

Training of Trainers
Professor Santosh Rangnekar
Department of Management Studies
Indian Institute of Technology Roorkee
Lecture 27
Training Methods - Business Games - II

I have discussed with you the role of the business game and then business games the advantages and disadvantages. Now, this particular business game is the theme is the leadership and team building that lesson. Now, there will be the group of the participants and then we have to choose the participants from the group voluntarily means they have to come voluntarily and they will come.

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Now, this particular game is related to the balls and for these balls what is important is that is the at least 4 members are required and then we can have this game very effectively. Before I start and telling them about this particular game, I will request them to introduce themselves, their name and MBA course and specialisation also.

Student: G. Silva Kumar currently doing my MBA final year in Human Resource Management and Marketing.

Student: I am Suresh currently doing my final year in MBA in Marketing and HR.

Student: I am Irfan Haris and I am in final year MBA doing specialisation in HR and marketing.

Student: I am Jheel Shah, I currently doing my MBA final year in marketing and finance specialisation.

Student: I am Shivangi Singh, I am currently doing Ph.D. in Centre for transportation systems.

Student: Hello I am Rahul Sonkar, I am doing MBA in 2nd year and specialisation in marketing.

Student: Hello, I am Dushyant Yadav and I am from 2nd year MBA my specialisations are IT and HR.

Student: Hello my name is Shubham Dhakad, it is my final year here at MBA, I am doing my specialisation in HR and Operations.

Professor: Okay, now I will be interacting with them and showing them that is the how they have to demonstrate this particular game, fine so dear friends what I will do, I will put these balls there you have to divide into the team of the 4, the first 3 person they have to blind their eyes with the folding with handkerchief and then the last person, he will just by signs he will communicate to which ball is to be pickup.

Here rule is like this is the yellow ball, yellow ball is having the minus 2, this is the white ball which is having the minus 1 and this is the pink ball which is having plus 3, so more the balls you score pink balls you will be scoring more, and then you have to win So that communication that as I mentioned the one by one you have to stand in the queue and then a straight line and then you have to pick up the balls are there, any questions on this?

Student: How much time will be allocated to one team?

Professor: 10 minutes, 10 minutes for each team, so rest of the team members they will see that is they are doing properly or just for that purpose.

Student: Sir what is the ratio of balls.

Professor: Maximum 10 minutes, because these balls will be there and then you have to, sorry.

Student: Sir, how many balls?

Professor: Here?

Students: Yes.

Professor: Here will be nearly about the 15 balls, all these balls will be there.

Student: The person without blindfold is he allowed to move freely to watch the.

Professor: No that the last person he will guide like if this is the row and I am the last so suppose the balls are there and I have to say go right so I will say like this and I have to say now sit down then like this and left like this that you can decide. If you want to say go ahead then like this, no you want to pull that is like this, so as per the ball's location you have to direct him that is which direction he has to go.

Student: Can he come forward and check where the balls are and then can direct?

Professor: No no, he has to stands there only the last person, he should not leave the row, he should be in the row only.

Student: Right.

Professor: Good question, so is it okay any other question?

Student: So all 4 of us we should be moving as a unit?

Professor: Yes moving as unit.

Student: Okay.

Professor: That is good and myself and the other team they will stand aside, so they can go straight and then they can choose, right? So I will give you the 7 minutes right more or less that is you please discuss your strategies, the signs by which you will communicate and what will be your winning strategy, so please discuss okay.

Student: The discussing time is 2 minutes?

Professor: 7 minutes.

Now they are discussing we have to give them time for discussion and you can see that is who is involved, the trainer has to watch that is the who is more involved and how there interaction is there, what strategy they are going to decide like this, but no interference by the trainers.

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Student: Sir the points will be counted only when he picks or when touches.

Professor: Yes, now as soon as you pick the ball the point will be considered, and not by touching only but once you have pick then that is fine.

Professor: No, once you have picked up then it.

Student: Even if he picks the wrong one we should take it?

Professor: Yes.

Student: Once we pick the ball we can throw outside?

Professor: No, you have to give me, I will collect.

Student: 'Ek trial mil sakta hai kya Sir?'

Student: We can ask for trial.

Professor: Now the one team is asking for the trial so yes we can give time for the trial just to see that is the how they are able to do, so no problem in giving trial, yes. So please all of you come this side. For trial I am keeping only 3 balls.

