

First decide **HOW** you will play the facilitator role:

Aspect	Ignore	Observe	Coach
Simulation Topic			
Team Dynamics			
Individual Style			

**Facilitator: Core Responsibilities**

**1. Support the Key Simulation Stages**

FIGURE 1 & 6

*Team Game Plan*

- Describe how you think your team’s success will be measured?
- What are the most important areas you will be focusing on?
- What principles will guide your decisions?
- What will NOT be a priority for your team?

*Team End of Round*

- What are your results so far and how do they compare?
- How well are you working as a team and what could you do to improve?
- How is your game plan holding up? Do you need to change it?
- What new insights are you seeing?

*Team End of Game*

FIGURE 4 & 5

- How did you do?
- What did you learn about:
  - The Simulation Topic
  - Your Team Performance
  - Your Own Performance
- How do you plan to use this knowledge

**2. Encourage Teamwork**

FIGURE 2

By asking questions and giving feedback to team(s) about their decision-making particularly:

- their use of all team members and other resources available to them
- whether they are considering all the options not just the obvious
- whether they are working based on evidence based not hunches

By enriching participant experience by providing useful information – on background and context but never “inside information” to help a team make a decision – this defeats the whole purpose which is to learn, not to win!

**3. Steer Team Conversations to max. value**

FIGURE 3

The facilitators job is also to amplify and enrich high value conversations and to sensitively shut down low value conversations. The compass for this is the **Simulation Learning Charter** which identifies the priority conversation topics.

*Low value* conversations:

- what are the detailed rules in the model ?
- how do we “game” the simulation ?
- how does the exact maths work ?
- why can’t the game do X or Y ?
- why can’t the screen offer more info on...?

*High value* conversations:

- what **Central Dilemmas** are we wrestling with ?
- what is the Key Business Principle here ?
- what would we do in the real world ?
- what extra key complexities are present in our business (and not in the simulation) which we must also understand better ?
- what new possibilities about how we think about our business are we uncovering ?

**Four Key Simulation Roles**

1. Business Sponsor
2. Business Subject Matter Expert (SME)
3. Lead Facilitator
4. Team Facilitator.

A single individual may play more than one role but all 4 roles need to be present for maximum results.

**Dilemma**

*a situation in which a difficult choice has to be made between alternatives; a conflict between two competing values; a trade-off*

**Synonyms**

*quandary, predicament, difficulty, problem, puzzle, conundrum, awkward situation, tricky situation, difficult situation, difficult choice, catch-22, vicious circle, plight, mess, muddle*

**3 Types of informal learning opportunity**

- 3** x New Insights
- 2** x Shared Insights
- 1** x Serendipitous Insight



1. Sim Agenda/Timings
2. **Central Sim Dilemmas**
3. Sim Learning Charter
4. Sim Briefing Material
5. Sim Updates
6. Team Mbr Profiles

For more information visit Resources section of [www.dashboardsimulations.com](http://www.dashboardsimulations.com)

### Simulation-Based Learning Process

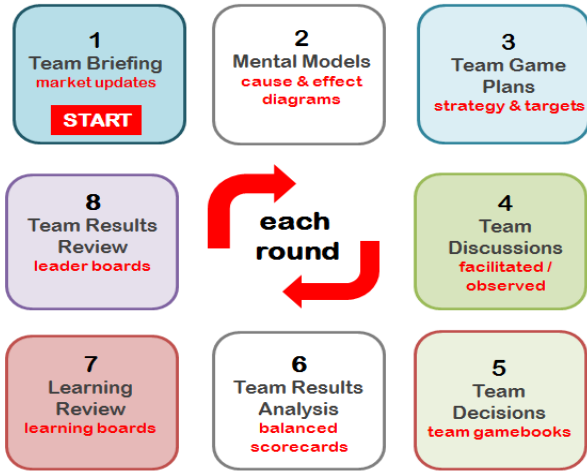


FIGURE 1

### 4 Key Simulation Success Factors

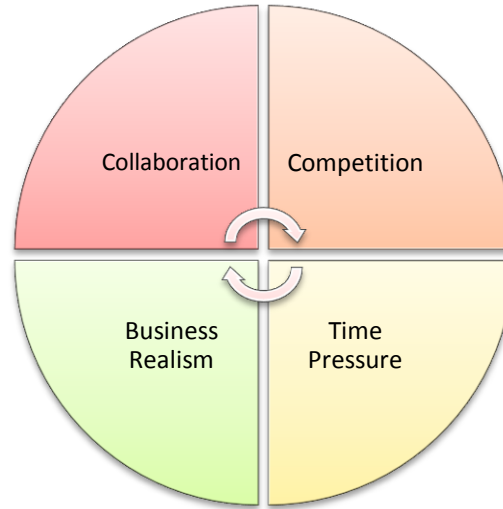


FIGURE 6

### Informal Learning 101

Just 5-20% of the knowledge people need to do their jobs has been acquired through *Formal Learning!* [Ref: "Informal Learning" by Jay Cross]

The other 80-95% was acquired through *Informal Learning* activities such as:

- Conversations with co-workers
- Self initiated study
- Mentoring and Coaching

**Reflections:**

1. Draw you own Personal Learning % Pie Chart
2. What Informal Learning technique works best for you?
3. What one thing do you want to learn today?

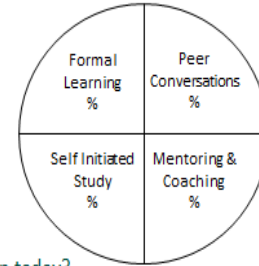


FIGURE 3

### The 5 models of Learning Pyramid

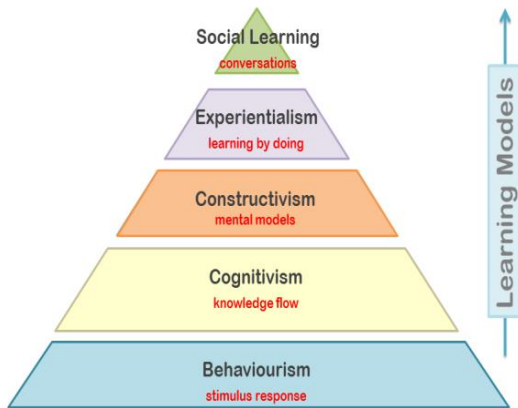


FIGURE 2

### The Learning Value Ladder



FIGURE 5

### Learning Outcomes Document (LOD)

Q1. What are the 3 main things you have learned from running the simulation?  
1)  
2)  
3)

Q2. How will you exploit this learning in your current role?  
1)  
2)  
3)

Q3. Which of your key performance indicators (KPI's) will be positively impacted by these actions changes and to what extent?  
1)  
2)  
3)

FIGURE 4