Presentation to:
Prince William Chamber of Commerce

July 12, 2012

Mason Center for Team and Organizational Learning – The EDGE

- We offer team-building, leadership development, and organizational management programs

Who We Serve

Professional Organizations

Community Groups

University Groups

Schools

Our Programs Focus on Solving Real Problems

- Increasing productivity and efficiency

- New hire integration

- Improving employee morale

- Providing a shared mental model for organizational success

- Offering "neutral territory" for open discussion

Action Learning Cycle

Crisis Management

DO

TEST

REFLECT

DEVELOP

Analysis Paralysis
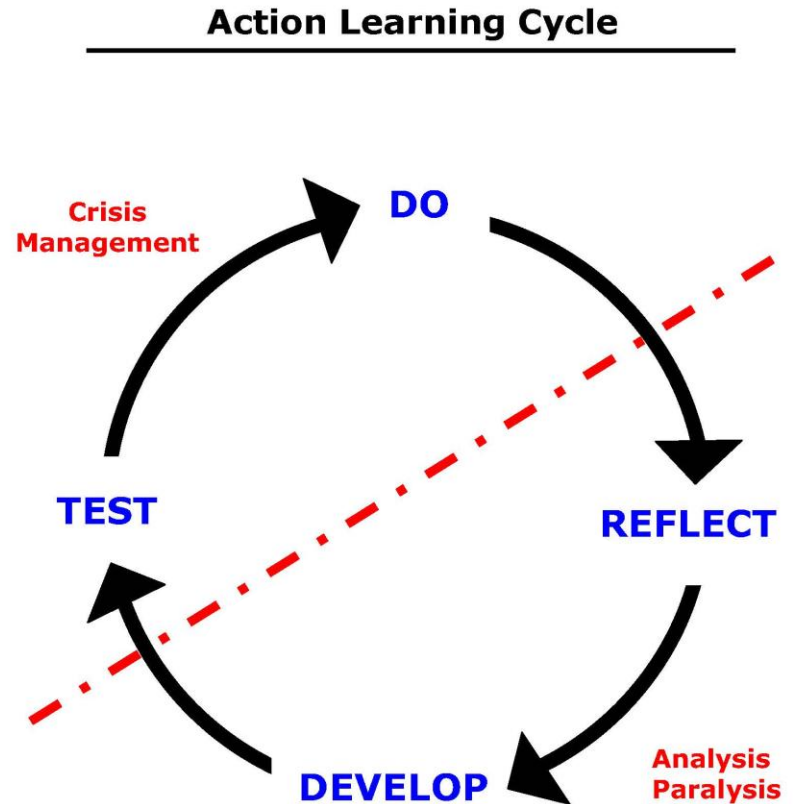
We Teach Skills That Can Be Applied to Any Situation

- Trust–Building
- Communication
- Interpersonal Skills
- Organizational Management
- Leadership

