

Exercise List (Alphabetical)

Active Listening Game/ Active Listening Lite

Exercise: Participants test the effects of not listening at all and listening actively on their partner's ability to communicate with them

A simple, effective introduction to active listening and how to do it

Advocacy and Inquiry

Exercise: Participants demonstrate their behaviour in a conflict situation and are provided with an alternative approach to improve resolution.

An effective means of communicating without losing rapport or creating tension and conflict

Advocacy and Inquiry 360°

Exercise: Participants demonstrate their behaviour in a conflict situation and are provided with an alternative approach to improve resolution in 360° feedback situations.

An effective means of communicating without losing rapport or creating tension and conflict

Alien for Dinner

Exercise: Participants question some of humanity's social norms and regulations in the guise of an alien at a dinner party seeking to understand why people do the things they do.

Provides an opportunity for participants to challenge the way things are and find alternative solutions.

Anderson v Brownlow - BATNA & WATNA Exercise

Task: Pairs of participants negotiate over vacant land adjoining their property in a classic game of winners and losers (see Anderson v Brownlow Game) and then in groups work out the Best and Worst Alternatives To a Negotiated Agreement for each party.

A great way to lead on from the negotiation skills role play and identify one of the key issues that lead to successful or disastrous negotiations

BATNA Exercise

Exercise: Participants recall a recent failed negotiation and work out what their BATNA (Best Alternative To a Negotiated Agreement) really was and how understanding that could have helped in the discussion

A challenge to participants to understand the importance of working out their best alternative before entering the negotiation.

Belbin Communication Challenge

Exercise: Divide participants into four complementary Belbin Team Type groups and ask them to write out the key points they would use to enroll each of the 3 other groups in taking on an onerous task.

A challenge to participants to understand what motivates others

Belbin Team Types

Exercise: Participants complete the Belbin Team Type Preference questionnaire

Identifies participants team role preferences.

Belbin Team Types Exercise

Exercise: Participants in their Belbin Team Type groups state their own types preferences and how they react and behave in given situations

An illuminating exercise which contrasts the way in which the Belbin Team types view the world. A frequent eye-opener for participants providing tools for communicating with others.

James Bond Trivia Quiz

Exercise: Participants participate in one of WorldGAMES Trivia Quizzes with a James Bond theme.

A great way to fill unproductive time or present prior to a training to see who cooperates and who works alone.

Bond Punchline Introductions

Exercise: Teams of participants watch James Bond video clips of some famous 007 one-liners and then introduce themselves to the others with their own. The whole team must then compile and present the best one-liner to complete another movie clip.

A fun introduction exercise with teamwork aspects.

Bridge Climb

Task: Participants climb the Sydney Harbour Bridge on an official tour and then complete a debrief sheet that highlights their achievement and what they can learn from it that relates to their business performance.

A wonderful metaphor for aiming high and getting to the top.

Building Rapport

Task: Participants learn and practice 3 key areas and 18 top tips for building rapport

Simple but effective ways to get “in tune” with others and give them a feeling that you really care about them.

Cat With a Fish

Exercise: Participants write down, on a paper fish and in feline terms, a conflict within the workplace involving them and that is unresolved. Participants then place their fish in a bowl. Groups of participants draw the fish randomly and flipchart feline suggestions of ways to resolve the issue

A powerful way of depersonalising internal workplace conflict and providing lateral opportunities for resolution in situations where *Dog With a Bone* is inappropriate.

Chunking Up, Chunking Down

Task: Participants learn to move simply and easily from big picture to detail and back again.

A great way to build flexibility of approach and thinking.

Company Logo Exercise

Exercise: Groups of participants draw two company logos, one depicting how the company really is now and the other depicting its aspirations

Demonstration of the power of imagery in creating or supporting the behaviour and corporate culture. Also clearly identifies the gap between current reality and desired state.

Complaints Exercise

Exercise: Individual participants analyse the case study company complaints statistics in a pen and paper exercise designed to test their ability to see patterns in numbers and draw appropriate conclusions from what they see.

Demonstrates the ability to see behind the numbers.

