

TEAM UP!

START

GAME OVERVIEW

BADGES

EXIT GAME

Game Overview

Gameplay: Using the roles that each player has been assigned, the task is to Team Up to propose the best solution to solve the scenarios presented in each level. Every soft skill category has a total of three challenges.

Remember, while your individual perspectives and experiences can be used as a basis of your discussions, your team solution should be reflective of the full group. Additionally, you must also think from the perspective of the character you've been assigned. Work with your team to propose two solutions and then provide a final recommendation for every challenge. Be creative and think outside the box.

All levels will build on the challenges presented in that soft skill category. Your team's recommendation will be compared against other teams' responses and the ideal recommendation inputted into the system so play the game wisely.

You must assign roles within the game based on the team's strengths and weaknesses. But remember to not repeat roles to ensure maximum experience.



Game Overview

Game set-up and time: Teams will need to play this game face to face in person or via remote collaboration tools.

Points: You must role-play each scenario and come up with an action plan. You must record your action plan and you will be awarded 10 points. Then, discuss three possible solutions to solving the scenario. Record your solutions and you will be awarded 15 points each. Finally, to pass the level, as a team you must make a final recommendation.

Your team will have an unlimited number of chances to pass each level but the teams that pass it on their first try, receive an additional 20 points for every challenge passed on the first try to your team's total number of points. You will see the leaderboard in the final program workshop. The winning team receives a prize!

READY, SET, TEAM UP!

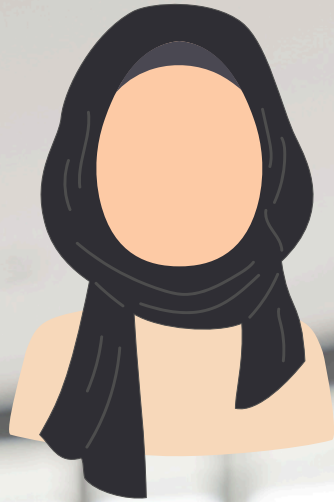


Select a Soft Skill Category to Begin the Game.

**Conflict
Resolution**



Assign Each Player a Role.



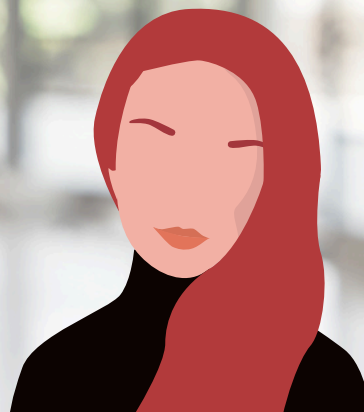
**Organizational
Development
Specialist**



**Human
Resources
Manager**



**Senior
Engineering
Manager**

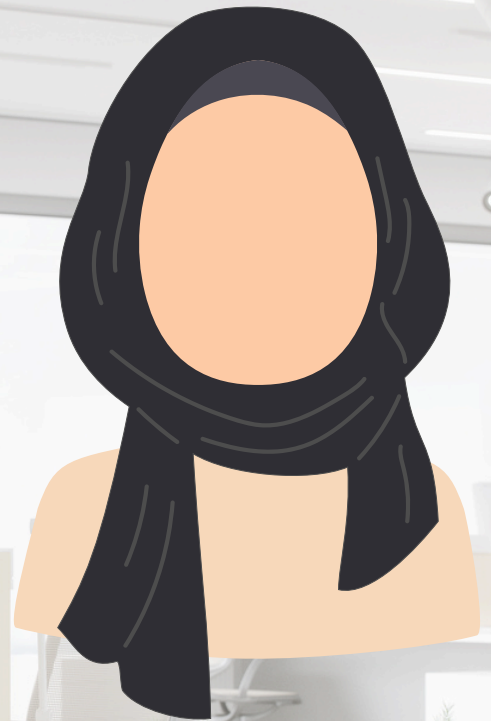


**Head of
Engineering**

Hi, I'm Maryam.

Role 1: Organizational Development Specialist

Maryam joined ASQ one year ago. She is responsible for developing instructional products/materials for ASQ. In the past, Maryam has developed eLearning on customer service and has administered policy related training.