Our Method of Training is Experiential

- Based on the latest research on organizational theory

- All activities are designed to provide opportunity to learn

- Our post-activity debriefs always relate the experience back to the participants' daily lives
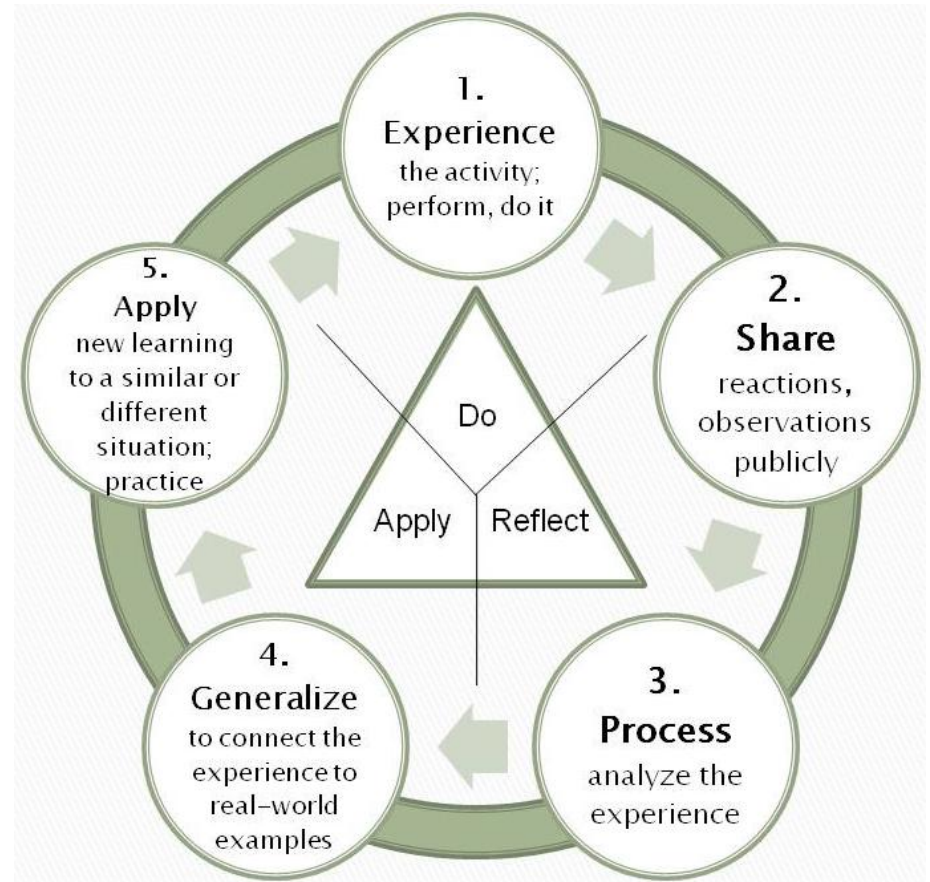
Outcomes of Our Programs

- Team-cohesion

- Better communication

- Increased trust

- Self-discovery

- Leadership skills

- Powerful shared experience

We Offer A Variety of Programs . . .

- Specialized workshops and training

- Challenge Course available on George Mason University's Prince William Campus

- Portable challenges can be brought anywhere
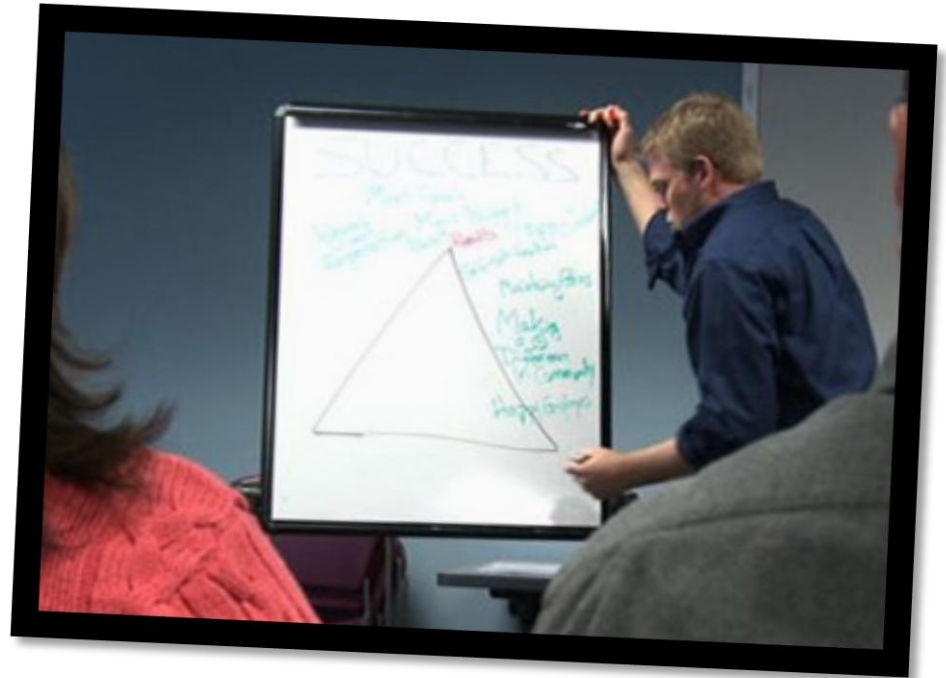
. . . For A Wide Range of Teams and Situations