Customer Word Association

Exercise: Participants record 10 words they associate with “customers” and then find any common words on their team

Illustrates the different meanings and associations people have about customers and whether there are any negatives that need to be dealt with in the group.

Depreciation Exercise

Accounting Exercise: A simple, effective method of introducing depreciation principles that is fun to play.

Teams of participants complete the depreciation chart as if they were a corporation.

DISC Communication Challenge

Exercise: Divide participants into their disc profile groups and ask them to write out the key points they would use to enroll each of the 3 other groups in taking on an onerous task.

A challenge to participants to understand what motivates others.

DISC in Five Minutes

Exercise: Participants complete the CRN mini-DISC evaluation

A simple, non-labeling way to identify the likely DISC personality profiles of participants

DiSC Pairs Exercise

Exercise: Participants role play all 4 DiSC personality types in different conflict scenarios in pairs

Provides a first hand experience of what it is like to tap into the four DiSC types.

DISC 4 Quadrant Exercise

Exercise: Participants state their own personality profile's preferences and how they react and behave in given situations

An illuminating exercise which contrasts the way in which the four DISC quadrant personality types view the world. A frequent eye-opener for participants that provides tools for communicating with others.

Diversity Exercise and Valuing Diversity Exercise

Exercise: Participants complete the Diversity Exercise sheet, listing all the ways people are different. Facilitator flipcharts the results and segregates those that are important from those that are in reality superficial, yet are the ones we tend to judge others by. In teams, participants agree on the benefits of each aspect of diversity to the team.

Draws out many more ways that individuals differ from one another and puts the traditional prejudices into context

Dog With a Bone

Exercise: Participants write down, on a paper bone and in canine terms, a conflict within the workplace involving them and that is unresolved. Participants then place their bone in a dog bowl. Groups of participants draw the bones randomly and flipchart canine suggestions of ways to resolve the issue

A powerful way of depersonalising internal workplace conflict and providing lateral opportunities for resolution

Endangered Species Trivia Quiz (I and II)

Exercise: Participants participate in a Trivia Quiz based on the Endangered Species around the World.

An excellent “filler” when participants are waiting for the next event to start, or when there is a lull in a program.

Expanding the Pie in Stuck Negotiations

Exercise: Participants learn a technique for resolving conflict in stuck negotiations and test it out on their table teams

Illustrates how to get negotiations that are stuck over division of the “pie” moving again by adding something to the pie of value to the other party.

Family Business

Accounting Exercise: A series of exercises based around the Steady and Careless family businesses that look at the organisation, accounting, systems procedures and budgeting processes required in real commercial life but from a more simple perspective that allows for ease of participant comprehension.

Teams of participants complete exercises for two different family businesses as if they were larger corporations.

Feedback Exercise

Exercise: Participants roll play giving and receiving feedback and are provided with an alternative approach to improve resolution in feedback situations.

An effective means of getting the feedback outcome desired - communicating without losing rapport or creating tension and conflict

Feedback Rules 360°

Exercise: Participants demonstrate their behaviour when giving and receiving feedback and are provided with an alternative approach to improve resolution in 360° feedback situations.

An effective means of getting the feedback outcome desired - communicating without losing rapport or creating tension and conflict.

Financial Statements Exercise

Task: Small teams of participants take the financial statements of two branches in a case study company, one performing well and the other badly, and analyse the differences between the two. (Can be customised to client's business)

A very effective way of drawing out the profit drivers for any business.

Find Someone With ...

Exercise: Participants find someone in the room with the same colour hair, then clothes etc. as a way of introducing themselves to each other in a fun and active manner

An excellent icebreaker and introduction exercise. Good for expanding comfort zone or setting a training environment as fun/experimental....

Future Company 2020

Imagine what your organisation will be like in 2020 - how different from now.

Exercise: An introspective workshop on the future of the organisation, the opportunities, the barriers to be overcome, the potential new alliances and partnerships, the client of the future, the workplace of the future, beyond Cyberspace.

Groups of participants choose an area they would most like to work on and collectively design their view of the future and what it will take to attain success in a changeable future.

Going to the Lake

Exercise: Facilitator guides participants to think of the one place they can recall as being completely peaceful, harmonious and where they feel untouched by problems.

