



### BUSINESS ISSUE

Configurations drives productivity and results through interpersonal communication improvement. The program incorporates both experiential and skills training, combining a practical exercise with techniques that increase awareness and teach new skills.

### THE EXPERIENCE

This exercise challenges teams to achieve 100% accurate understanding as quickly and efficiently as possible. Using only a board, some leather pieces and their communication skills, teams compete to create an exact replica of an original pattern.

Team members learn and then practice effective, pragmatic communication behaviors. Their improved performance demonstrates how to effectively communicate to positively impact real-world outcomes.

### LEARNING OUTCOMES

You will learn to:

- Achieve deeper understanding in less time
- Build credibility
- Improve accuracy and efficiency by “doing it right the first time”
- Avoid misunderstandings
- Improve morale
- Create alignment
- Deliver exceptional customer service, internally and externally

### LOGISTICS

- i. Good for groups of 10 – 1,000
- ii. Approximate time = 45 minutes
- iii. Teams of 3 – 5
- iv. Four available rounds



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