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Product Catalogue

An overview of RSVP Design Ltd’s range of learning tools & resources

Experiential learning resources for developing personal development, team, management, leadership and facilitation skills

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### Toolbox

#### At My Best Strength Cards

**Learning Focus**
Coaching, Strengths, Giving & Receiving Feedback

**Group Size**
Up to 4 per set

**Duration**
Approximately 30 minutes per task

**Contents**
48 attractively designed cards (10.5 x 7.5cm) with images on one side that can be related to a single ‘Strength’ word on the reverse. Instruction/activity guide

**Comments**
An exercise in reviewing individual strengths on a personal reflection basis or as part of a coaching conversation. The beautiful images are an extremely useful alternative to the Word sort for non-native English speakers. A great tool for team development too.

### Toolbox

#### Blindfolds

**Learning Focus**
Change Management
Effective Communication
Negotiation & Building Trust
Resilience, Risk Assessment
Teambuilding

**Group Size**
Variable

**Duration**
10-20 Minutes plus review

**Contents**
20 x blindfolds

**Comments**
Blindfolds can be used in a wide variety of situations either with existing activities to change various elements of it, or to simulate a number of different challenges to individuals and groups.

### Toolbox

#### BlueKit

**Learning Focus**
Teamworking, Team Communication, Goal Setting, Performance Improvement

**Group Size**
Ideal 4-20

**Duration**
15 minutes to 3 hours activity

**Contents**
2 x Marionette poles with accessories for 5 x activities. Full facilitator guide and explanation/set-up video

**Comments**
A versatile team resource, with 5 different activities. The wooden devices require involvement from all team members to control and manipulate it through different tasks

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TOOLBOX

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## ToolBox

**Toolbox**

### Building Personal Resilience Coaching Cards

| **Learning focus** | Improving Performance  
|                   | Resilience  
|                   | Strategic Thinking |
| **Group size**    | Ideal 2-6, possible to have up to 16 participants |
| **Duration**      | 30-90 minutes + review |
| **Contents**      | Facilitator Manual, Customer order sheets  
|                   | 8 magnetic boards + magnetic components |
| **Comments**      | Use these cards, created by Reveal Solutions, to help participants build and improve their resilience through the use of a comprehensive collection of challenges, questions and techniques. |

**Toolbox**

### Chainlink

| **Learning Focus** | Prioritisation/ Managing Multiple Demands  
|                   | Customer Supplier Relationships  
|                   | Effective Communication under Pressure |
| **Group Size**    | Up to 16 per set |
| **Duration**      | Approximately 40 minutes plus review |
| **Contents**      | Facilitator Manual, Customer order sheets  
|                   | 8 magnetic boards + magnetic components |
| **Comments**      | Managing the demands of being in an internal supply chain - supplying customer needs whilst also ensuring suppliers deliver. The use of the observer role provides an excellent opportunity to rehearse providing feedback based on observed behaviour |

**Toolbox**

### Challenging Assumptions

| **Learning Focus** | Creative Thinking and Problem Solving  
|                   | Challenging Conventional Thinking  
|                   | Understanding Approaches to Change |
| **Group Size**    | Ideal 3-4 per puzzle. Possible up to 16 in total |
| **Duration**      | 20-30 minutes plus review |
| **Contents**      | Facilitator Manual  
|                   | 4 x puzzle sets per pack |
| **Comments**      | An exploration of how to tackle a new challenge, with emphasis on the need to use past experience carefully and avoid making assumptions. An opportunity to combine creative thinking with resilience in learning new skills. |

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[Contact Information]