Illustrates the value of having a place to visualise when negotiations get emotional. A way of maintaining the power that is lost as one's emotion gets in the way

Good News Week Review

Exercise: A very effective empowering completion exercise to any training which is fun to play. Participants put on their own review of what they have learned, following the format of the TV series with little or no help from the venue or the facilitators.

They must choose their own acts, stage-manage the event and find all of the resources they are going to need.

Greatest Fears

Exercise: Facilitator flipcharts participants' greatest fears and those from a broadly based study - compares physical threats and mental concerns.

Illustrates the value of fear and how it is often misplaced in modern society.

Greatest Leader

Exercise: Participants recall the greatest leader they have ever experienced and reflect on what made them such a great leader.

Draws the attributes of great leaders from participants to provide an anchor and ownership of the qualities they will need themselves to perform as effective leaders and asks them to demonstrate the results.

Greatest Speaker

Exercise: Participants recall the greatest speaker they have ever experienced and reflect on what made them such a great orator. (Or watch the video of Martin Luther King's "I have a dream" speech.)

Draws the attributes of great speakers from participants to provide an anchor and ownership of the qualities they will need themselves to perform as effective communicators and asks them to demonstrate the results

Greatest Team

Exercise: Participants recall the greatest team they have ever experienced and reflect on what made them such a great team

Draws the attributes of great teams from participants to provide an anchor and ownership of the qualities they will need themselves to perform in an effective team and asks them to demonstrate the results

Heavy Hands

Exercise: Participants shut their eyes and imagine a helium balloon attached to one hand and a very heavy book resting in the other. With the help of a few simple suggestions, participants' subconscious minds reacts as if the opposing forces were real.

A very visual demonstration of the power of the subconscious mind.

Hooked Up

Task: Small teams of participants watch the scene from *Hook* where Captain Hook has kidnapped Peter Pan's children and has them in a cargo net. Teams must then flipchart the options available to Pan in order to save his children.

A simple lateral thinking exercise that illustrates how emotion can limit options.

Hot Topics Exercise

Exercise: A simple, effective exercise that allows participants to choose their own hot topic, within the program context, and explore the options for overcoming barriers or setting action plans together with like minded people.

A good exercise for setting vision or reflecting on what it will take to achieve it.

If I Was In Your Shoes ...

Exercise: Participants try to put themselves in the position of the person they are interacting with and answer questions about how their words and actions may be viewed by the recipient.

A good opportunity for insight into participants' own behaviour and ability to empathise.

Improbable Outcomes

Task: Small teams of participants watch the video of *Lost World*, the Jurassic Park sequel, where the trailer is pushed over the cliff and the team escapes as it falls around them. The team then flipcharts all of the improbabilities in the film clip.

A fun way for participants to expand their awareness of what they see.

In Your Space

Exercise: Pairs of participants test and contrast two methods as a means of resolution.

A simple, effective exercise that demonstrates the effect of working with, or violating, peoples' spatial boundaries and using this knowledge to enhance cooperative problem solving.

Insolvency Exercise

Accounting Exercise: A simple but effective exercise which is informative. Participant teams identify the real issues around insolvent trading.

An easy way to comprehend a difficult subject.

Investor Exercise

Task: Participants make a decision on where to invest \$10 m for 10 years to obtain the best returns from a range of investment options with a minimum of information.

Draws out the difference in investment returns required to compensate for the element of risk.

I Statements Exercise

Exercise: Participants learn to express their emotions cleanly and without blaming others

A simple but powerful way to express feelings so that others can hear.

Italian or Chinese Exercise

Exercise: Participants resolve the issue of where to eat when two friends want to have different dinners.

Shows the subtle but critical difference between compromise and resolution

Mapping The Conflict

Exercise: Participants learn to use a simple but powerful Conflict Resolution tool

Provides participants with a emotion-free map of the conflict that enables all points of view to be seen in perspective and lead to resolution

Matching & Mirroring

Exercise: Participants match each other's physiology while listening and talking to better understand each other and build rapport.