Student: 'Sir yeh to abhi dekh lega thoda baad me rakhiye.'

Professor: Yes. 'Mai change kar donga.'

Professor: Now other team has to ensure that is these hankies are properly tied, eyes are closed, then now I will change the pattern and please no verbal communication, thik hai.

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And do not touch the hanky Shubham.

Okay so time is over, for trial time is over, now if you want to discuss okay you can discuss, you also want to do a trial?

Student: Sure sir.

Professor: So we can give the trial and when both the teams are asking for the trial yes we can allow them for the trial so that they understand.

Professor: Abhishek marker, whiteboard marker.

Professor: Opening your eyes right okay so now again.

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So 2 teams, one was red, other one is yellow, start.

Yes okay fine good these I was thinking that this will be difficult one, but this is become the pattern straight line was the easier one good very good very nice, okay. So this is the way they have communicated to each other. Now, we will start the whole game with this particular all the balls, first we will do the toss, Shubham please do the toss, who is the captain? Suraj and please okay, so you are second okay fine good.

So they have done the toss and (yellow team) the red team has won the toss and they have given the yellow team to play first, so now the yellow team is getting ready. Please come inside not outside of that because of the recording, no first one this one so please come inside, you can come this side also. Once you are ready let me know and then I will put the balls then I will say start then you start please write, so please check the hankies are properly knotted. Eyes are closed.

Student: Sir can I help you to spread these balls?

Professor: Yes you can help, so either the trainer can do, can ask the another team to, so pink one is the plus 3, yellow one is the minus 2 and the white one will be the minus 1. Yes, done?

Student: Yes, Sir.

Professor: Should I ask them to start? Okay please start.

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Student: Sir what is the time?

Professor: 10 minutes, we have given them the 10 minutes, 6 minutes more we have to give.

Professor: Need to stand at the back, yes.

Professor: So finish?

Student: Yes.

Professor: So they want to finish now so that is finish their round is finish because there actually there is no pink ball left now so they want to finish, okay fine good right. So what is the score? So please give them the big hand, very well played, so what is the score is? 12 points very good. Now the team B please, now team A can spread the balls. So you must have watched about that is the how that the non-verbal communication has been done and the person who is supposed to be the leader, the last person who has given the instructions and they have won it is (12) plus 12 that is the score, so therefore, yellow team, now let us see how the red team does. Now first let them close their eyes and then.

Student: First let them close their eyes and then do it.

Professor: Okay so are you ready?

Student: Yes.

Professor: Start.

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Professor: Okay fine.

Student: It is over.

Professor: Okay so they want to finish because the balls have done, so what is the score? Total please write here, so 15 so please give the big hand to the red team so they have won the match. Now we will having the experience sharing with the leader and all the members that is the how they have, first we can go by the leader of the yellow team.

Student: Sir, when we started the balls was scattered on the dice the problem was that we needed different commands for different things so to turn left we have to tap left twice and if you want to turn hard left we have to tap once, so the problem was that to communicate the same thing to the other 3 people in front of me and the major problem is that the first guy who is picking up the ball.

Professor: How you have decided the first guy because when you made strategy, so who will be the leader and who will be the first guy, how it was decided by your group?

Student: We discussed among ourselves, so Silva Kumar was first ready to be the leader, then we needed small steps and the guy in front should be taking very small steps then only we could guide effectively in this small distance, so we selected Jigri for that purpose and I became the leader and sort out the, we discussed among ourselves and we sort out the

commands when to turn left, when to turn right, went to drop the ball, when to pick the ball, went to pick the right ball.

Professor: So what problems you faced, it was okay.

Student: The problem was that like when the steps taken by the front guy was different at different times, so when we started the steps were very slow while picking up first ball and second ball the steps were too big so I could not like there was no commands for like how fast we should go, as a unit how many steps we should take there was no commands of that, we were telling just to push forward, we just had the command push, so that was the problem and the turning also had a little difficulty, so how much to turn and like how much side we have to turn and left side and the right side how much degree we have to turn that was a difficulty.

Professor: So in this type of uncertainty, how you have decided then to control the?

Student: So if you have taken a wrong step then we had to effectively communicate that we have taken a, we have to acknowledge that first and we have decided to take, if the angle was wrong so we will communicate that we should take a step back first and then we should again go in front, so we could rectify the mistakes we made, so the main thing was the effective communication between the team members.

