

## **Leadership Training Activity: Silence is Golden**

### **Team Task**

Identify the symbol that is common to every one in the team.

### **Learning Objectives**

1. To demonstrate the need for coordinated team effort to achieve organizational objectives.
2. To illustrate the importance of communication between members on a team.
3. To explore how communication between personnel can break down.
4. To highlight effective communication skills.

### **Set Up**

1. Print one copy of this file, pp. 3-8, for every five participants.
2. Get one empty letter-sized envelope per person. Put these envelopes in groups of five. In each group of five envelopes, label one envelope “A”, the second envelope “B”, the third “C”, the fourth “D” and the fifth “E”.
3. Page number 8 has various symbols. Cut out the symbols. Place the symbols in column “A” into an envelope marked “A”. Repeat for B, C, D, & E.
4. Pages 3-7 are participant instruction sheets. Place Instruction page “A” into envelope marked “A”. Repeat for B, C, D, & E.
5. Set up your training area, one chair per participant, arranged in groups of five per the diagram on page 2.
6. Place each envelope on the appropriate chair, along with one blank piece of paper.

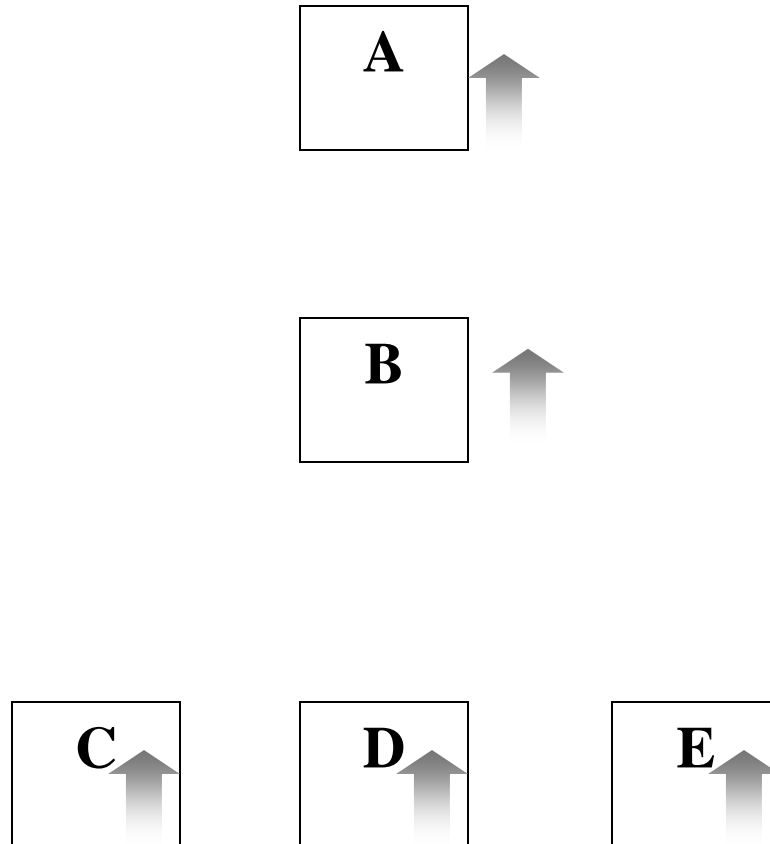
### **Instructions**

1. Instruct participants to select one of the seats. Ask them to not open your envelopes until instructed to do so.
2. Read the following out loud:  
“Your organization is spread out at different locations, as designated by chairs A, B, C, D and E, and it has just been given a rush job to do. Unfortunately, your phone system is down (no talking), and your email (written notes using the blank sheets of paper) only works between certain people, so you’ll have to do the best you can within the 15 minutes allotted. Once person A believes that the task is done, s/he may raise his hand and give me the finished product. I’ll indicate whether you’re successful or not; if not, keep working until your time is up. Good luck!”
3. Start your stopwatch. Monitor the group(s). Debrief afterwards.

### **Facilitator Notes**

- Only the organizational leader – the person in chair “A” – has been given the complete instructions. Will he or she share what she knows with the team, or will she assume that everyone already has the same understanding? How will he or she communicate it?
- The manager – Chair “B” – will be very busy serving as the communication conduit between leadership and line staff. How well does she do this? How might she improve? What could the organization do to ease and promote communication flow?
- The line staff – Chairs “C”, “D” and “E” – will frequently feel frustrated and “out of the loop.” What are their responsibilities to promote better organizational communication and effectiveness?