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<th>Colourblind®</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning Focus</td>
<td>Communication (Managing Information)</td>
</tr>
<tr>
<td></td>
<td>Achieving Common Meaning</td>
</tr>
<tr>
<td></td>
<td>Team Problem Solving</td>
</tr>
<tr>
<td></td>
<td>Chairing and Group Management</td>
</tr>
<tr>
<td>Group Size</td>
<td>Ideal 6-16.</td>
</tr>
<tr>
<td>Duration</td>
<td>20-40 minutes plus review</td>
</tr>
<tr>
<td>Contents</td>
<td>Facilitator Manual, 20 x blindfolds</td>
</tr>
<tr>
<td></td>
<td>30 coloured components</td>
</tr>
<tr>
<td>Comments</td>
<td>A classic communication skills activity, to</td>
</tr>
<tr>
<td></td>
<td>improve the skills of listening and speaking.</td>
</tr>
<tr>
<td></td>
<td>The emphasis is on using language accurately</td>
</tr>
<tr>
<td></td>
<td>and descriptively, and building in a feedback</td>
</tr>
<tr>
<td></td>
<td>process, to ensure shared understanding.</td>
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<table>
<thead>
<tr>
<th>Toolbox</th>
<th>Colourblind® Plus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning Focus</td>
<td>Communication</td>
</tr>
<tr>
<td></td>
<td>Achieving Common Meaning</td>
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<tr>
<td></td>
<td>Team Problem Solving</td>
</tr>
<tr>
<td></td>
<td>Chairing and Group Management</td>
</tr>
<tr>
<td>Group Size</td>
<td>Ideal 4-16.</td>
</tr>
<tr>
<td>Duration</td>
<td>10-40 minutes plus review</td>
</tr>
<tr>
<td>Contents</td>
<td>Facilitator Manual, 20 x blindfolds</td>
</tr>
<tr>
<td></td>
<td>30 coloured components</td>
</tr>
<tr>
<td>Comments</td>
<td>An extension of the principles behind the</td>
</tr>
<tr>
<td></td>
<td>original Colourblind® activity, this separate</td>
</tr>
<tr>
<td></td>
<td>version provides additional (simpler) paired</td>
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<tr>
<td></td>
<td>and small group communications activities, as</td>
</tr>
<tr>
<td></td>
<td>well as a more challenging version of the</td>
</tr>
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<td></td>
<td>original activity, process and learning focus</td>
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<thead>
<tr>
<th>Toolbox</th>
<th>Counter Intelligence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning Focus</td>
<td>Supervisory Leadership</td>
</tr>
<tr>
<td></td>
<td>Problem Solving</td>
</tr>
<tr>
<td></td>
<td>Communication</td>
</tr>
<tr>
<td>Group Size</td>
<td>Up to 8 per team. Possible 16 per set</td>
</tr>
<tr>
<td>Duration</td>
<td>15 minutes plus review</td>
</tr>
<tr>
<td>Contents</td>
<td>2 x sets of 32 x coloured counters and 32 x</td>
</tr>
<tr>
<td></td>
<td>instruction/task cards. Facilitator manual.</td>
</tr>
<tr>
<td>Comments</td>
<td>A challenging group activity that allows</td>
</tr>
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<td></td>
<td>team members to use a range of communication</td>
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<td></td>
<td>and logic skills. Encourages critical thinking</td>
</tr>
<tr>
<td></td>
<td>and the need to test and prove a hypothesis.</td>
</tr>
<tr>
<td></td>
<td>Explores attitudes to rules and constraints.</td>
</tr>
</tbody>
</table>
**Toolbox**

**Cultural Connections**

**Learning Focus**
- Diversity
- Cultural Awareness

**Group Size**
Ideal 4-8. Possible 1-16 per pack

**Duration**
20-30 minutes plus review

**Contents**
- 1 pack of 48 playing cards
- Facilitation guidelines on additional cards

**Comments**
A ‘Learning Loops’ activity, designed to test individual and team knowledge and to provoke discussion about wider themes of diversity and cultural stereotyping. Cards are grouped according to known cultural differentiators.

**Toolbox**

**Developing Emotional Intelligence Coaching Cards**

**Learning Focus**
Improving performance, develop emotional intelligence, effective communication

**Group size**
Individually, pairs or a small group

**Duration**
20-40mins

**Contents**
- 48x coaching cards arranged in 4 coloured suits that correspond to Dan Goleman’s EI model
- 4x summary cards
- 3x set up and suggested uses cards

**Comments**
Use these cards, created by Reveal Solutions, as a tool for individual personal development or to develop emotional intelligence within a team. This tool encourages reflection and discussion of both our understanding of self and impact on others.

**Toolbox**


**Learning Focus**
Introduction to a Learning Event
- Personal or Team Development Planning
- Creative Thinking

**Group Size**
Pocket Edition: 2-6 people
Magnum Edition: 4-30 people

**Duration**
Approximately 30 minutes

**Contents**
- Pocket Edition: 58 picture cards (9x9cm)
- Magnum Edition: 58 picture cards (19x19cm)

**Comments**
Four different carefully created and selected sets of abstract images, photos and symbols to creatively kick-start, renew, diversify and qualify dialogues and conversations. Each version comes with a facilitator manual & in two sizes.
**Toolbox Electric Maze® (EM3) by Interel**

**Learning Focus**
- Teamwork and Team Communication
- Goal-Setting and Monitoring
- Rehearsing and Improving a Process

**Group Size**
- 4-24 people

**Duration**
- 20-60 minutes plus review

**Contents**
- 1.8 x 2.4m carpet grid & pin programmed control module
- Wheeled carrying case included

**Comments**
- This is an innovative, electronically programmable activity that challenges teams to find a successful path without triggering a pressure sensitive alarm. Using a wide range of exercises with this activity can develop a variety of soft skills essential to an organisation’s success.