Hi, I'm Sam.

**Role 2: Senior Engineering
Manager**

Sam joined ASQ seven years ago and is responsible for leading the Software Engineering team. Sam oversees a team of 14 and he reports into the Head of Engineering, Jessica Siefer.



Hi, I'm Justin.

Role 3: HR Manager

Justin joined ASQ three years ago. Justin leads a team of five and reports into the Director of HR. They are responsible for managing employee relations, workplace compliance, and fostering a respectful and productive work environment.



Hi, I'm Jessica.

Role 4: Head of Engineering

Jessica joined ASQ five years ago. She is responsible for overseeing the technical direction, strategy, and overall performance of the engineering department at ASQ. Jessica oversees a team of 40 and has six direct reports.



Have all players selected a role?





Select the folder to unlock level 1 scenario related to workplace conflict resolution.





Let's Review the Scenario

Quinton Hall and Amin Syed both work as Software Developers at ASQ Inc. Quinton has been with ASQ for over six years, whereas Amin joined just over two years ago. Amin is given a promotion to a Team Lead position that Quinton was passed up for. Amin and Quinton have worked hard to be where they are today and both have made significant contributions to ASQ.

Of course with his tenure and business acumen, Quinton feels like his work and contributions have been significantly overlooked. He believes Amin's promotion was unfair. As time passes, the resentment and tension between the two team members continues to grow and there seems to be no end in sight.





Call to Action

Draft Your Action Plan

Record how your team is planning to tackle this challenge. Choose one member of the team to submit the **questionnaire**.

Consider: What is the role of each person and how does it tie into the scenario?

Consider: What actions should each role take to move the team closer to resolution?



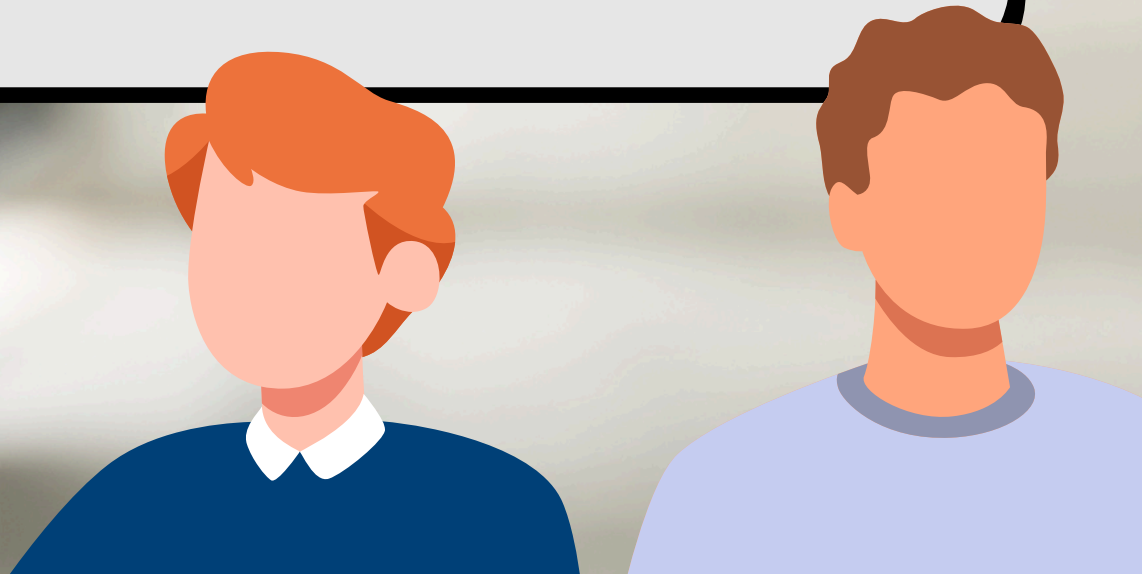
Select information icon to gather more details about Quinton and Amin.



The Challenges

Continue reading to understand why the tension between Quinton and Amin is creating a toxic work environment.

