassociated with the process.
 - Watch to see how the group responds to a dropped marble.
-



Questions for Group Discussion

1. What qualities do you feel your team needed to be successful and where could you use those same qualities?
 2. Did you agree on a start to finish detailed plan? If so, did you follow it?
 3. Did it the plan work? If not, what was at fault when it did not work?
 4. What did you do to compensate?
 5. Was communication excellent, good, okay, or bad? Could it have been better? If so, how?
 6. How did it feel when someone dropped a ball and what did you notice about the team's reaction to a drop?
 7. Do you see any correlations between this activity and what the group faces on a regular basis?
-



Tips and Tricks from Our Professional Facilitators

- Comparing the different structures the group uses (circles, lines, etc) to work and asking them if they see any similarities is always interesting.
 - This activity is great to help participants be creative within a structured system. How can we make our process, with all the necessary steps, better or faster or more streamlined, etc.
-

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Facilitative Tools

The key to a good facilitation is to let the group discover the learning that is appropriate. As the facilitator, do not try to manipulate the questioning to get the group to discover what YOU feel is important.

Below are some tools to help you in your questioning to help the group discover their own learning without manipulating the conversation.

Maintenance Tools

Throw-Back:

Team Member:

"How can we possibly get through this obstacle?"

Facilitator:

"If it was possible, what would need to happen?"

Share Observations:

Facilitator:

"It is very quiet. What does the silence mean?"

Facilitator:

"It seems that not everyone is actively participating. Is there a reason for this?"

Review Group Agreements:

It is very important to review when the group becomes disinterested, when rule violations are occurring without thought, and if the group is attacking each other personally.

Facilitator: *"Remember the ground rules we discussed as we begin to talk about this event."* (If there are any)

Check-In:

If a group is really struggling or people are becoming very frustrated, interrupt the activity and ask:

"So what are you doing right now that is working?"

"What is not working? Why?"

Accept/Legitimize/Deal With or Defer:

Create a safe environment for participation by:

- Responding neutrally to a speaker whose ideas are "out of synch" with others in the group
- Legitimize his or her contribution
- Agree together how to move forward

Facilitator:

"You're not convinced we're not getting anywhere? That's OK, you may be right. Would you be willing to hang on for fifteen more minutes and see what happens? Yes? Thanks."

Facilitator:

"The issue you just raised sounds like an important one to you. Can we finish debriefing this event, before we move on to discuss your issue?"

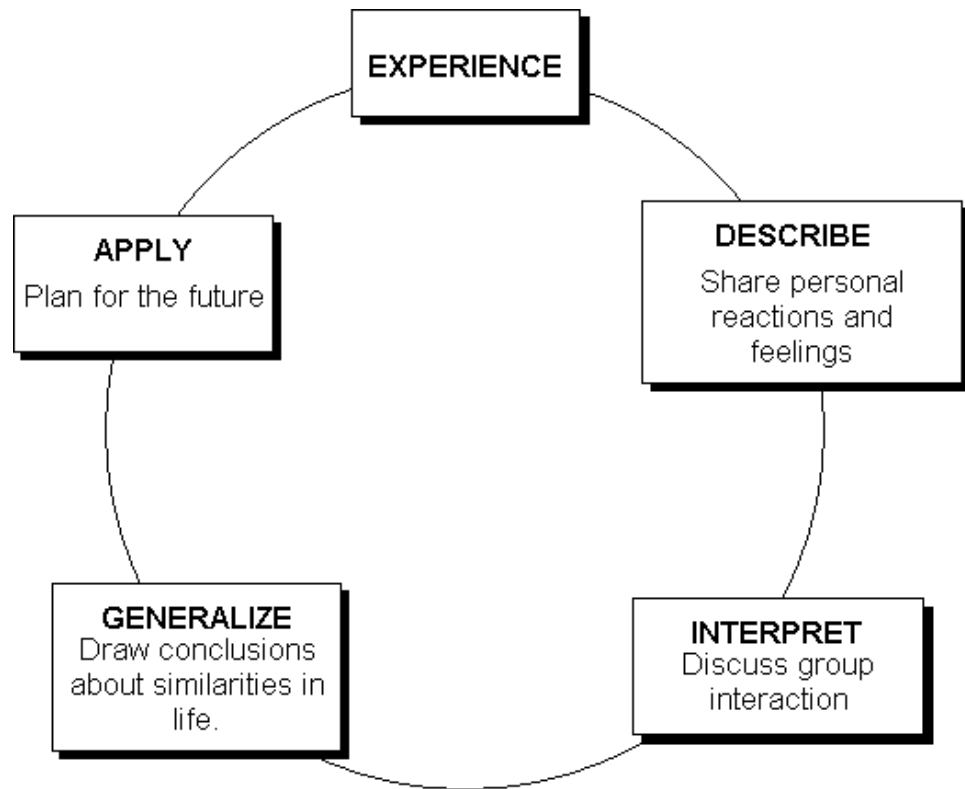
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Clarity Tools