- Corporate outings and retreats

- New hire on-boarding orientation

- Product launches

- New team formation

- Project completions and celebrations

- Management meetings

- Future leader identification and development

- Established teams facing difficulties
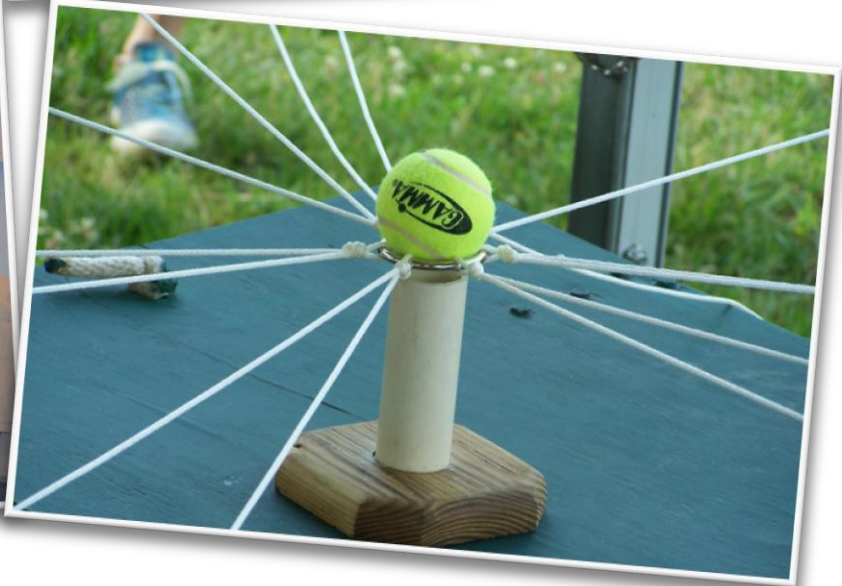
Specialized Workshops and Training

- LearningEDGE Workshops
  - PersonalityEDGE (MBTI®)
  - MotivationalEDGE (Apter©)
  - Appreciative Inquiry
  - Emotional Intelligence
  - Conflict Resolution
  - Virtual Teams
- BusinessEDGE Consulting and Coaching
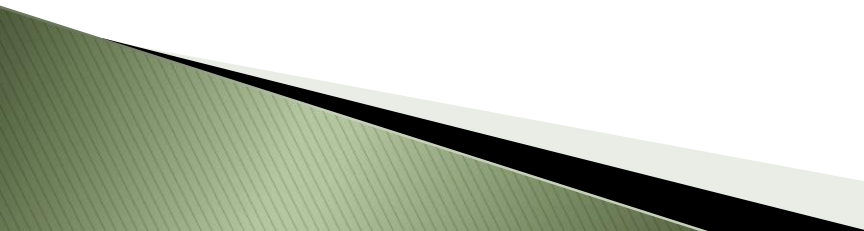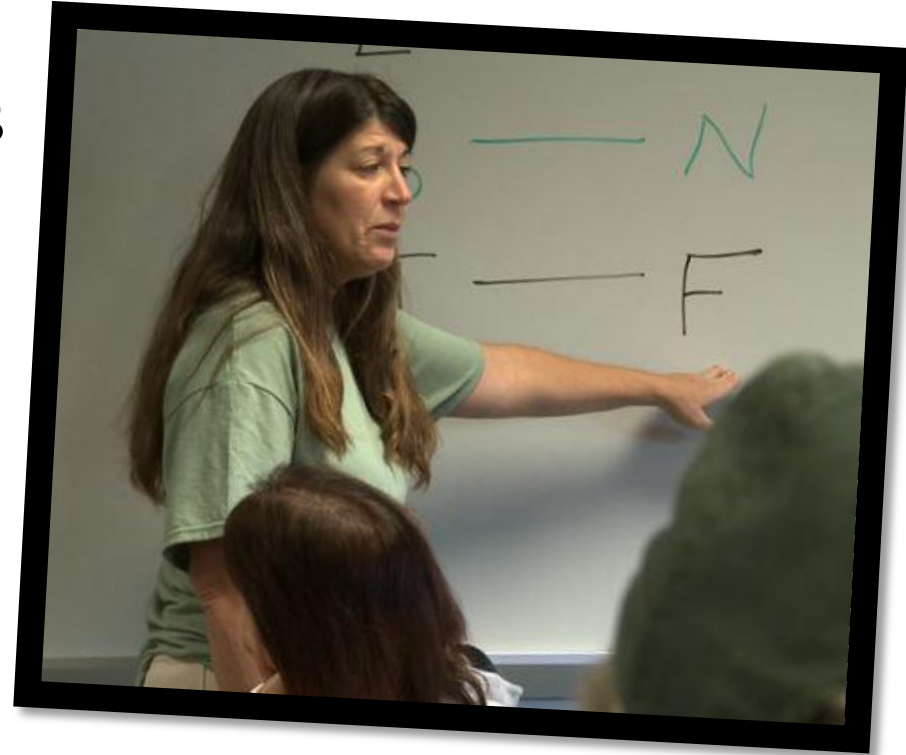
Challenge Course Highlights