- **Undermining in team meetings:** During team meetings, Amin as the new Team Lead often dismisses and deliberately excludes Quinton's suggestions.
- **Passive-aggressive behavior:** Quinton makes sarcastic remarks about Amin's leadership style during casual team conversations e.g., "we all need to be the boss's pet to get ahead." This creates a hostile work environment and further deepens the divide in the team forcing other team members to pick sides.
- **Lack of collaboration:** Quinton begins to withhold information and purposely delays responses to Amin's requests, impacting team progress and productivity. Amin becomes more controlling and begins to micromanage Quinton's tasks.





Call to Action

Draft Your First Solution

Record your team's first proposed solution. Select one member of the team to submit the questionnaire.





Call to Action

Draft Your Second Solution

Record your team's second proposed solution. Select one member of the team to submit the **questionnaire**.





Call to Action

Draft Your Final Solution

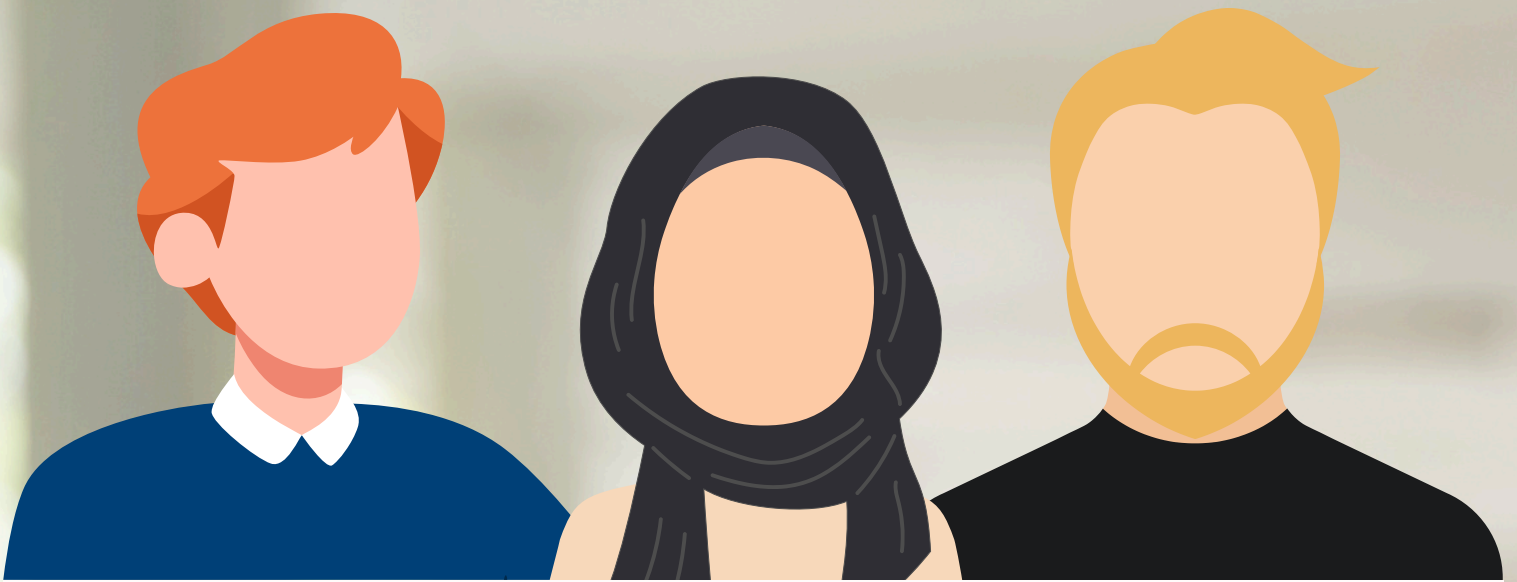
Is your team ready to propose the final recommendation? Select one member of the team to submit the questionnaire.