**Toolbox Experience Explorer**

**Learning Focus:**
- Reflection on Experiences and Lessons
- Leadership and Personal Development

**Group Size**
- Variable

**Duration**
- 30-90 minutes + review

**Contents**
- 52 Experience cards, 42 lesson cards,
- 5 Instruction cards, Facilitator's guide
  (additional card decks can be purchased separately)

**Comments**
- Experience Explorer, from CCL, allows participants to reflect upon their past experiences of leadership behaviour, whether the experience is from themselves, another person, good or bad. Leadership is developed through experiences, not solely through training.

**Toolbox expresspack**

**Learning Focus**
- Ensuring Collective Understanding & Clarity
- Management & Workplace Communications
- Personal Development / Coaching

**Group Size**
- 2-18

**Duration**
- 20-60 minutes plus review

**Contents**
- 53 x playing card-sized images (88 x 63mm) or postcard sized (A6)

**Comments**
- A carefully constructed set of images that encourages self-expression and allows for the fluent and coherent communication of ideas. Suitable for developing more technical language skills, as well as creative thinking and writing skills.
### Toolbox: The Feedback Game

**Learning Focus**
- Giving & Receiving Feedback
- Effective Communication
- Working with Conflict

**Group Size**
- 2 to 8 per set

**Duration**
- 20-30 minutes plus review

**Contents**
- 70 x strengths cards
- 70 x weaknesses cards
- Game instructions

**Comments**
Through a process of swapping cards, colleagues practice giving and receiving feedback in a safe environment, and find out how others perceive their strengths and weaknesses.

### Toolbox: Getting Acquainted

**Learning Focus**
- A fun, effective and informal way of getting to know colleagues, team members and co-workers

**Group Size**
- 2 to 8 per set

**Duration**
- 20-30 minutes plus review

**Contents**
- 56 x cards containing a thought provoking question alongside an associated picture
- Game instructions

**Comments**
The purpose is to get acquainted with other people in an unexpected way. Each card contains a picture that is humorous, inviting and stimulating. By matching a question to a picture you become more involved with the question, stimulating creativity and offering more open, interesting and unusual information about yourself to others.

### Toolbox: Global Maze by Interel

**Learning Focus**
- Teamwork and Team Communication
- Goal-Setting and Monitoring
- Rehearsing and Improving a Process

**Group Size**
- 4-24 people

**Duration**
- 20-60 minutes plus review

**Contents**
- 1.8 x 2.4m vinyl grid with removable RF tags
- Two detecting probes, contained in an airline approved ‘carry-on’ sized case

**Comments**
This is a fully programmable and economical adaptation of Interel’s Electric Maze®. Global Maze activities challenge teams to find a successful path across the grid, using a unique hand-held detector, without triggering an audible alarm.
## Toolbox: GROW Coaching Cards

**Learning Focus**  
The GROW Coaching Model stands for: Goal, Reality, Options, Way Forward

**Group Size**  
2 to 8 per set

**Duration**  
20-30 minutes plus review

**Contents**  
Introductory, Intermediate and Advanced Card pack versions available, each containing: 10x Goals Cards, 10x Reality Cards, 10x Options Cards, 10x Way forward Cards, 4x Coach Recap Cards, 4x Set Up Cards

**Comments**  
Use to improve process and help develop your team. Colour coded for easy reference, each card has a question for you to ask as the coach, the reason for asking the question, and a reminder tip at the bottom.

## Toolbox: Helium Stick

**Learning Focus**  
Collaboration, Effective Communication, Goal-setting & Monitoring, Icebreaker, Problem Solving, Teambuilding

**Group Size**  
6-16 people

**Duration**  
10-20 Minutes plus review

**Contents**  
Each set includes a ‘Helium’ stick, that is divided into 6 x 60cm sections and when joined together creates 3.6m long stick. No extra materials are required.

**Comments**  
Helium stick is a very simple, but powerful activity that helps a group to explore what to do when things don’t go quite as well as intended! It is an excellent icebreaker in teamwork / teambuilding events.