Professor: Okay, yes you were the first right?

Student: Yes.

Professor: So please share your experiences.

Student: As far as the communication was concerned when we were moving forward as a unit it was fine, but the moment I sit down I thought the communication went little bit vague as the person behind me were not sitting as well, so to understand that steps required time.

Professor: Time, okay but you got the proper communication?

Student: Yes, I was able to understand most of the.

Professor: But here you find 2 times you have taken different balls.

Student: Yes.

Professor: So what do you think why it was, it was because of the lack of communication or misunderstanding?

Student: Mostly misunderstanding.

Professor: Misunderstanding, message was communicated?

Student: Yes.

Professor: Okay thank you, so any other member of this team wants to share?

Student: Like as a strategy we failed a little bit like when compared with the opposite team they were even if they took the wrong ball they did not pick it up, they are so sure that they want to pick only the pink ball and not, even if it is wrong ball pick they do not want to lift it up and give it to you. As a strategy wise we lack that and they did as a unit together actually they did very well and their movements were also very precise like they were having too much moments like they were going straight and finished the game very fast.

Professor: Okay fine, now the next team leader and the first front.

Student: First of all it was a bit easy for us because we took trial and ask for trial from sir, so we could experience the game.

Professor: But you have also done trial, right?

Student: Sir but it was easy the second time for first time they struggle we were okay when the real game started we struggled.

Professor: And then they were okay.

Student: That is why even after winning the toss we gave them the first chance, so that we can take some more experiences and learn from that and then it was also a bit easy to tackle because the opposite team made it very close and we do not have to move so much. Also we had already decided what steps, what are the instructions to be given to the team and they also followed it effectively.

Professor: Okay, yes Shubham.

Student: I guess the trial was the best thing we could have because we learn a lot from these guys as well the actual game we learned a lot from these guys, especially that we had angled moment step we did not have that.

Professor: Yes, yes.

Student: And it is a good thing that they have put it close because they was no moment at an angle were turning back from.

Professor: But that moment was very nice actually and the communication was very proper.

Student: Plus there were various miscommunications in the trial we worked on it, we created new steps, we created more rectification between the channels because there was miscommunication in between the channels, there was confusion between 2 steps so I guess trial was the best thing we could have.

Professor: You could have right, the members would you like to share something.

Student: I learned by this game, we learned by this game like how to work as a team that is the main important thing. In any organization the main important thing is how to work like a team it is a very good awesome game, thank you so much for that.

Professor: Do you find that is the communication plays a very important role?

Student: Yes.

Student: Yes.

Student: Yes.

Professor: And the message given by the last person was the leader, right? So that was it, yes Shivani do you want to say something.

Student: As the leader already said that we have seen their game and we observed 2 of the tactics that we have not made the signs and we learned from them so that was nice to go for a second chance first we observed their game.

Professor: So winning toss was also.

Student: In this game one introduce is one more thing about like the organisational culture that down the chain there is a huge chance of miscommunication, the message is interpreted

the other way, so I think this game teaches us that, that we should hold on a second, hold on horses, understand the message, rectify it if we find something unusual in it and then move forward.

Student: Again one more things sir the communication from leader to first guy and importance is the other way also, if the first guy pick the wrong ball that message also should be communicated back.

Professor: Yes, yes.

Student: So that is a very important thing, the leader first should look that, if the first guy picked the wrong ball or not, and then he could communicate again that he has pick the ball wrong, so we have to change that step we took and we have to again start from.

Professor: And again communicate?

Student: Communicate again.

Professor: And very timely?

Student: Yes.

Professor: Otherwise he will pick up?

Student: There is no backward communication, the commands are only from front like from back to front, but there is no commands from front to back.

Professor: Yes, yes.

Student: There is no feedback.

Professor: No feedback, yes you want to say something.

Student: When we placed the ball for the second team the strategy failed a little bit we just grouped it, we made the move little. We had a chance of winning, we could have at least increase the time like they could have gone to the extreme side.

Student: They were not at all confused they had to sit at one place and they had to pick the ball, just move straight, no turning part as it was straight.

Professor: So that is the spreading of the ball is also very very important and then it will depend upon so it means the area where you are fielding right so your fielding is a better that is there. So thank you all of you and thank you very much and in the next module I will talk about the lessons of learning in details with the concepts. Thank you.