

# Demo & Training Workshops

*A Public Workshop Featuring the **Friday Night at the ER®** Team-Learning Simulation Game*



(5 hours for Demo, 6 hours for optional Training. For individuals and teams.)

## **Purpose**

- To build individual and team capacity for cross-functional collaboration, openness to new practices, and data-driven decision making.
- To surface assumptions or mental models that impact organizational performance.
- To foster the application of applied systems thinking for team and organization success.

## **Approach**

This workshop uses a blend of experiential learning, discussion, didactic presentation, and group and individual exercises to bring to light key learnings and practical improvements to put into practice.

The workshop begins with an engaging, shared experience playing the *Friday Night in the ER®* team-learning simulation. Using this tabletop game, participants each play the role of a hospital department manager during a simulated 24-hour period, compressed into one hour, so that players see the consequences of decisions. The game scenario challenges players to manage patient flow, resources and events while providing quality care at reasonable cost. (No hospital or healthcare experience is needed to play the game and learn from it.)

The simulation game provides a practice field for participants to explore their own attitudes and beliefs, and to discover what it means to apply systems thinking in routine work. While the theme of the simulation is a hospital, people from all industries and cultures find the experience highly effective for team learning. (See the [Friday Night at the ER website](#) for more information.)

Following the game play, participants engage in a guided debrief that relates the experience to key insights and practical take-away lessons. Areas of focus during the debrief include:

- Applied systems thinking
- Collaboration across boundaries
- Smart innovation
- Data-driven decision making
- Designing structure for desired behavior

By the conclusion of the workshop, in addition to documenting learnings from the day, participants will have identified key forces at play in their work environment that limit performance with ideas about next steps.

### **Expected Insights**

Participants can expect to gain insight at personal, interpersonal and organizational levels.

As a result of this program, participants will appreciate the interdependence of the functions they manage and the larger system in which they work. They will see the compelling need to effectively collaborate across functional and disciplinary boundaries; to innovate to adapt to changing customer requirements; and to use data as the basis for decision-making. They will gain insight about structural design that moves people from silo thinking to systems thinking.

### **Facilitator Training and Certification**

For those interested in leading *Friday Night at the ER* workshops on their own, a facilitator training and certification program will be offered on the following day. This second-day, optional training is 6.5 hours including lunch, for teams or individuals.

Trainees will learn about diverse and effective uses for *Friday Night at the ER*, best practices for delivering the gameplay and debrief, and how to customize the experience to meet their needs. They will practice elements of leading the game play with guidance and feedback that will enable them to successfully run a game session on their own.

Among the common uses for *Friday Night at the ER* that will be discussed:

- Leadership and team development
- Culture transformation
- Performance improvement initiatives
- Coursework in academic or corporate settings
- Performance interventions
- Employee orientation
- Strategic or business planning

### **Representative Customers**

People in diverse organizations and cultures find relevance and value using *Friday Night at the ER* in work sessions and workshops. Examples of our customers include:

<i>Healthcare</i>	<i>Academic</i>	<i>Business / Nonprofit</i>	<i>Government / Public</i>
Blue Shield of California	Case Western Reserve University	The Boeing Company	Centers for Disease Control and Prevention
Cedars Sinai Medical Center	Karolinska Institutet	Boys and Girls Clubs of America	Centers for Medicare and Medicaid Services
Cleveland Clinic	Emory University	Cisco	City of Minneapolis
Dartmouth-Hitchcock Medical Center	Johns Hopkins University	Deutsche Telekom	FEMA
Kaiser Permanente	Loyola University	Disney	National Center for Atmospheric Research
Mayo Clinic	Rutgers University	Exelon Generation	State of Michigan Office of Performance Excellence
Quest Diagnostics	Stanford University	General Electric	Tennessee Valley Authority
San Francisco General Hospital	Towson University	HREC China	US Department of Veterans Affairs
Singapore General Hospital	UCLA	Intel	US Postal Service
VA Health Care System	University of Toronto	Learning Ally	Wisconsin Public Service

**People and Qualifications**

Upcoming workshops are conducted by expert instructors, who may include those listed below or those shown on the [Friday Night at the ER experts page](#).

Bette Gardner is chief executive officer at Breakthrough Learning. Bette created the *Friday Night at the ER* simulation game and she designs and conducts training programs for teaching systems thinking and related disciplines. Her 30-year career has included business planning and performance improvement, hospital administration, healthcare research and policy analysis, consulting and training.

Jeff Heil is chief operating officer at Breakthrough Learning. He supports clients to successfully use the *Friday Night at the ER* simulation, working with a wide array of healthcare organizations, academic institutions, businesses, nonprofits, government agencies and professional associations to customize the learning experience to address a range of needs and challenges that these organizations face.