Title: **The Devil's Burocrates**

Exercise Code:

|  |  |  |
| --- | --- | --- |
| Modules: | Group size: | Duration: |
| 4. Professional Integrity | Small group  Large group | 20/30 min |

# Purpose: improve the service and the quality of the relationship between several parties

# Description: sometimes customers identify very clearly what would be the improvements of the companies. However, things do not change and inefficiencies continue to occur causing frustration. It can also happen that the service user is not aware of any restrictions of regulation that make it difficult to find a solution quickly and easily.

# Material: adhesive labels and marker

# Methods: The exercise is done in the following way :

# a first group will be formed and the trainer will give every member of the group an adhesive label as follows:

# the bureaucrat

# Mr. NO

# the politician

# the manager

# the members of the corporate group will apply the sticker on their forehead;

# a second group of users (or customers) will be formed, consisting of three people; the trainer will give an adhesive label to each participant as follows:

# the violent

# the plodder (meticulous person)

# the calm

# members of the user group will apply the sticker on their forehead;

# All participants will behave as written on the label assigned to them;

# a supervisory committee will be formed, consisting of the other people in the group;

# the group of users will choose together a disservice (real or not) and will seek a solution together with the corporate group;

# The corporate group, taking an obsessive congruence with the label assigned by the trainer, will defend to the hilt the company and its current way of working; NO economic or human resources increases are allowed;

# The supervisory committee will keep the conversation friendly and moderate;

# the negotiations and the search of the solution must be done in 15 minutes.

# after fifteen minutes, facilitated by the trainer, conclusions must be given; feelings and emotions will be shared, discussing what would be the best solution both in terms of operations and relations.

# Advice for Trainer:

# Source/Literature:

# Handouts: