

Let observers help you turn a group process simulation into a true team-building experience.



Observer's Guide™

An invaluable tool for providing groups with feedback on the quality of their problem-solving processes.

Observe and Analyze Team Exercises

Team observers use the *Observer's Guide* to report on what they see happening as members work together to solve an exercise. The guide helps observers provide constructive feedback by directing their attention to specific behaviors that promote or inhibit effective group performance.

How it Works

The *Observer's Guide* can be used with survival simulations, business simulations, the Challenge Series Simulations, or an organizational problem that the team is currently confronting. Observers may be selected at random or strategically. Observers do not participate directly in solving the problem, but instead serve as the "eyes and ears" of the team by recording when they see or hear specific behaviors relevant to interpersonal processes (listening, supporting, differing, participating) and rational processes (analyzing the situation, identifying objectives, considering alternate strategies, discussing adverse consequences).

Feedback

After the team has finished solving the problem, observers can provide feedback to help members understand the behaviors and skills that contributed to or detracted from their performance. Alternatively, feedback can be provided mid-way through the problem-solving process to enable team members to adjust their behaviors in ways that will enhance their team's effectiveness. These insights help members assess their individual impact on the team's performance and decide which behaviors they need to enhance, reduce or eliminate to become more effective contributors.

PRODUCT APPLICATION

Use the Observer's Guide to:

- "Clone" yourself when working with multiple groups and equip volunteers to ensure that every group is properly observed
- Provide teams with a tool for measuring and monitoring performance
- Sharpen the interpersonal and analytic skills of team members
- Develop the observation and feedback skills of individual contributors
- Improve the quality and acceptance of organizational decisions

Two Observer's Guides are available. One is to be used with Survival Simulations, such as Jungle Survival Situation™, and the other is for Business Simulations, such as Customer Complaint Situation™.

team development

Please refer to the back of the catalog for the Pricing Guide.

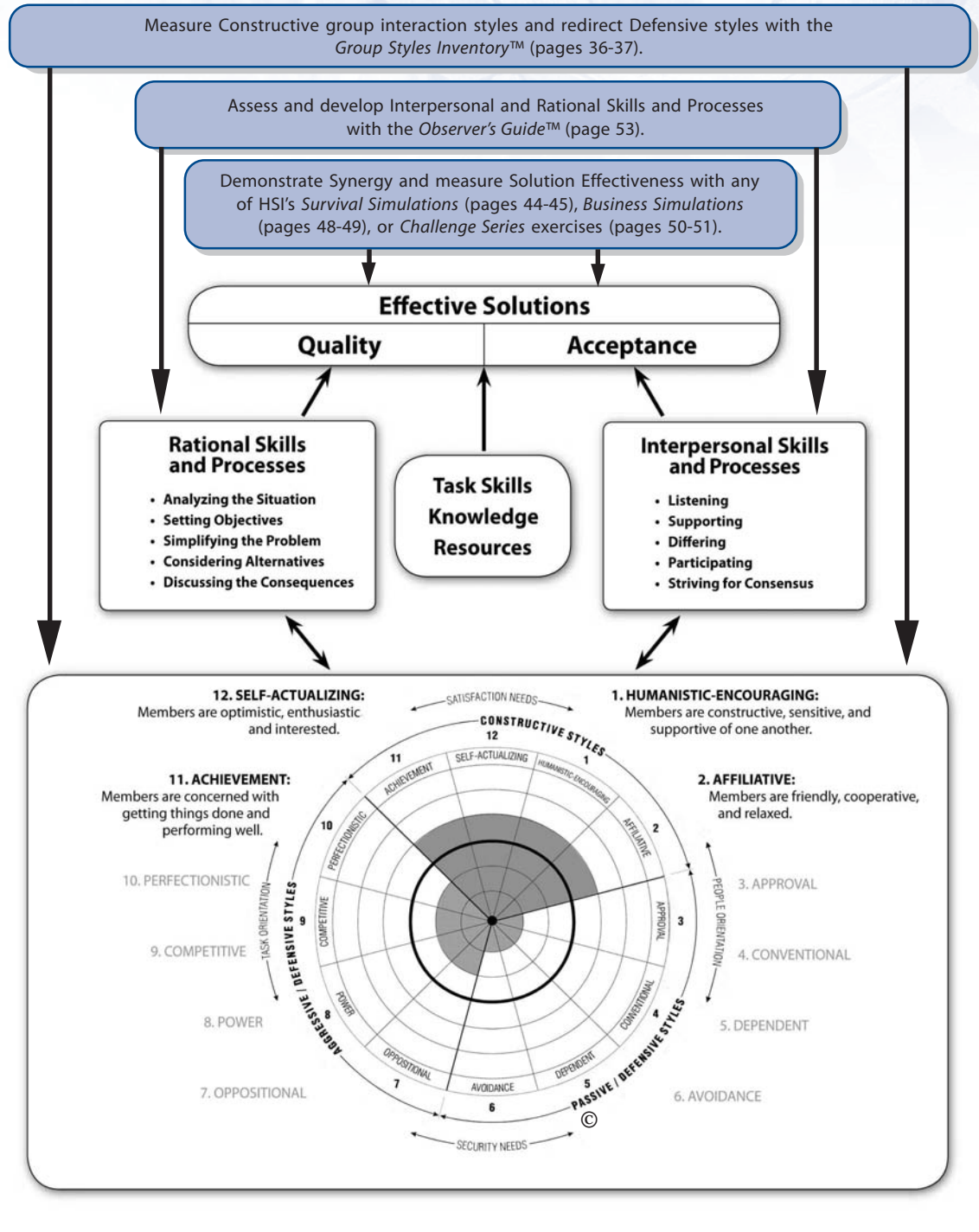
Observer's Guides

Survival Simulation Observer's Guide™
SM 14101
Business Simulation Observer's Guide™
SM 14102



How the Synergistic Problem-Solving Model Works

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.



* Rational and interpersonal skills and processes can be assessed through the use of Human Synergistics' *Observer's Guides*. Constructive and Defensive styles can be measured using Human Synergistics' *Group Styles Inventory*.