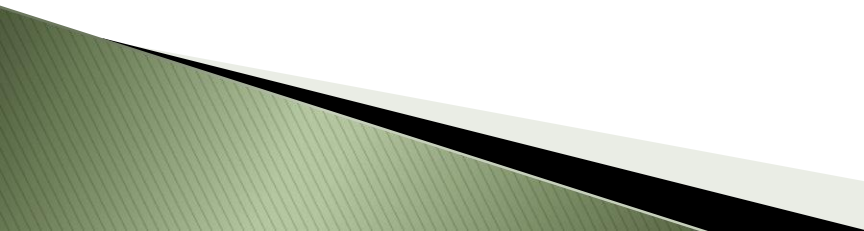# Portable Programming

Case Study: Silo Busting

- **Group Overview**
  - A department of 12 employees is spread across multiple office locations
  - Collegial and largely effective working relationship
  - Physical separation can lead to employees working in individual "silos," when more collaboration would increase the department's efficiency and effectiveness

Case Study: Silo Busting

- **Program Goals**

  - Assist the team's teambuilding process and grow their esprit de corps

  - Enhance trusting relationships among members of physically separated offices

  - Provide for creative group problem solving

  - Work to improve effectiveness of cross-boundary communication

Case Study: Silo Busting

- **The EDGE Process Highlights**
  - Trust Circle – Developed trust and positive reliance on team-members
  - Group Juggle – Deepened understanding of both individual and group responsibilities during the group's interaction
  - Course Navigation – Problem-solving, communication, and leadership
  - Advanced EXCEL Series "Crime Scene Puzzle" – Physical and mental tasks were designed to simulate the real-world working conditions the employees' face in a physically separated work environment
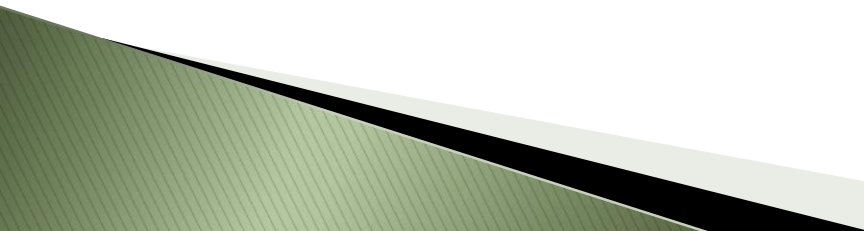
Case Study: Silo Busting

- ## Observations
  - There were several instances early in the day of group decision making being driven by only a few of the more outgoing members, to the exclusion of other potential contributors

  - Problem solving delays were encountered until individuals realized not all team members had access to the same information or tools to solve the puzzles

  - Effectively demonstrated the difference between group versus individual problem-solving, in that multiple information processors must be coordinated in order to achieve the desired outcome

  - When certain participants grew fatigued and withdrew from participating fully, there did not appear to be a strong peer-pressure mechanism to discourage "social loafing"

Case Study: Silo Busting

- ## Recommendations

  - Important to bring employees physically together at key points in a decision-making or process-enacting sequence

  - Avoid real or perceived "social-loafer" or "free rider" behavior by assigning specific roles to each group member and ensuring managers or task leaders check in periodically with individuals

  - Consider incorporating a type-indicator workshop into the next program to provide group members with additional insights and common language to discuss different work styles

Case Study: Silo Busting

- ▸ **Participant Feedback**
  - ▪ "The outdoor problem-solving [was the best part of the day] - everyone had to listen to each other's suggestions rather than just the usual people talking the most."
  - ▪ "The group challenge . . . depicted our constantly distracted state of work/ our environment."
  - ▪ "[I most enjoyed] the ability to communicate with my coworkers outside our daily work environment and to challenge our relationships and expectations."

Representative Clients

Thank You

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