## Seating arrangement

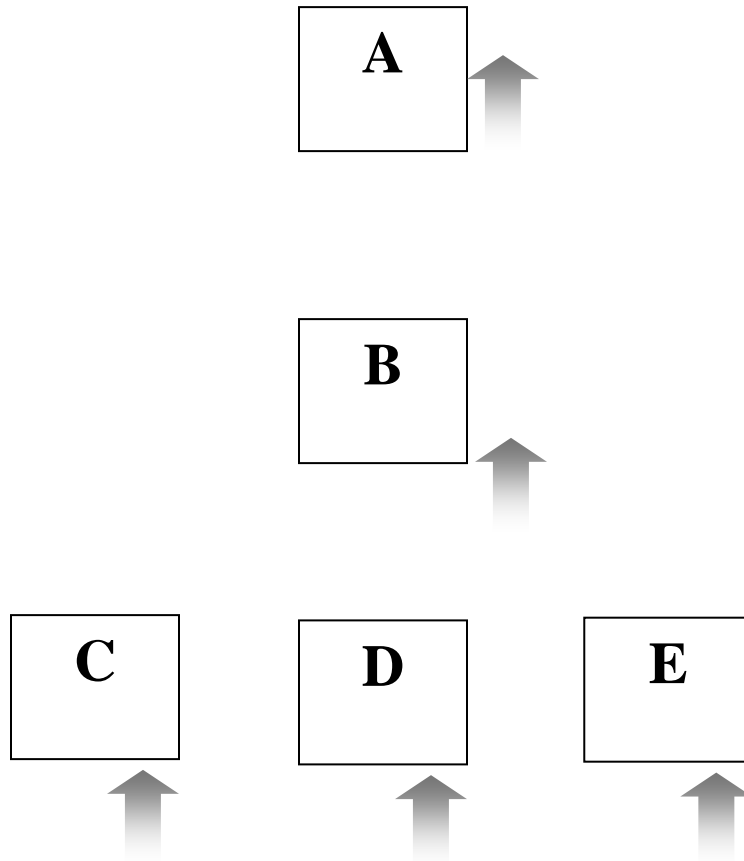


# A

## INSTRUCTIONS

1. You are the leader.
2. Each member of your team has been given cards bearing different symbols.
3. **Your task is to identify the one symbol that is common to all the individuals in your team.**
4. You may communicate with 'B' only.
  - a. You may only use handwritten notes.
  - b. You may not show your symbols to anyone else.
5. If you have questions, please raise your hand and I will assist you.
6. Once your team has completed the task, please raise your hand and I will verify your results.

## Seating Arrangement

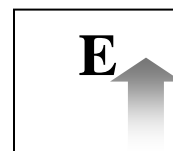
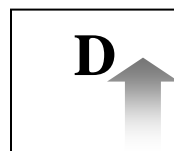
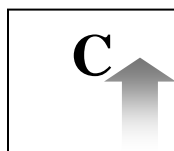
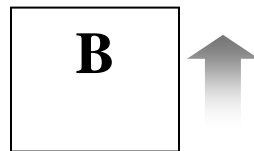
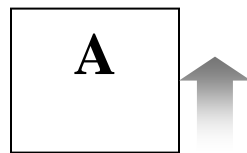


# B

## Instructions

1. You have been given cards bearing different symbols.
2. You may communicate with A, C, D, & E.
  - a. The only acceptable form of communication is a handwritten note.
  - b. You may not show your symbols to anyone else.

## Seating Arrangement

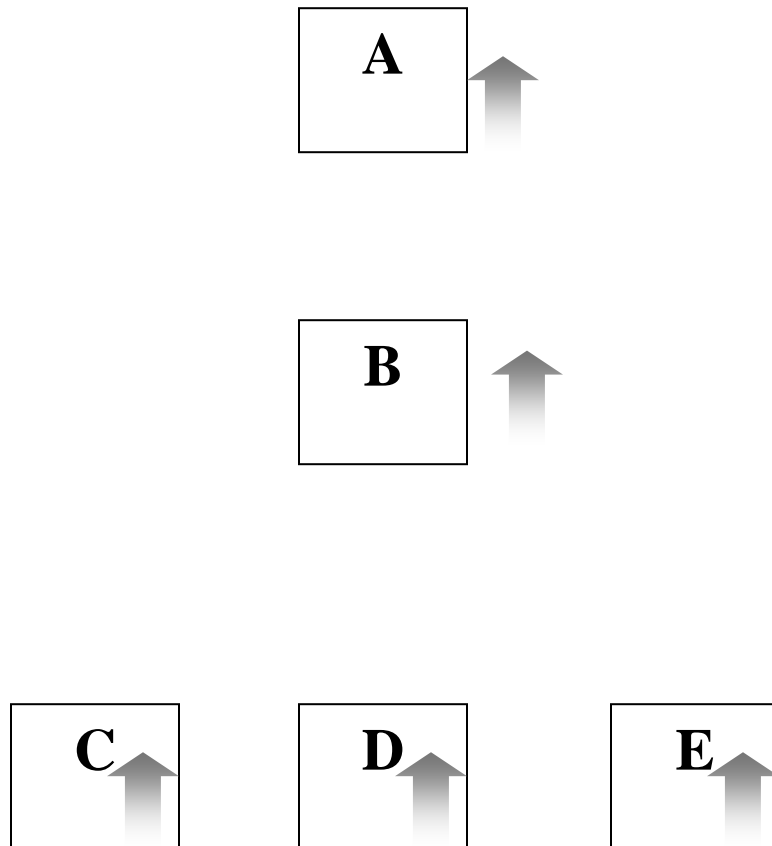


# C

## Instructions

1. You have been given cards bearing different symbols.
2. You may communicate with B only.
  - a. The only acceptable form of communication is a handwritten note.
  - b. You may not show your symbols to anyone else.

