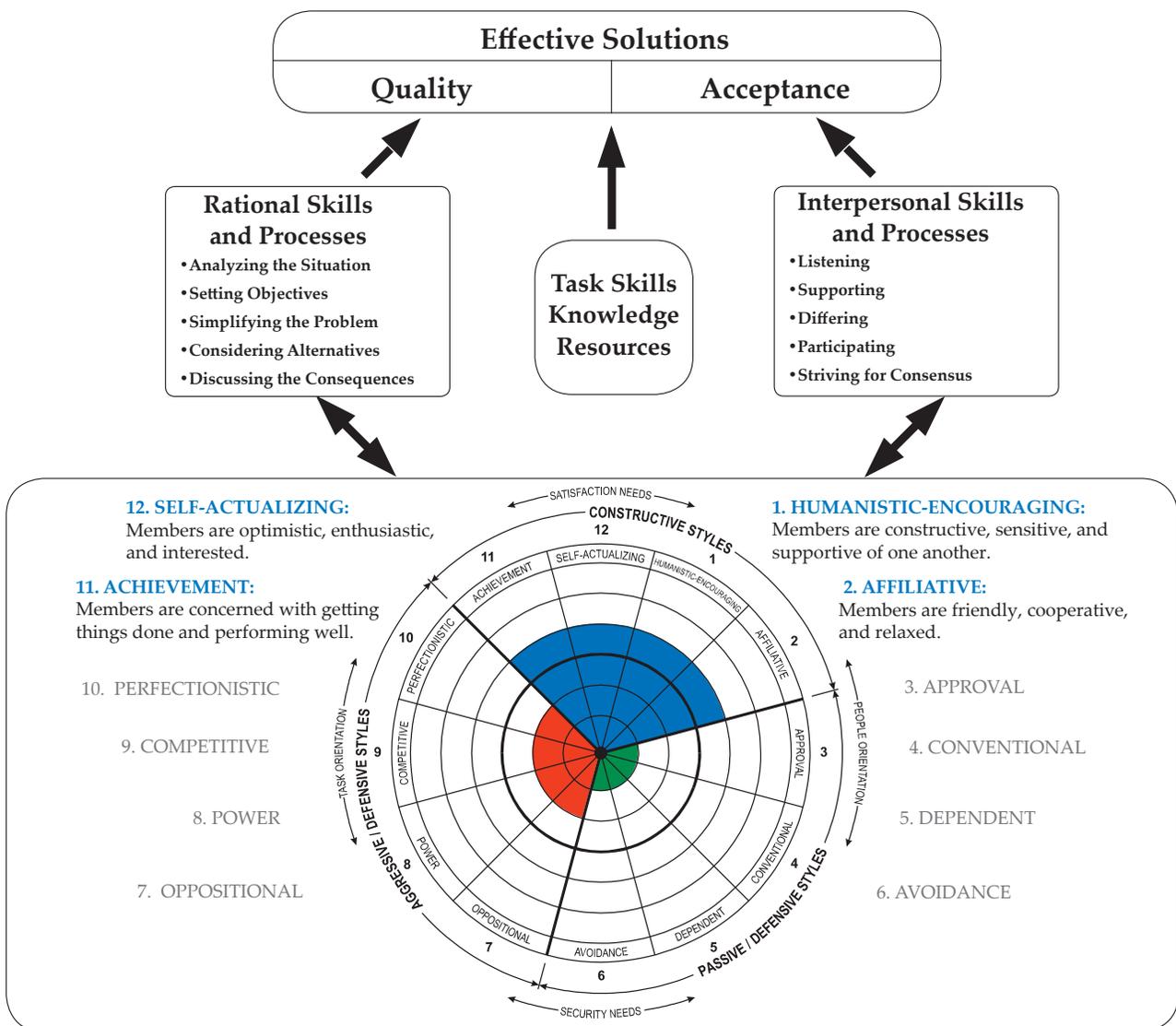




How Simulations Work

STRENGTHEN SYNERGISTIC PROBLEM-SOLVING SKILLS

Synergy occurs when the interactive efforts of two or more people have a greater impact than the sum of their independent efforts. Synergistic problem solving is achieved when groups maximize their use of available resources, knowledge, and task skills by exhibiting Constructive (as opposed to Defensive) interaction styles. It is further promoted when members approach problems in a rational, interpersonally supportive manner. The outcome is an effective solution—one that is both accepted by members and of higher quality than their individual solutions. As members work to complete the simulation, they begin to see their own roles in shaping the quality of the team’s performance. This understanding deepens as the simulation is scored and the impact of group processes on performance is discussed. Equipped with these insights, members can decide what they can do to enhance the team’s functioning—and get the results the team needs to succeed back at work.



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