## Toolbox: Images of Customer Experience

**Learning Focus**  
Introduction to Customer Service  
Understanding Customer Perspectives  
Experience of Customer Relationships

**Group Size**  
Ideal 6-16. Possible 4-30

**Duration**  
Approximately 30 minutes

**Contents**  
48 high quality laminated images (3 x 16)  
Full facilitation notes and questions

**Comments**  
An engaging way to encourage learners to consider the emotions and responses related to good and poor customer service. The images require some interpretation to allow learners to explore different perceptions.
### Toolbox

#### Images of Organisations®

**Learning Focus**
- Management & Workplace Communications
- Team Development
- Personal or Team Development Planning

**Group Size**
- Ideal 6-16. Possible 4-30

**Duration**
- Approximately 30 minutes

**Contents**
- 48 high quality laminated images (3 x 16)
- Full facilitation notes and questions

**Comments**
A set of images based around metaphors for living and working in teams and organisations. The images provide an opportunity to think about what you have learned in the past, as well as what is important to you now and in the future.

#### Images of Resilience

**Learning Focus**
- Stimulate discussion and explore what resilience means
- To develop resilience in coached pairs and small groups

**Group Size**
- Ideal 2-6. Possible 2-18

**Duration**
- Approximately 30 minutes

**Contents**
- 48 high quality laminated images (3 x 16)
- Full facilitation notes and questions

**Comments**
Engaging metaphors representing a range of experiences and emotions linked to the theme of ‘resilience’. They explore different facets and connections with stress, change, challenge and learning.

#### Innovation Images

**Learning Focus**
- Innovation
- Knowledge Management
- Problem Solving

**Group Size**
- 4-16 participants

**Duration**
- 30-90 minutes + review

**Contents**
- 48 postcard sized (A6) image cards (105mm x 143mm), Facilitator Manual and instructions.

**Comments**
Understand and practice powerful memory presentation and creative problem solving techniques with this set of simple, but carefully selected images, that are ideal for both team training and coaching sessions.
**Toolbox**

**Keypunch**

**Learning Focus**
- Improving Task Efficiency
- Problem Solving
- Effective Teamwork
- Planning & Monitoring Work

**Group Size**
- Ideal 6-16

**Duration**
- 30 minutes

**Contents**
- 30 x rubber numbered disks and 30m boundary rope
- Full facilitation notes and questions

**Comments**
What appears as a moderately physical challenge increasingly becomes clear to be more about understanding how to use the abilities and resources within the full team to meet challenging targets and objectives.

---

**Toolbox**

**Leadership Metaphor Explorer**

**Learning Focus**
- Leadership Development
- Reflection on Past Experiences
- Goal-Setting and Monitoring

**Group Size**
- Variable

**Duration**
- 30-60 minutes + review

**Contents**
- 83 x leadership metaphor cards, 7 x general instruction cards, facilitator’s guide

**Comments**
A card-based group activity, from CCL, to enable insightful and creative conversations about leadership. While the images are cartoon-like and playful, the cards develop deep, serious dialogue while also being engaging.

