

SESSION AT-A-GLANCE	WHO?	HOW LONG?
Introduction	Facilitator	10 minutes
The Game	Facilitator, audience	60 minutes
Debrief and Discussion	Facilitator, audience	15 minutes

Egg Ship Game

Why Use This Game

- To help teams to get used to working together.
- To give teams practice in problem-solving.
- To focus teams on the importance of meeting customer needs.

Target Audience

Team members and others who will be developing and running PDSA cycles, or working on any sort of complex team project.

Type of Game

A competition among teams.

Key Concepts

- Keeping focused on customer needs helps teams solve problems more smoothly.
- Teams get better at working together over time.

Source, History and Resources for More Information

This game comes from “*101 More Training Games*,” by Gary Kroehnert, McGraw-Hill Book Company Australia, Sydney, copyright 1999 (pp. 28-29). Mr. Kroehnert includes permission to reproduce his games for educational purposes or training activities.

Materials

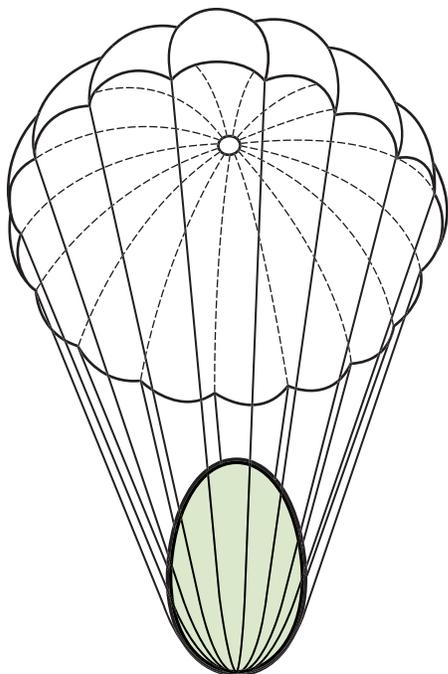
For this game, you will need:

- For each team participating:
 - One raw egg (hard-boiled may be substituted to help with the clean-up if any break)
 - A roll of sticky tape
 - A handful of drinking straws
 - Marking pens
 - One copy of the Briefing Sheet (Attachment 1)
- A flip chart and markers to record the key points of the discussion
- A small ladder or step-stool for the 10-foot test flight

Preparation

To prepare for this session:

- Familiarize yourself with the session’s structure and content:
 - Read through the game instructions and key teaching points in their entirety.
 - Practice the game itself.
 - Practice presenting the key teaching points.
- Prepare the room:
 - Remove tables; teams will need space to work.
 - Have the equipment ready to distribute to teams.
 - Set up the flip chart so you can give the instructions and capture key points of the discussion after the game.



Playing the Egg Ship Game

Welcome and Introductions

To begin the game, welcome participants and thank them for their participation. If necessary, ask individuals to introduce themselves to the group.

Learning Objectives

Tell participants that by the end of the session they will:

- Know their teammates better.
- Know how they and their teammates work together to solve a problem.
- Have experience collaborating to address customer needs.

Agenda

Provide a brief description of the session's primary components:

1. Background to the Egg Ship Game.
2. The game itself.
3. Debrief and discussion on what the game shows, and how its lessons can be applied to HIV care.
4. Feedback and close.

Background to the Game

Facilitator's note

One of the first things people learn about quality improvement is that it's supposed to focus on the needs of the customer. When QI teams reach decision points – having to decide between two options, for example – remembering that they need to meet or exceed customers' needs helps make decisions and keep team's work on target. In health care it is especially important to remember to work to improve care from the patient's or client's perspective, not to make things "easier" for providers.

This game illustrates the value of having a clearly stated customer need – even though, in this case, it's a need that can be difficult to meet! The game is fun and lighthearted but contains important lessons. Take the time at the end to work through the discussion questions.

Key points to explain to your audience:

- If the participants have not been exposed to the concepts of customers and customer needs, spend some time discussing these with them. Some in health care can be uncomfortable with the commercial connotation of "customer" – stress that for us, customer is designed as the person who receives and uses the service or product you produce.
- Acknowledge that this is a difficult task and encourage participants to help each other and to be creative.
- Make sure everyone understands the goal: to create a spacecraft suitable for the successful transportation of raw eggs.

The Game Itself

- Divide the participants into teams of 5-7 people each.
- Tell the groups that they represent companies that produce spacecraft. These companies will be competing for a lucrative contract to construct a particular type of craft.
- Each group then starts the task of designing, constructing and evaluating a spacecraft suitable for the transportation of raw eggs. Give each team 45 minutes to design and construct their Egg Ships using the materials supplied.
- At the end of this time, begin the two-part evaluation. Each evaluation consists of a test flight, one from 4 feet and the other from 10 feet. Should the eggs break during either test flight, the company will be sued for damages.
- Conduct the first part of the evaluation by holding the Egg Ships 4 feet above ground level and dropping them to the floor. The egg must not break.
- Egg Ships that survive the 4 foot test move on to the second part. Hold each Egg Ship 10 feet above the floor (use the ladder or step-stool) and drop it. Again, the egg must not break.

Debrief and Discussion

- Review results. Identify the teams that successfully completed both parts of the evaluation.
- Ask the teams about how they did their work?
 - How did they approach the task? Did they break down the work? Who did what?
 - How about bringing others on the team along? Add your own observations.
- Did any group ask the customer for more specific details, such as the required color, placement of a company logo, etc? Why or why not?
- Did any group get the customer involved in the process? Why or why not?
- Discuss the potential application of what they have learned to their own HIV program.
 - How do we involve customers in our problem-solving?
 - Does our use of teamwork help or hinder our problem-solving?
 - What might we do differently to improve?

Feedback and Close

- Ask your audience for feedback on whether this session met its objectives. Take notes of their response on a flip chart, and keep it for your use in the future.
- Schedule an informal follow-up session with any audience member who wants clarification or more information on the game or the concepts you discussed.
- Thank your audience and congratulate them on their hard work and success.

Attachment 1

Egg Ship Briefing Sheet

Your team represents a company that designs, builds and flies custom-built spacecraft. You will be competing for a lucrative contract to design and construct Egg Ships for the next decade.

For this exercise you will have 45 minutes to design your Egg Ship. On completion of the design and construction your Egg Ship will be evaluated and put through two separate test flights. Should the egg break during either test flight the company will be sued for damages.

The first test flight will be from the height of 4 feet. The Egg Ship must be held 4 feet above ground level and dropped to the floor. The egg must not break during this flight.

The second test flight will be a 10-foot flight. The Egg Ship will be located 10 feet above ground level and dropped to the floor. Again, the egg must not break.

All of the raw material (pun definitely intended) will be distributed by your customer.

Good luck!