

Serious Business Game for more resilience and assertiveness

Learn the key skills and concepts to be more assertive in your personal and professional life. Strengthen your resilience for more stress resistance and assertiveness.

Gamification Storyline:



In this serious business game you and your employees train in the role of Jose Gabriel. A few hours before Christmas Eve dinner with his family, an unusual surprise occurs, leaving Jose Gabriel without his Christmas turkey. In a race against time, Jose Gabriel embarks on a wild adventure through Mexico City. He meets a variety of characters to try to get his hands on the coveted Christmas dish for his family after all. The fate of their Christmas Eve **together will depend on his ability to deal with conflicts successfully, to communicate confidently and to say "no" with persuasion.**

Help Jose Gabriel on his journey through Mexico City! Show successful assertiveness to save the family evening.

Characteristics of the Serious Business Game:

- ✓ Learn with game based didactic methods.
- ✓ Applicable and practical contents.
- ✓ **Results-oriented learning** with revolutionary gamification technologies.
- ✓ Use the simulations for experience-based learning.
- ✓ Flexible, intuitive to use, fast and easy to train.
- ✓ An exciting gamification storyline facilitates targeted learning.
- ✓ **A unique learning experience!**

Yes, just try it out? Get a free test license www.ARC-Institute.com

The ARC Institute is your didactic contact for Serious Business Games. We would be happy to provide you with an individual offer for your team: Info@ARC-Institute.com. Together with you, we develop concepts how you can support your employees independently of time and location in up to 11 languages simultaneously, worldwide.

Create a new and unique training experience for your employees!

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Methodology:

The developed game-based learning method is a combination of **3 elements**:

- ✓ **High quality content** equivalent to a two-day on-site course, with a strong practical focus that is useful and directly applicable to the work
- ✓ The **use of gamification techniques** in terms of story telling, ranking motivation, scoring, different learning and game levels, and incentives through recognition and awards. This makes the training a motivating and exciting learning experience. This directly promotes the intrinsic motivation to learn on your and your employees' side.
- ✓ **Practical exercises** that allow you as a participant to practice directly in a safe and motivating environment and to implement the practical knowledge. You will **receive detailed feedback** in the form of individual learning loops.

Knowledge and skills

With the help of the realistic simulations and characters in the serious business game CHRISTMAS an **effective knowledge transfer is achieved** with this training. The gamified training elements stimulate a targeted didactic learning process.

Here it is possible for you and your employees as participants to practice the **most important skills** and concepts that are necessary **to be more assertive**:

- ✓ Effective communication, empathy, interpersonal relationships,
- ✓ Problem solving, decisiveness.
- ✓ Coordination, result orientation,
- ✓ Understanding cause-effect chains better,
- ✓ Planning, decision making, problem solving

Further integrated capabilities:

Analytical thinking, negotiation and change management, better ability to focus on key issues, initiative, organizational competencies, self-confidence, self-awareness, self-control,



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Overview of contents:

The training course teaches all personality types how to best show assertiveness in different situations:

- ✓ **Advantages of positive assertiveness** and consistent action
- ✓ **To better assess situational attitudes** and general types of behaviour: passive, aggressive, assertive.
- ✓ How to deal with conflicts in a robust manner
- ✓ Steps to building an assertive message
- ✓ Tips to say "no" and stick with it
- ✓ **Step by step** we will guide you through the case studies and simulations to expand your assertiveness.

Objectives | Why CHRISTMAS?:

CHRISTMAS is aimed at all those who want to **improve the way they approach interpersonal relationships**, defend their own interests and assert their opinions. The training is applicable and useful in both professional and personal environments.

Thanks to this course:

- ✓ Identify and understand different types of behaviour in dealing with conflicts (for example, passive, aggressive or assertive).
- ✓ Learn to deal with conflicts in an assertive manner.
- ✓ Learn how to say "no" firmly and stick to it.
- ✓ Discover the practical four-step method for creating an assertive message.
- ✓ Learn tips and tricks to act consistently and reach your goals with conviction..



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Training Modules

- **Module I:** Advantages of assertiveness.
- **Module II:** Identification and handling of different types of attitudes and behavior
- **Module III:** How to deal with conflicts with assertiveness
- **Module VI:** Steps to building an assertive message.
- **Module V:** Instructions on how to say "no" consistently.

What is CHRISTMAS's focus group?

CHRISTMAS is aimed at all people, employees, who want to improve their interpersonal relationships by defending their interests and asserting their opinions. Both in their personal and professional lives.

Assertiveness is based on balance. It requires being open about one's wishes and needs, while at the same time considering the rights, needs and wishes of others. If you are assertive, you are self-confident and draw strength from this to communicate your point of view firmly, fairly and with empathy.

How do you make it work? What are the IT requirements?

1. **The only thing you need** to use this business game training is an end device with internet access.
2. You can **access our performance-optimised business game platform** at any time, from anywhere in the world via your individual user profile or integrate the business game training into your LMS (Cornerstone, Moodle, SAP Success Factors, etc.).
3. You will receive regular reports on the progress of your participants and training groups. This allows you to keep an overview at all times and motivate your teams in a goal-oriented manner.