	When You Hear:	Respond With:
Universals	All Every Never	"All?" "Every?" "Never?"
Rules	Should Shouldn't Must Can't	"What would happen if...?": "What causes or prevents...?" "Must?" "Can't?"
Non-Specific Verbs		"How specifically?"
Non-Specific Nouns	We It	"Who specifically?" "What specifically?"
Quantifiers	Too Much Too Many Too Expensive	"Compared to what?"
Statements	I Don't Know That Is Impossible	"Well, if you did know, ..." "If it were possible, what would need to happen?"

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Learning Cycle Stages



1975 Annual Handbook for Group Facilitators, University Associates

Stage 1: Experience

The experience forms the basis for the rest of the cycle. A structured activity, new game, or community service project can all be good experiences from which to draw learning.

Stage 2: Describe

In this stage, the facilitator asks the participants about their feelings and reactions to the experience. The focus in this stage is on the individuals' feelings and experiences. Ask questions such as:

"How did you feel?"

"What did you do?"

"What happened to you?"

Stage 3: Interpret

In this stage, participants discuss what went on between group members during the exercise. To process individual reactions into collective ideas, good questions to ask include:

"Why do you feel the way you do? "

"What caused that particular result or feeling? "

Stage 4: Generalize

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In this stage, the group generalizes from this experience to see how it might be reflected in other areas of their lives. Participants are asked to focus on situations in their personal or work lives that are similar to those in the activity. The task is to identify similarities and state principles that they can apply to other situations. Some questions that could be asked are:

"What did you learn from the experience?"

"What other similar situations have you experienced?"

"How does this relate to your work life?"

Stage 5: Apply

Finally, participants can decide on a course of action for the future. As a facilitator, ask questions such as:

"What do you want to remember from this experience?"

"What would you do differently in a similar situation?"

The Miracle 10% - One Idea for Closure

The Miracle 10%

This is quite possibly the easiest method of participant buy-in for change we have in our arsenal.

In front of the group simply ask:

"Who feels they cannot improve <insert topic, i.e. communication> 10%?"

99.9% of the time, everyone will raise their hand. (This is not saying that the same people are not trying as hard as they can. Many are giving the 100% effort, but that does not mean they cannot improve. Sometimes you need to make the distinction.)

"Does everyone agree that improving 10% is a reasonable goal?"

Everyone will agree. After all we are not asking for a HUGE change, just a small one.

"There are 'X' (i.e. 15 in the workshop) number of you here. So if each person improved 10% that is a 150% improvement. What would work be like with that improvement? How much better would our communication be? (Open up for discussion and create a specific list)

"So it sounds like everyone agrees that with just a small effort to improve from each person, we would all be much happier."

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“Each person will be responsible for their own improvement. You will each need to hold yourself accountable.”

Set the right expectation.

“We all agree 10% improvement is a reasonable goal but I want you to think for just a moment what that REALLY means.”

“After we leave today, we will be expecting to see a difference in <insert topic>. But a 10% improvement means that 9 times out of 10, you will see me (use yourself as an example) doing the same old crap I always did.”

“And the one time I actually do the right thing, you may not be around. So you may see me do the same old crap 15 or 20 times before you actually see me improving. It is important to have trust in me and the fact that I have agreed to work on improving and that I am consciously doing so.”

“Each person here must have that expectation and when you do see the right change, make every effort to point it out to the person who did it and to everyone else. It is hard to become tired of praise, regardless of how well you handle it.”

At the end of the workshop, you can have everyone spend 15 minutes and write out how they will improve the 10%. Not simply “improve communication” or something generic, but the behaviors that will improve communication.

For example, **“I will focus on and listen to what the other person is saying and not on how I will respond”**.

Help them drill it down until they have something that they can act upon every single day.