



SOCIETY FOR HUMAN  
RESOURCE MANAGEMENT

**Communications Simulation and  
Debrief Questions  
for Instructors**

# Role: General Manager

**Objective:** Explore the complexity of interpersonal communication.

**Time:** 15 minutes followed by debrief discussion

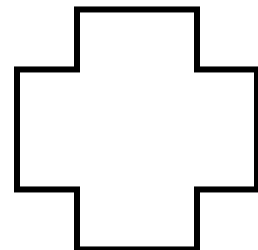
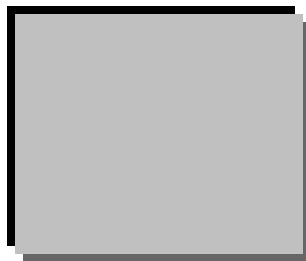
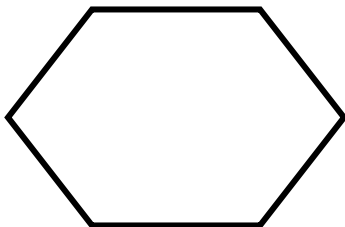
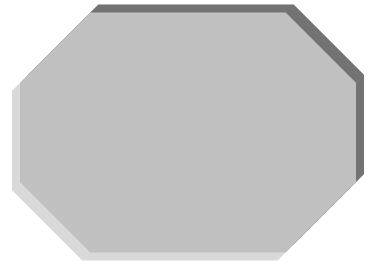
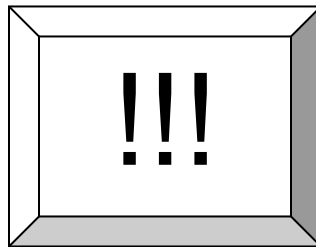
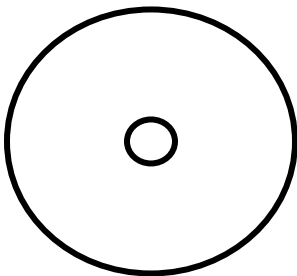
**Instructions:** Read the scenario provided for you. Do not share your scenario.

You play the role of the general manager on your team. Your other team members include a supervisor and three workers. The organizational structure for the team is as follows:

- The supervisor reports directly to you.
- Workers left, right and center report directly to the supervisor.

Below you will find your objective as general manager and the rules you must follow:

1. Each member of your unit has six symbols. Your assignment is to determine which one of the symbols you all hold in common.
2. You may not show your sheet to any other member of the team.
3. You must communicate **only with the supervisor**, and **you may only communicate in writing**.
4. Your supervisor may communicate with you and with workers left, right and center.
5. Workers left, right and center may exchange notes only with the supervisor. No other communication is allowed.
6. You have 15 minutes to find your common symbol.



# Communications Activity

## Role: Supervisor

**Objective:** Explore the complexity of interpersonal communication.

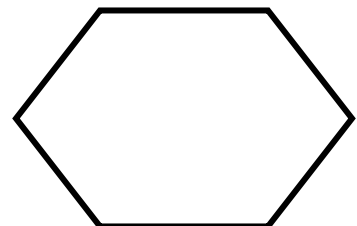
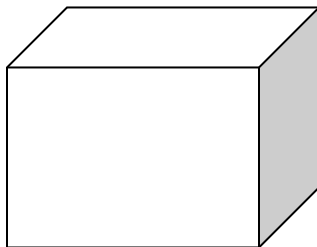
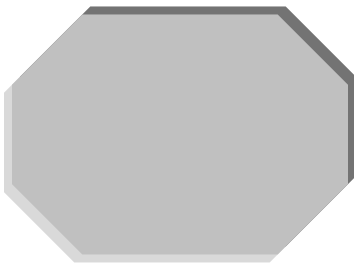
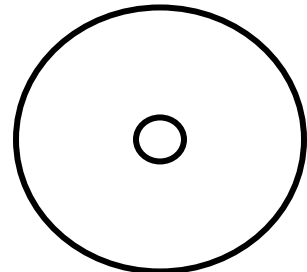
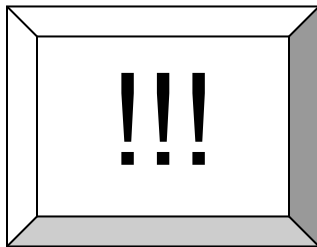
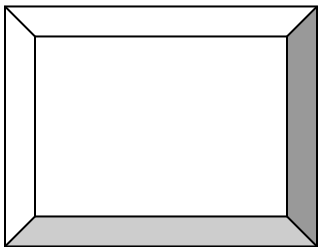
**Instructions:** Read the scenario provided for you. Do not share your scenario.

