



The "Bridge Game"

An "experiential" learning tool and process designed to:

Manage: *Projects, process, risk, time, change, quality, stress, resources.*

Develop: *Leadership, soft skills, competitiveness, commitment, self-empowerment, and above all, Teamwork and Customer Relationship Management*

The "Bridge Game" Workshop

- A highly realistic mini-project in itself, with many of the attributes and challenges found in any real life project or business venture.
- A very interactive and quickly engaging hands-on work simulation. The 'generic' that provides the ideal setting for very 'productive fun'. It appeals to people of all ranks and ages as they learn with a smile on their faces.
- Up to five teams (*companies*) competing to physically build a bridge with materials, simple tools and specific guidelines provided.
- Prompts an ongoing demand for close communication with the project manager, team members and the Client, constantly reviewing and enhancing the process, as unexpected influences and changes disrupt the 'normal' flow of business. Client Relationship Management (CRM) is the key to survival!
- Provides a highly enjoyable, non-threatening learning platform, clearly demonstrating to all participants the benefits of good 'Partnerships' and unequivocal 'Team Dynamics', in order to succeed in this challenging life-like situation.
- The methodology used is not 'industry' or 'job' specific; it works in every situation where you depend on *"your people working as a team toward one common goal"*.

Basic learning objectives

To challenge and enhance those people attributes, crucial to the success of a project or virtually any business venture. Some of these include:

- Delegating, motivating and managing people to the peak of their abilities.
- Performing under pressure to critical specs and timings without sacrificing quality.
- Managing unexpected changes as they happen and welcoming them as 'opportunities'.
- Communicating and working as a **TEAM** to satisfy the customer's expectations.
- Realizing that the strength of a Team is far greater than the sum of its Team Players
- Developing and managing a workable process based on the resources available to you.
- Making realistic commitments.

Who would benefit from this exercise?

- Any organization that delivers a service or a product to its clients; People of all traits, cultures and backgrounds preparing to blend into your organization.
- Trainers, Managers, Project Leaders and anyone responsible for guiding and motivating people toward moving the business forward as a 'seamless' operation.
- New hires learning to work with the incumbent staff and managers in your company; Trainees starting a Client Relationship Mgt. or Project Mgt. Fundamentals course
- Employees being considered / tested for a change in job assignment. New managers in any business setting, getting to know their human resources.
- Marketing & Sales trainees; Co-op Students getting a sampling of the 'real' workplace – learning first-hand that the Customer must be an "Active Partner" in planning and delivery.