



Performance Beyond Borders

Course 1:

Managing Diversity and Inclusion in High Performance Teams

June 11, 2007

Samuel van den Bergh and Sivasailam (“Thiagi”) Thiagarajan

Course 2:

Interactive Training Strategies

June 12 to 14, 2007 (three days)

Sivasailam (“Thiagi”) Thiagarajan

Course 1: Managing Diversity and Inclusion in High Performance Teams

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Target Group

Trainers, managers, consultants, and facilitators who work with or in a highly diverse context.

Session description

Business teams today are rapidly assembled to meet urgent needs. Team members are likely to be strangers to each other because teams are highly diverse and often virtual. As the world becomes flatter, the number of diverse teams is increasing. **GOOD NEWS:** The most productive and innovative results are achieved from these highly diverse teams. **BAD NEWS:** The worst performing teams are also found among highly diverse teams. Based on more than 20 years of field research on organizing, facilitating, and advising highly diverse teams, the facilitators have created a set of guidelines and procedures for decreasing the problems and increasing the potentials of highly diverse teams. In this walk-the-talk workshop, you will experience a series of interactive exercises for mastering key strategies for improving the performance of multinational teams and applying them to your own situation.

Objectives and Benefits

1. Identify potentials and pitfalls of highly diverse teams. Apply „human performance improvement techniques“ to leverage the potential and reduce the pitfalls.
2. Recognise the impact of included diversity. Apply „human performance improvement techniques“ to enhance a high level of trust and create a team culture that includes everyone.
3. Identify and utilize visible and invisible key diversity factors that influence the productivity of a highly diverse team. Learn to include diverse inputs.
4. Apply 20 HPT principles and procedures for improving the levels of achievement and affiliation in highly diverse teams.
5. Identify the needs of a highly diverse team through five stages of its development. Facilitate the team effectively through these stages.



Facilitators



Sivasailam “Thiagi” Thiagarajan has organized, facilitated, and advised multinational teams in the USA, Liberia, Somalia, Bangladesh, India and Australia. His specialty area involves the synthesis of human performance technology, teambuilding, interactive exercises, and intercultural communication.

Prof. Samuel van den Bergh is the founder of the Centre for Cross-cultural Competence which is part of the School of Communication at Zurich University of Applied Sciences, Winterthur, Switzerland. Educated in Zurich, Berkeley, and Cambridge, Sam has trained hundreds of business leaders and MBA students on cross-cultural and diversity management. He is currently the cross-cultural trainer for EDA, Swiss Ministry of Foreign Affairs.

Full profiles of the facilitators at: www.diversityandinclusion.net

Course Schedule

Monday, June 11, 2007: 9.00 a.m. – 5.00 p.m.



Course 2: Interactive Training Strategies

Sivasailam (Thiagi) Thiagarajan

June 12 to 14, 2007 (three days)

Target Group

This workshop is designed for trainers, instructional designers, facilitators, and performance consultants.

The workshop helps a wide range of practitioners from newcomers and experienced specialists to master skills and concepts related to different types of training games, simulations, and learning exercises.

Workshop Description

This workshop practices what it preaches. It helps you design and conduct 24 different types of effective training games, simulations, and activities. Based on 30 years of field research, these design formats enable you to create training faster, cheaper, and better. You will receive a hefty collection of training games during the workshop and have access to 2000+ web pages with additional games, activities, and facilitation tips.

Objectives and Benefits

Day 1

How to design training games and activities

- Define training games and activities, distinguish among different types, and specify their advantages and limitations in corporate training.
- Identify the most appropriate training game and activity format to suit specific performance objectives and participant characteristics.
- Experience, explore, design, develop, evaluate, and revise these types of training games and activities:

1. Structured Sharing

2. Creativity Techniques

3. Interactive Lectures

4. Textra Games

5. Item Processing

6. Double Exposure

7. Card Games

8. Board Games

9. Matrix Games

10. Instructional Puzzles

11. Email Games

12. Improve Games



Day 2

How to design different types of training simulations

- Define simulation games, distinguish among different types of simulation games, and specify their advantages and limitations in corporate training.
- Identify the most appropriate simulation game format (from among a dozen alternatives) to suit specific performance objectives and participant characteristics.
- Experience, explore, design, develop, evaluate, and revise simulation games using these formats:

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|-----------------------------------|-----------------------------|--------------------|
| 1. Action Learning | 5. Culture Assimilators | 9. Role Playing |
| 2. Structured Fieldtrips | 6. Cross-Cultural Dialogues | 10. Cash Games |
| 3. Reflective Teamwork Activities | 7. Production Simulations | 11. PC Simulations |
| 4. The Case Method | 8. Interactive Storytelling | 12. Jolts |

Day 3

How to conduct training games, simulations, and activities:

- Empower participants to determine the scope and sequence of activities in corporate training and teambuilding situations—without neglecting the training goals and objectives.
- Make real-time modifications to the 16 dimensions of facilitation to better suit a specific group of corporate participants.
- Employ 12 strategies for preventing negative and disruptive behaviours in conducting team activities with corporate participants.
- Use a seven-stage debriefing model for reflecting on intense experiences and sharing insights derived from them.

Workshop Facilitator



This workshop is designed and delivered by Dr. Sivasailam „Thiagi“ Thiagarajan.

Dr. Sivasailam „Thiagi“ Thiagarajan is the president of **Workshops by Thiagi, Inc.** and a partner in **van den Bergh Thiagi Associates GmbH**. Both these organizations focus on helping professionals improve their performance effectively and enjoyably.