A very simple exercise that demonstrates how adopting another person's physiology can create a feeling of togetherness.

Middle Family Accounting Exercise

Task: Participants take a typical Australian Household's figures and convert them into a simple set of accounts.

A short, hands-on demonstration of the constituent parts of a set of financial reports.

Middle Family Budgeting Exercise

Task: Participants take a typical Australian Household's figures and convert them into a simple set of budgets.

A short, hands-on demonstration of budgeting.

Middle Family Reforecasts Exercise

Task: Participants take a typical Australian Household's figures and reforecast budgets in line with actual experiences and planned actions.

Monty Python Olympics

Exercise: Teams watch the skit on the Monty Python Olympics - 100 metres sprint for those with no sense of direction, marathon for the incontinent, 100 metres freestyle for non-swimmers - (or have the events described to them) and must invent their own Olympic event that best depicts their own team, division or organisation.

A simple, fun but powerful way to draw out the strengths and pitfalls of the organisation.

Noah's Ark

Exercise: Participants write down the name of a species of animal they most admire and are then lead by a short series of written questions to find the similar qualities in themselves that lead them to this choice. A great way to engage a personally powerful state.

A simple but powerful exercise that demonstrates internal choice and power.

Nuts Exercise

Exercise: In small groups on presenter must talk for 3 minutes on a topic they receive when the clock starts. The other group members "help you" by giving feedback during the presentation - encouragement if it's good and throwing paper if it isn't.

A presentation exercise designed to encourage spontaneity and resilience in the face of feedback. A key to the success of this exercise is that the feedback is off putting in a structured and "safe" way which allows participants to build a strong self reference.

Official Business

Exercise: Participants role play different conflict scenarios in teams of 3 or 4

Tests communication and conflict resolution skills and the ability to observe and coach others

Official Telephone Business

Exercise: Role play different telephone communication conflict scenarios in teams of 3

Tests communication and conflict resolution skills as they apply to telephone conversations and the ability to observe and coach others

Our Olympics

Exercise: A great follow up to Monty Python Olympics. Teams agree on the actual Olympic event or experience that most inspires them and illustrates the culture they desire for their own workplace.

A simple, fun but powerful way to draw out the desired culture for the team or organisation.

Parent Line

Exercise: Participants write down the occupation of one of their parents or grandparents and place them in a bucket. Whoever draws that occupation must guess who the writer is.

Tests assumptions and judgments in a new group. A good introduction exercise.

Personal Action Planning Exercise

Exercise: Plan action to reduce or completely overcome the identified barriers

What are participants going to do differently on their return to the office? What is the one thing they can do that will have a positive impact, no matter how small?

PERT Exercise

Exercise: Participants learn the fundamentals of the Performance Evaluation Review Technique and experience how it works in practice by planning a dinner party.

A fun, accelerated learning way to discover and understand how operate a powerful planning tool.

Pet Names

Exercise: Participants think of the name of a pet animal they would most like to have for themselves and then find the qualities in themselves that lead them to this choice.

A simple but powerful exercise in self-awareness.

Phone Exercises

see Telephone....

Planet Of the Apes

Exercise: Participants watch a video clip from the original film *Planet of the Apes* and then reflect on what would be important enough to make them go on such a one-way venture and what would be important enough for them to remain.

A powerful self-reflection exercise which can be used to compare and contrast what is important with what participants are doing.

Power Triangle Role Plays

Exercise: Participants role play different scenario from the position of “intimidator”, “rescuer” and “victim”

A powerful way to understand how self and others operate

Power Triangle Role Plays II

Exercise: Participants role play alternative scenario for cultures where the Christmas Party approach is not appropriate from the position of “intimidator”, “rescuer” and “victim”

A powerful way to understand how self and others operate

Presentations Exercise

Exercise: Participants prepare and deliver a 5 minute presentation on an environmental topic selected at random

Tests participants ability to present powerfully and analytically to a group

Pressure Cooker Exercise

Task: Small teams of participants discuss, agree and write out on their pressure cooker logos their most frustrating causes of pressure. Each pressure cooker is placed on a flipchart and handed to another team who brainstorm solutions. Flipcharts are worked for as long as it takes to identify multiple solutions.