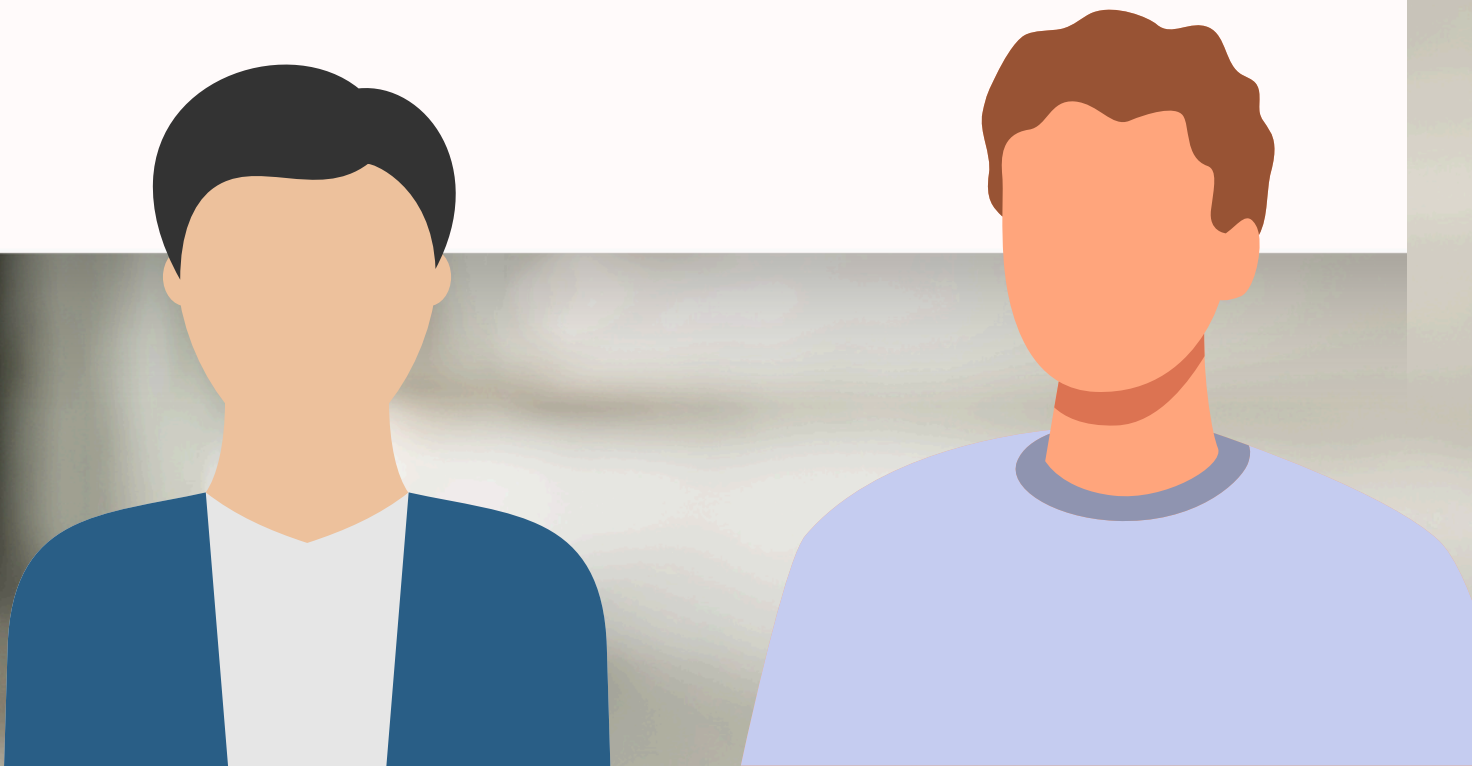
Select the folder to unlock level 2 scenario related to workplace conflict resolution.