You are to play the role of the unit supervisor for the duration of the exercise. The organization structure is as follows:

- You report directly to the general manager.
- Workers left, right and center report directly to you.

These are the rules you must follow:

1. You may communicate with the general manager and workers left, right and center.
2. ***You may not show this sheet to any other member of the team.***
3. All communication must be written. No other communication is allowed.



# Communications Activity

## Role: Worker Left

**Objective:** Explore the complexity of interpersonal communication.

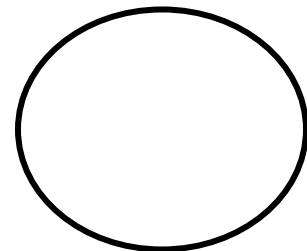
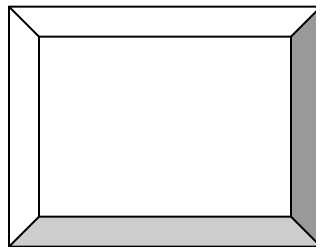
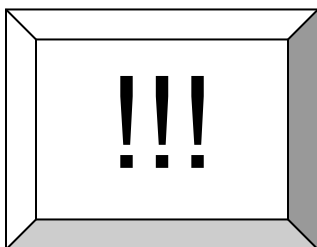
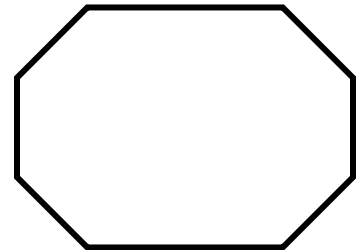
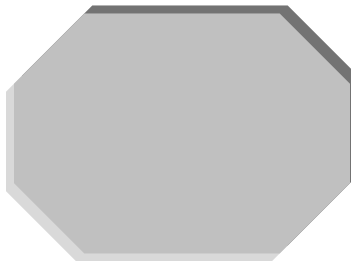
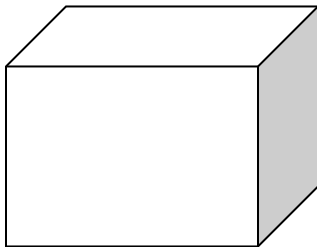
**Instructions:** Read the scenario provided for you. Do not share your scenario.

You are to play the role of worker left for the duration of the exercise. The organization structure is as follows:

- You report directly to the supervisor.
- The supervisor reports directly to the general manager.

These are the rules you must follow:

1. In this exercise, you are worker left.
2. ***You may not show this sheet to any other member of the team.***
3. All communication must go directly through your supervisor. You may not communicate with other workers or with the general manager.
4. All communication must be in writing. No other communication is allowed.



# Communications Activity

## Role: Worker Right

**Objective:** Explore the complexity of interpersonal communication.

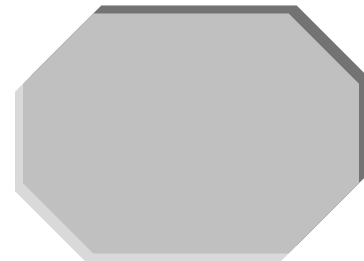
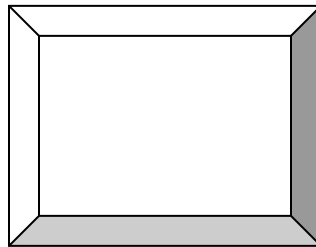
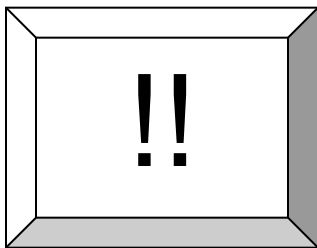
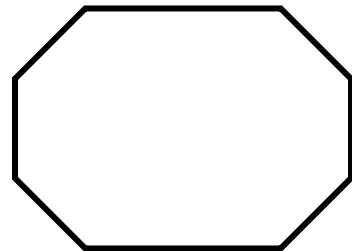
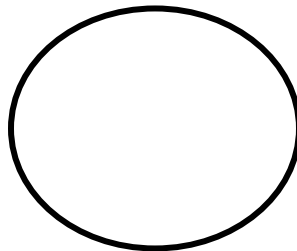
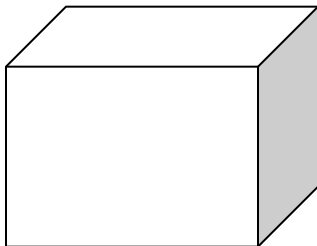
**Instructions:** Read the scenario provided for you. Do not share your scenario.