### Seating Arrangement

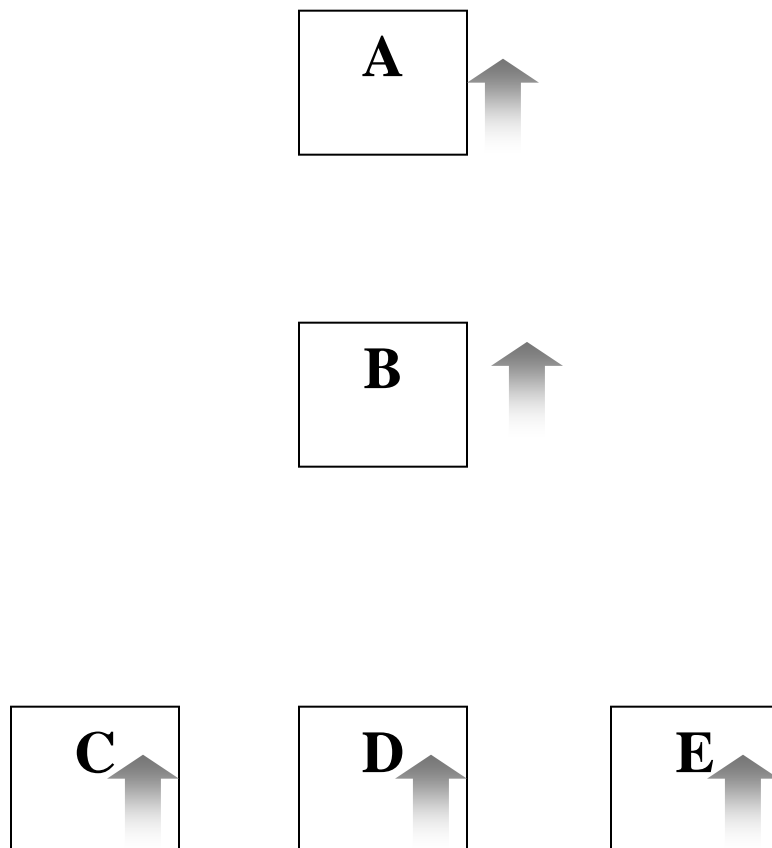


# D

## Instructions

1. You have been given cards bearing different symbols.
2. You may communicate with B only.
  - a. The only acceptable form of communication is a handwritten note.
  - b. You may not show your symbols to anyone else.

### Seating Arrangement

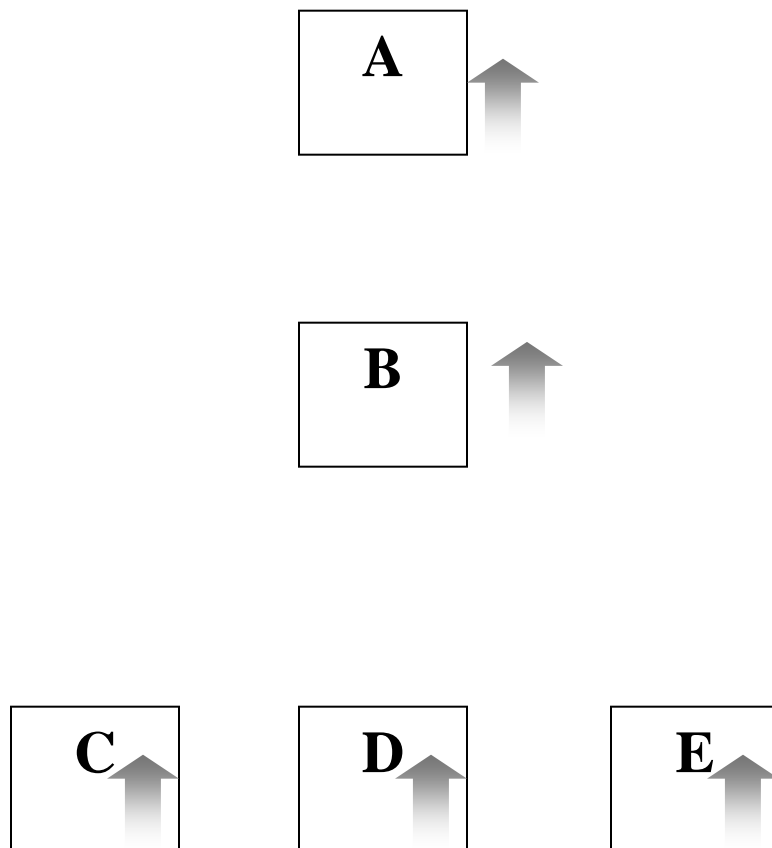


# E

## Instructions

1. You have been given cards bearing different symbols.
2. You may communicate with B only.
  - a. The only acceptable form of communication is a handwritten note.
  - b. You may not show your symbols to anyone else.

### Seating Arrangement



**Symbols****A****B****C****D****E**