Let's Review the Scenario

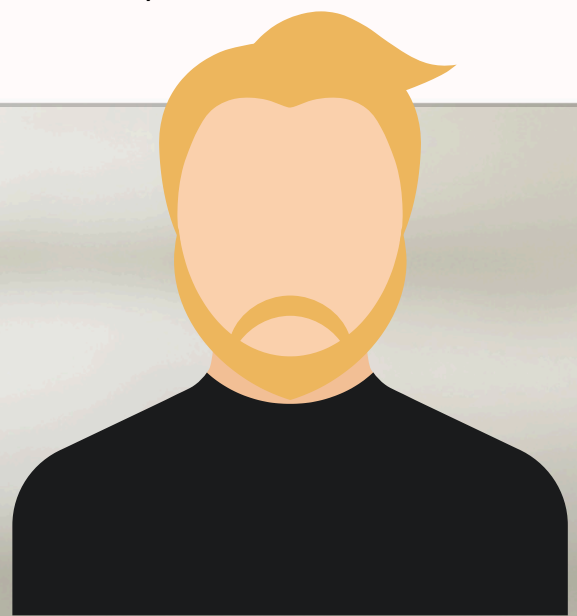
Eight months have passed since Sam, Jessica and Justin intervened to resolve the tension between Amin and Quinton. Sam involved the HR Manager, Justin, who had mediation discussions with Quinton and Amin separately. Additionally, Sam had private discussions with his two team members. The management team also worked with Maryam to develop new policies and mandatory training on code of conduct and respectful workplaces.





Scenario Continued

Back in the office, Quinton remains distant, completing his tasks efficiently but refusing to engage with Amin beyond the bare minimum. Amin, despite his leadership position, avoids confronting the issue directly. The team notices that while heated exchanges have decreased, the atmosphere is just as heavy. Meetings remain strained. Their collaboration is purely functional, devoid of any real teamwork. They even avoid attending team meetings or events. Attempts by Sam to mediate continue to fall flat. Even the HR team, after multiple interventions, grows frustrated, sensing that compliance does not equal resolution. Eventually, ASQ Inc. faces a difficult question: If structured programs, managerial guidance, and corporate policies can't resolve a deeply embedded workplace conflict, what comes next?





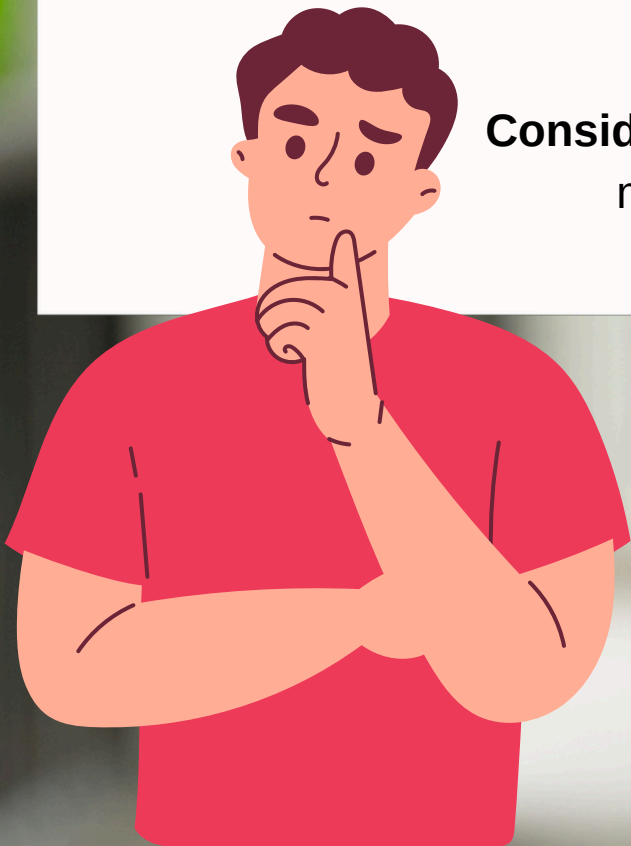
Call to Action

Draft Your Action Plan

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Consider: What actions should each role take to move the team closer to resolution?





Call to Action

Draft Your First Solution

Record your team's first proposed solution. Select one member of the team to submit the questionnaire.





Call to Action

Draft Your Second Solution

Record your team's second proposed solution. Select one member of the team to submit the **questionnaire**.





Call to Action

Draft Your Final Solution

Is your team ready to propose the final recommendation? Select one member of the team to submit the questionnaire.





Select the folder to unlock level 3 scenario related to workplace conflict resolution.





Select the folder to unlock level 1 scenario related to workplace communication.



Team Up Badges

Conflict Resolution



Communication



Emotional Intelligence



Strategic Decision-Making



Coaching



Relationship Building





**You have
exited the
game.**