



## Building Towers (without touching) Facilitation Guide

Topic	Timing	Activity	Materials	Notes
Opening/Welcome	2 min (2 min)	Welcome slide, introduce selves  Go over the story line slide, the basics of the game, and the arc of the game	Intro Slide & Story slide (Slide 2)	
Story to Arc of the Workshop Game	5 min (7 min)	Review basics of simulation, how towers are constructed without touching the cups, and the arc of the simulation  Ensure you discuss how he string and rubberband work to pick up cups; no touching cup except to put any fallen cups they want to restart back upside in the rectangle	Slides 3-5 Value Index Card (for Customer)	One facilitator will identify someone from the participants to be the customer.  Pull them aside once the story of the game is covered.  Cover the following info w/them: <ul style="list-style-type: none"> <li>• Customer Value Index Card</li> </ul>
Round 1 Set-up	2 min (9 min)	Team places 6 cups in rectangle upside down (opening on table) and ensures they have one string looped around up rubberband per worker up to 7.  Team discusses and selects the tower to build and writes it on a sticky and places it on table  Team discusses how they plan to build the tower	Cups Strings Rubberbands Sharpies Stickies	<ul style="list-style-type: none"> <li>• They will see different towers with a number <ul style="list-style-type: none"> <li>○ establish the value of each tower by writing the number next to it</li> <li>○ one tower by placing a number next to it</li> <li>○ only one number per value</li> </ul> </li> <li>• They sum the total of the completed towers</li> <li>• Pay attention which team completes the tower first to determine which team gets credit</li> </ul>
Round 1 Building	3 min (12 min)	Teams build their tower	Cups Strings Rubberbands	Customer should pay attention which tower is built first if two teams choose the same tower

Topic	Timing	Activity	Materials	Notes
Round 1 Review	1 min (13 min)	Customer hands out \$ to the team for what they earned for the company; facilitator sweeps that up and records the total earned by the company	Play Money Flip Chart	
Round 1 Retro	2 min (15 min)	Teams reflect on any problems They had, what caused those and any actions they want to take.		
Round 2 Set-up	2 min (17 min)	<p>Team places 6 cups in rectangle upside down (opening on table) and ensures they have one string looped around up rubberband per worker up to 7.</p> <p>Team discusses and selects the tower to build and writes it on a sticky and places it on table</p> <p>Team discusses how they plan to build the tower</p>	Cups Strings Rubberbands Sharpies Stickies Value Index Card (for Customer)	The customer should ensure at least 2 towers have a different value than in the prior round.
Round 2 Building	3 min (20 min)	Teams build their tower	Cups Strings Rubberbands	
Round 2 Review	1 min (21 min)	Customer hands out \$ to the team for what they earned for the company; facilitator sweeps that up and records the total earned by the company	Play Money Flip Chart	
Round 2 Retro	2 min (23 min)	Teams reflect on any problems they had, what caused those and any actions they want to take.		
Round 3 Set-up	2 min (25 min)	<p>Team places 6 cups in rectangle upside down (opening on table) and ensures they have one string looped around up rubberband per worker up to 7. The may have green cups in their construction</p> <p>Team discusses and selects the tower to build and writes it on a sticky and places it on table</p>	Cups Strings Rubberbands Sharpies Stickies Value Index Card (for Customer)	The customer should decide if the green cups add or detract from the value of the tower and adjust the order of the towers accordingly.

Topic	Timing	Activity	Materials	Notes
		Team discusses how they plan to build the tower		
Round 3 Building	3 min (28 min)	Teams build their tower	Cups Strings Rubberbands	
Round 3 Review	1 min (29 min)	Customer hands out \$ to the team for what they earned for the company; facilitator sweeps that up and records the total earned by the company	Play Money Flip Chart	
Round 3 Retro	2 min (31 min)	Teams reflect on any problems they had, what caused those and any actions they want to take.		
Debrief	10 min (41 min)	<p>Debrief questions to explore</p> <ul style="list-style-type: none"> <li>• What happened?</li> <li>• What made for good teamwork?</li> <li>• How did you decide to organize yourselves?</li> <li>• What made towers more valuable? How did you figure this out?</li> <li>• What did you learn along the way?</li> <li>• What were some actions you took as a result of your retrospective?</li> </ul>	Last Slide	<p>Reflect on how much the company earned and whether a duplicate caused excess inventory</p> <p>If it didn't happen ask –</p> <ul style="list-style-type: none"> <li>• How did teams deconflict on work?</li> <li>• How did teams get a sense for how valuable the towers were?</li> <li>• What did the teams ask the customer?</li> </ul>
Q&A/Walk Out Retro	4 min (45 min)	<p>Answer any simulation questions</p> <p>Thank participants</p> <p>Ask for feedback – green liked it, yellow is meh, pink you didn't like it; please write comments on the sticky notes</p>	Green, yellow, and pink Sticky Notes	

# CUSTOMER VALUE

DECIDE TOWER VALUE IN RANK ORDER. & WRITE # IN SPACE, PUT ✓ MARK IN CIRCLE WHEN FIRST TOWER IS COMPLETE

ROUND 1	ROUND 2	ROUND 3
_____ \$10 ○	_____ \$10 ○	_____ \$10 ○
_____ \$25 ○	_____ \$25 ○	_____ \$25 ○
_____ \$50 ○	_____ \$50 ○	_____ \$50 ○
_____ \$75 ○	_____ \$75 ○	_____ \$75 ○
_____ \$100 ○	_____ \$100 ○	_____ \$100 ○
_____ \$125 ○	_____ \$125 ○	_____ \$125 ○
_____ \$150 ○	_____ \$150 ○	_____ \$150 ○
_____ \$175 ○	_____ \$175 ○	_____ \$175 ○
_____ \$200 ○	_____ \$200 ○	_____ \$200 ○
_____ SUM ↑	_____ SUM ↑	_____ SUM ↑