Internationally recognized as an expert in multinational collaboration and active learning in organizations, Thiagi has lived in three different countries and has consulted in 21 others. He has worked with more than 50 different organizations in high-tech, financial services, and management consulting areas. For these clients, Thiagi has consulted and conducted training in such areas as change management, leadership, diversity, creativity, teamwork, and organizational learning.

Thiagi has published 40 books, 90 games and simulations, and more than 200 articles. He currently writes an online newsletter, [Thiagi GameLetter](#).

Thiagi has been the president of the North American Simulation and Gaming Association (NASAGA) for four times and of the International Society for Performance Improvement (ISPI) twice.

This is what several experts have to say about Thiagi’s special talents in designing and delivering creative training.

- **Glenn Parker**, author of [Team Players and Teamwork](#), says, “Quite simply, Thiagi is the most prolific and creative designer of games and simulations in the world.”
- **Mel Silberman**, author of [Active Training and 101 Ways to Make Training More Active](#), says, “Thiagi’s training games are always ingenious, easy to conduct, and open to several learning points.”

- **Steve Sugar**, author of **Games That Teach**, says, “When I want to create a learning environment or produce a thoughtful discussion, I turn to Thiagi’s games.”
- **Andy Kimball**, President of QB International, says, “There are two types of training-game designers: there is Thiagi and there is the rest.”
- **Bill Matthews** exclaims, “Thiagi’s games make me look good.”

Five Features That Make Thiagi’s Workshops Unique

1. **Accelerated.** Thiagi keeps you totally absorbed with a unique blend of expert presentations, reflective discussions, and creative activities
2. **Functional.** Thiagi uses the techniques that he teaches. Just by watching him in action, you pick up several effective strategies.
3. **Authoritative.** Thiagi knows what he’s talking about. His workshop is based on sound theory, validated principles, and solid experience.
4. **Practical.** Thiagi has spent decades in organizational firing lines. He empowers you with realistic tools and techniques for immediate use in today’s workplace.
5. **Fun.** Thiagi’s contagious enthusiasm, inclusive humour, and irreverent flexibility makes you enjoy every moment of the workshop.

Course Schedule

Day 1: Tuesday, June 12, 2007: 9.30 a.m. – 5.30 p.m.

Day 2: Wednesday, June 13, 2007: 9.00 a.m. – 5.00 p.m.

Day 3: Thursday, June 14, 2007: 9.00 a.m. – 4.30 p.m.

Settings

Winterthur, Switzerland.

All courses are held in the Casino Theater which is in the centre of town.

Tuition

Course 1 CHF 660.–
Course 2 (three days) CHF 1800.–

Tuition includes

Course fee, lunch and coffee breaks, reading packet, printed course materials, confirmation of attendance.

Registration procedure

Participants may send the entire fee or a deposit of CHF 400.– per person. Registrations without a deposit will be put on a waiting list for the requested workshop. Payments must be made in Swiss Francs (CHF). Fees are refundable in accordance with the cancellation policy (see below). Final payments are due 30 days prior to arrival. We encourage early registration to assure a place in your workshop. We will accept registrations until a workshop is full or the session begins.

Reductions

- For payments by money transfer (all courses) to our UBS bank account (not for payments via credit card!): CHF 50.–, on condition that money transfer costs are paid by participants in full.
- „Early Birds“ who enrol before 31 January 2007, will get an additional reduction of CHF 30.– (one-day course), CHF 70.– (three-day course).

Cancellation

Refund of fees (minus a CHF 300.– cancellation fee) will be made after receipt of a written request in accordance with the following policy: 100 % – 60 days prior, 50 % – 30 days

prior to the first day of course. Cancellation of course due to illness or death of facilitator: reimbursement of full course fees. No other reimbursements made.

Note

Before you purchase a non-refundable airline ticket, make sure you have written confirmation of your enrolment or contact our office at:
info@diversityandinclusion.net

Accommodation and evening meals: not included

We recommend the following hotels where we have been able to reserve a limited number of rooms:

Park Hotel (****) special Thiagi price CHF 155.–
(formerly Garten Hotel) (bed and breakfast) per night.
Reservations: www.phwin.ch
(quote: Thiagi 2007)

Hotel Krone (***) special Thiagi price CHF 135.–
(bed and breakfast) per night.
Reservations:
www.kronewinterthur.ch
(quote: Thiagi 2007)

Two other small hotels close by are:
Hotel Wartmann (www.wartmann.ch) and
Hotel Loge (www.hotelloge.ch).

A list of hotels can be obtained from Winterthur Tourism which also operates an on-line reservation system:
www.winterthur-tourismus.ch

Phone: ++41 52 267 67 00
Fax: ++41 52 267 68 58

Important

We recommend early reservation, as the number of reserved rooms is limited on a first come first served basis.

Information

For further information, please call or write to:

van den Bergh Thiagi Associates GmbH
c/o Mrs Nadya Misteli
Erlistrasse 321
CH-8454 Buchberg
Switzerland
Phone: ++41 44 867 10 74
Fax: ++41 44 867 10 75
E-mail: info@diversityandinclusion.net
Website: www.diversityandinclusion.net

Zurich University of Applied Sciences
Winterthur (Switzerland)
Prof. Samuel van den Bergh
Phone: ++41 52 267 75 77
E-mail: bes@zhwin.ch