Identifying, communicating and overcoming the key barriers to pressure management and improved business performance.

Product Knowledge Exercise

Exercise: Teams of participants, in competition with each other, answer a light-hearted, but seriously intentioned, product quiz against the clock using pamphlets, manuals, guides, computer-based information and text books to help them.

An exercise in both teamwork, product knowledge reinforcement and where to find it.

Proverbial Charades

Exercise: Participants use charades to discover a well know proverb.

An illustration of body language in operation.

Red Dot Exercise

Exercise: Use the red dots provided to vote for the biggest barriers to performance

Prioritising barriers to performance confronting this group and how to overcome them. This session will also provide the priorities for planning action

Ring Tale

Exercise: Participants draw a phrase from the bucket and stand in a team circle. When it comes to their turn they have one minute to continue the story from the previous team member and weave their phrase into that story.

A fun way to meet a new group and test communication and presentation skills at the same time.

Safety Exercise (Fact Finding)

Exercise: Participants are given a jumble of information and must make conclusions based on the facts given. The conclusions are then to be presented in an articulate and coherent form.

An exercise which provides a number of points which can be assessed - presentation, reasoning, data analysis and explanation.

Sentence Line

Exercise: Participants draw a word from the bucket and share it with their team. The team must then arrange themselves, without talking, in word order so that the sentence makes sense. (The required sentence is organisation specific and could be a message the company wants to promulgate)

A fun way to get a new message across and test team skills and assumptions.

Snaking Word Association

Exercise: Participants stand in a circle. One person starts with the word "snake" and whispers an associated word to the person in front of them, who whispers an associated word to the next person and so on. At the end of each circuit the current word is recorded.

Illustrates the different meanings and associations words create and how quickly thoughts and associations can move away from a fixed starting point.

Tag Team Presentations

Exercise: Teams of participants prepare and deliver a 5 minute presentation on an environmental topic. The team member speaking is tagged at random intervals by another team member who must continue fluently with the presentation.

A fun test of teamwork and participants ability to present powerfully at the drop of a hat.

Team Coat of Arms

Exercise: Teams draw a collective coat of arms that illustrates their aspirations for the team.

A simple and effective way to agree on the vision for the team.

Team Scenes

Exercise: The team is given a set of phrases which they must assemble into a scene and then act out as a short skit.

A fun exercise to draw together creativity, and team work while also demonstrating that there can be many solutions. A subtly hidden metaphor where negotiation can also be important to create a scene to act out before the performance is due to begin.

Team Values and Rules Exercise

Exercise: Participants set the core values, and flowing from them the protocols and rules, that form the context in which the team will operate.

A great way to frame acceptable team behaviour.

Telephone Body Language Exercise

Exercise: Blindfolded participants working in pairs act out a telephone conversation. One participants makes changes in their body language, which the other has to copy.

Shows the power of body language in telephone communication.

Telephone Communication

Exercise: Blindfold participants role play simulated telephone communications that identify the relative importance of words, tone and body language and how to build rapport by matching the other party to the phone call.

Identifying and practicing the keys to building rapport on the phone. One of three excellent telephone communication exercises.

Telephone Matching and Mirroring Exercise

Exercise: Blindfolded participants working in pairs act out a telephone conversation. One participant has to match and mirror the other's voice patterns to create rapport.

A simple but effective message as part of effective telephone communication. An exercise which can follow "Matching and Mirroring" to highlight the different representation systems which can be matched or mirrored, and how much information is available in communication.

The Three Brains

Exercise: Participants learn about three different areas of the brain that control instinct, emotion and logic in a simplified model of how the brain functions

Shows how instinct and emotion are triggered faster than logic

Tone Phone Exercise

Exercise: Blindfolded participants working in pairs take turns to say a phrase in a telephone conversation. One participant uses question, command and statement tonalities which their partner has to identify.

A simple but effective way of showing the importance of tone in effective telephone communication.

True Lies

Exercise: Participants write two facts about themselves on their name tags, or on a label. One is true but not known to others in the group, the other is false. Other participants must pick which is the true statement.