You are to play the role of worker right for the duration of the exercise. The organization structure is as follows:

- You report directly to the supervisor.
- The supervisor reports directly to the general manager.

These are the rules you must follow:

1. In this exercise, you are worker right.
2. ***You may not show this sheet to any other member of the team.***
3. All communication must go directly through your supervisor. You may not communicate with other workers or with the general manager.
4. All communication must be in writing. No other communication is allowed.



# Communications Activity

## Role: Worker Center

**Objective:** Explore the complexity of interpersonal communication.

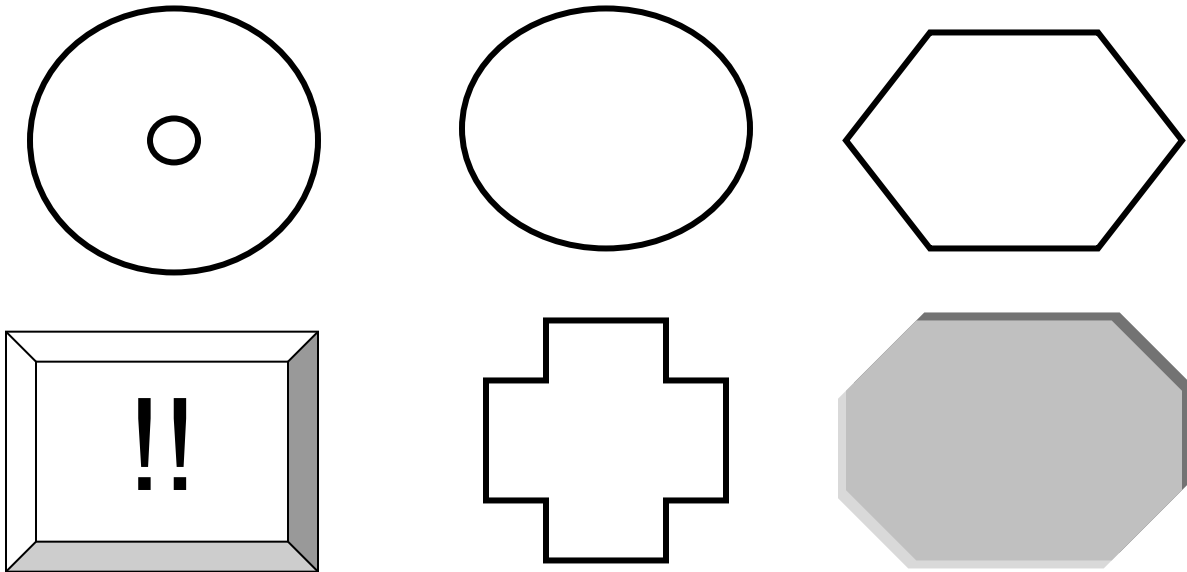
**Instructions:** Read the scenario provided for you. Do not share your scenario.

You are to play the role of worker center for the duration of the exercise. The organization structure is as follows:

- You report directly to the supervisor.
- The supervisor reports directly to the general manager.

These are the rules you must follow:

1. In this exercise, you are worker center.
2. ***You may not show this sheet to any other member of the team.***
3. All communication must go directly through your supervisor. You may not communicate with other workers or with the general manager.
4. All communication must be in writing. No other communication is allowed.



# Communications Activity Debrief

1. Where you able to accomplish the task?
2. In an effort to accomplish the task, what did you try that worked well? What did not work well? Why?
3. Describe your experience.
4. Other than being able to talk, what do you wish you could have done to make this task easier to accomplish?