



The Project.

“Make as many of the facets of communication tangible!” That was the goal of our designers when developing this learning scenario. Listening, moderating, adapting to others, developing a common vocabulary, whilst having fun.

How It's Done.

The delegates are handed pieces of an octagonal shape. The outer edges of these pieces have a printed symbol on them. Each symbol has a matching counterpart on the outer edge of another piece, all together making up the complete shape. The goal is to put this eight-sided shape together and put it all down at once on the table with the printed side underneath. However, the symbols on each person's pieces must be kept hidden.

The key to solving this task is successful, targeted communication, describing the symbols with the appropriate words so that the matching counterpart can be found. But how exactly can the

team describe their own take on reality, their own perspective?

In this exciting phase, good self-organisation and moderation are particularly called for. When the correct matching counterparts have been found, the form can be placed down on the table in one complete form.

And then the tension really rises... Has the group done a good job? Soon all will be revealed. With the aid of a magnetic plate, the trainer turns over the complete, form and the group gets to see the result of their own 'communication'.

Delegates (min / opt /max): 8 / 16 / 16

Time (w/o debriefing): 20 - 40 minutes

Space requirements: at least 30 m² and a table of at least 0.8 m x 0.8 m



Topics and Outcomes.

Communication training: sender/receiver issues, active listening, meta-communication, persuasion, and many others.

Teamwork: developing a common vocabulary, agreeing on interfaces, feedback process, motivation.

Customer orientation: speaking the customer's vocabulary, needs analysis, seeing the customer's 'map'.

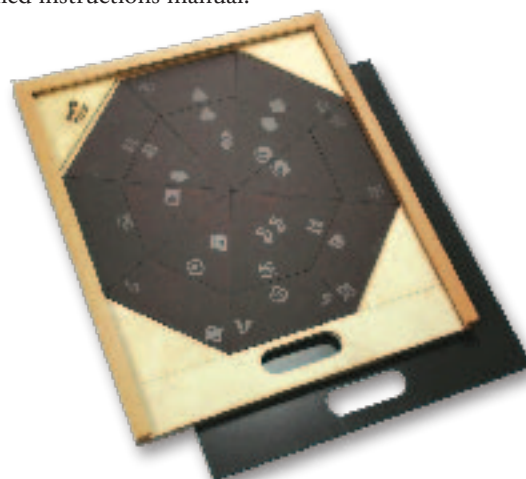
Systemic thinking and acting: self-organisation

Solving conflicts: dealing with misunderstanding

Moderation training: interim summaries, getting the overview, maintaining discipline in discussions

Wordplay

Contents: 16 magnetised plastic shapes, 1 metal plate, 1 detailed instructions manual.



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