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Business Simulation Series

TEAM DEVELOPMENT

Build better teams while building business skills, boosting business savvy and providing insights into best practices

Unlock the secret of synergy while developing business skills.

HSI BUSINESS SIMULATION SERIES

From conducting effective meetings and planning projects to resolving customer complaints, HSI Business Simulations are your solution to sharpening business knowledge and practices while tuning up teamwork skills—for double the impact on performance.

Project Planning Situation™

Your team has been assigned responsibility for designing a plan for managing a secret project. Sequence 20 activities in the order they should be followed in managing the project. 1½-2 hours

Meeting Effectiveness Situation™

Increasing turnover rates in your stores requires that you call a meeting to discuss the problem. Sequence 20 action steps in the order they should be followed to maximize the effectiveness of the meeting. 1½-2½ hours

Customer Complaint Situation™

A customer approaches you with a complaint. Sequence 18 action steps in the order they should be carried out to maximize service recovery and effectiveness. 1½-2½ hours

Turnaround™

You are a general manager in a large company that has just reassigned you to its failing blue jeans manufacturing plant. Develop a four-part plan for improving the plant, based on your review of the plant's history and recent production and financial reports. 5-8 hours

Envisioning a Culture for Quality™

A recent survey conducted by corporate headquarters indicates that your store rates "average" in service quality and suggests that the problem may be your store's culture. Envision a culture for quality for your store by rank ordering the impact (from most positive to most negative) of 24 behavioral norms on service quality. 2-2½ hours

Cultural Change Situation™

You are a VP of a conglomerate that has just received *Organizational Culture Inventory*® (OCI®) and *Organizational Effectiveness Inventory*® (OEI) results for the company's various divisions and departments. Using the results, identify gaps between the organization's current and ideal culture, the impact of different cultural norms on outcomes, and levers for changing the culture. 2-3 hours

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APPLICATIONS

The simulations in our Business Series provide the road map your teams need to learn and enhance the knowledge and skills required to tackle tough (and typical) business situations with expertise and confidence. In addition to serving as mini-courses on a variety of best practices, HSI Business Simulations promote the skills and behaviors members need to effectively (and efficiently) solve problems and make decisions on a team basis.

Each HSI Business Simulation offers a Leader's Guide that contains all the information you'll need for a successful program. The guide includes the expert's decisions and rationale, scoring instructions, program designs, and tips for discussing the interpersonal and rational processes and skills that lead to effective team performance. You can provide your teams with feedback on these skills and processes through the use of the *Business Simulation Observer's Guide™*.