A good assumptions exercise.

Two Tips Introduction

Exercise: In large groups, participants have at least 10 business cards each and think of their hottest tip for improved results that are appropriate to the gathering. They must find at least 10 people in the room who think enough of their tip to take their business card. Each interaction results in the giving of two tips, one per participant. Only genuinely useful tips result in the taking of a card.

A fun way to meet new people, share information and test communication skills.

Two Tips Introduction Collection

Exercise: In large groups, participants have at least 10 business cards each and think of their hottest tip for improved results that are appropriate to the gathering. They must find people in the room who think enough of their tip to give them a business card. Each interaction results in the giving of two tips, one per participant. Only genuinely useful tips result in the offering of a card.

A fun way to meet new people, share information and test communication skills.

Two Tips Stockmarket Introduction

Exercise: In large groups, a simple, effective and energising introduction game which is fun to play. Participants each carry 10 business cards which they must hand out to other participants. However, the recipient will only take the card if the card-giver supplies two appropriate stockmarket tips, one buy, one sell, that is useful to them. Only genuinely useful tips result in the offering of a card.

A fun way to meet new people, share information and test communication skills.

VAK Presentation Exercise

Exercise: Participants create presentations that appeal to all information processing styles - visual, auditory and kinaesthetic using the outline model guide.

Communicating with individuals and groups to achieve the best results. How to engage other modalities.

Watch Exercise

Exercise: Facilitator asks participants to describe their watch without looking at it

Demonstrates the brain's subconscious process of filtering of incoming information.

What Have We Ever Done For Them?

Exercise: Participants watch the "What have the Romans ever done for us" scene from Life of Brian and then ask the question from a customer service perspective. What has the company really done for clients? What more can it do?

An excellent introduction to maintaining a customer focus.

What Have You Ever Done For Us?

Exercise: Participants watch the “What have the Romans ever done for us” scene from *Life of Brian* and then ask the question from a corporate or team perspective. What has the company really done for us as employees? What has being part of this team done for me? What more can they do?

An excellent way to illicit the positive achievements in a disgruntled team.

Whomping Willow Customers

Task: Participants watch a video clip from *Harry Potter and the Chamber of Secrets* where Harry flies into the Whomping Willow and then agree on their teams examples of companies that “whomp” their customers. Teams then reflect on how they too may be whomping their own customers.

A challenging reflection on the true commitment to customer focus.

Who's On Your Team / Who's On Your Team Lite

Exercise: Participants record their greatest success, the mistake they learned most from, their hero or role model, hidden talent and dream project and share it with a partner

A powerful team bonding game that demonstrates the active listening skill in communication.

Why Account?

Exercise: Participants collectively identify the key reasons why organisations need to account for transactions.

Achieves participant buy-in to the Accounting process.

Why Change?

Exercise: Participants flipchart their own and their organisational expected benefits from developing better change management skills.

Identifies why and when it is better to develop change management skills and obtains participant buy in to the process.

Why Develop Team Skills?

Exercise: Facilitator flipcharts participants’ expected benefits from developing team skills

Identifies why and when it is better to develop team skills than to remain static and obtains participant buy in to the process

Word Association

Exercise: Participants record 10 words they associate with “foot” and then find any common words on their team

Illustrates the different meanings and associations people have even for everyday concrete terms - everyone understands what a foot is, yet they have differing views on what it means to them. A good eye-opener for communication and why it is necessary to check the recipient’s understanding of the message to ensure clarity.

WorldGAMES Olympic Trivia Quiz

Exercise: Participants participate in WorldGAMES Olympic Trivia Quiz

A great way to fill unproductive time or present prior to a training to see who cooperates and who works alone.

WorldGAMES Trivia Quiz

Exercise: Participants participate in one of WorldGAMES Trivia Quizzes tailored to the clients requirements

A great way to fill unproductive time or present prior to a training to see who cooperates and who works alone.

Working Capital Exercise

Accounting Exercise: A simple, effective method of introducing working capital management principles that is fun to play. Teams of participants select the assets and liabilities that are regarded as working capital from a range of commercial items.

A great way to understand a sometimes difficult financial concept.