---

**Toolbox**

**The Learning Game**

**Learning Focus**
- Learning Motivation & Approaches to Learning
- Learning Skills
- Conditions & Obstacles

**Group Size**
- Ideal 1-6 per pack

**Duration**
- 20-30 minutes plus review

**Contents**
- 162 cards in five key groups
- 60 coloured counters
- Facilitator Guide

**Comments**
A useful aid for anyone who wants to gain insight into how their own learning process works, and who or what plays an important role. Also suitable for professionals working with, or responsible for, the learning process of others i.e. teachers, trainers, coaches, social workers and managers.
<table>
<thead>
<tr>
<th>Toolbox</th>
<th>Learning Loops + licence</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Learning Focus</strong></td>
<td>Knowledge testing</td>
</tr>
<tr>
<td></td>
<td>eg. Legislation, Systems, Health and Safety</td>
</tr>
<tr>
<td><strong>Group Size</strong></td>
<td>Ideal 4. Possible up to 8</td>
</tr>
<tr>
<td><strong>Duration</strong></td>
<td>20 minutes upwards</td>
</tr>
<tr>
<td><strong>Contents</strong></td>
<td>This licence allows you to create your own game by adding your own content to our template. Alternatively, we can design and produce high quality playing cards or Apps to your specifications.</td>
</tr>
<tr>
<td><strong>Comments</strong></td>
<td>Please contact us to talk about how we can customise this product for your corporate use, and delivery of multiple assessments via mobile devices.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Toolbox</th>
<th>Learning² (Learning Squared)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Learning Focus</strong></td>
<td>Broken Squares: Working Collaboratively</td>
</tr>
<tr>
<td></td>
<td>Hollow Square: Instruction and Delegation</td>
</tr>
<tr>
<td><strong>Group Size</strong></td>
<td>Ideal 4-16.</td>
</tr>
<tr>
<td><strong>Duration</strong></td>
<td><strong>Broken Squares</strong>: 20 minutes plus review</td>
</tr>
<tr>
<td></td>
<td><strong>Hollow Square</strong>: 30 minutes plus review</td>
</tr>
<tr>
<td><strong>Contents</strong></td>
<td>Two separate activities with Facilitator Manual, Plastic pieces and activity briefs</td>
</tr>
<tr>
<td><strong>Comments</strong></td>
<td>Both activities require ‘square’ shapes to be made from components supplied: In Broken Squares success is dependent upon an awareness of what others need and a willingness to offer resources. Hollow Square is a rapid introduction to the skills of planning and then carrying out a team briefing or other instructional process.</td>
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<table>
<thead>
<tr>
<th>Toolbox</th>
<th>LIVE a Life Less Ordinary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Learning Focus</strong></td>
<td>Effective Communication</td>
</tr>
<tr>
<td></td>
<td>Icebreaker</td>
</tr>
<tr>
<td></td>
<td>Teambuilding</td>
</tr>
<tr>
<td><strong>Group Size</strong></td>
<td>Ideal 6. Possible 2 -12</td>
</tr>
<tr>
<td><strong>Duration</strong></td>
<td>30 to 45 minutes plus review</td>
</tr>
<tr>
<td><strong>Contents</strong></td>
<td>Facilitator guide, 1x Playing board, 5x Packs of Cards (Energy, Values, Lessons, Insight &amp; Story), 6 x Playing counters, 1 x Dice, 24 Life Wealth tokens, Communication Skills self-assessment</td>
</tr>
<tr>
<td><strong>Comments</strong></td>
<td>In the style of a board game, the LIVE game is an informal team building and communications activity designed to encourage individuals to talk about their experiences, and express themselves, using different sections and cards.</td>
</tr>
</tbody>
</table>
### Toolbox

<table>
<thead>
<tr>
<th>Learning Focus</th>
<th>Matrix</th>
</tr>
</thead>
<tbody>
<tr>
<td>An activity to explore networks, connections, interdependency and information flow</td>
<td></td>
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</tbody>
</table>

| Group Size | Up to 16 people |
| Duration | 30 to 60 minutes plus review |
| Contents | Facilitator manual, 16 x fabric belts with 4 D-rings on each, 16 x chain links in each of the 4 colours, 16 x 2m lengths of red cord, 12 x 1.5m lengths of white cord, 16 x printed target cards |

| Comments | A versatile & flexible exercise to allow opportunities to model organisational networks & flows of information. It offers opportunities to explore the effectiveness of different matrix, cell and linear reporting systems when there are both personal and organisational targets |

### Toolbox

<table>
<thead>
<tr>
<th>Learning Focus</th>
<th>Mindfulness Unravelled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mindfulness, Resilience &amp; Reflection</td>
<td></td>
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</tbody>
</table>

| Group Size | Ideal 2-10. Possible 2-15 |
| Duration | 10 minutes to 4 hours of activity |
| Contents | 5 different A2 size posters |

| Comments | Use these intricate colouring posters to allow opportunities for reflection within the experiential learning process. Includes 5 different A2 size posters, along with a guide for independent reflection and introspection. Includes 5 mindful themes; Beginner’s Mind, Non-judging, Letting go, Acceptance, |

### Toolbox

<table>
<thead>
<tr>
<th>Learning Focus</th>
<th>Minefield</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge Management Information Sharing Relationship Building across teams Competition v Collaboration</td>
<td></td>
</tr>
</tbody>
</table>

| Group Size | Ideal 8-12. Possible 4-16 |
| Duration | 45 minutes plus review |
| Contents | Facilitator Manual, Gameboard, Case 64 magnetic pieces + scoresheets |

| Comments | A task that gives a numerical measure of effective team performance, based upon a willingness to break down barriers and share knowledge across team boundaries. Competition is inevitable yet ineffective. |
**TOOLBOX**

**Toolbox**

**Mystery Object**

Learning Focus

Creative Thinking Techniques, Coaching Skills, Presenting & Influencing Skill

Group Size

Ideal 6-16. Possible 4-24

Duration

Three stages of up to 60 minutes activity each plus review

Contents

Facilitator Manual, 8 x Mystery Objects, 14 x SPARK-IT Cards & Briefing/Coaching Guides

Comments

Learners use the SPARK-IT model to ‘push’ and extend creative idea generation. They then work in pairs using the stimulus of a ‘Mystery object’ to develop an innovative product idea. They adopt two different roles - of designer and coach - and prepare to make a short sales presentation to the group.

**Toolbox**

**Narrow Margins**

Learning Focus

Information Management, Delegation of Responsibility, Strategic Decision-Making, Planning & Leading a Complex Team Activity

Group Size

Ideal 4-16.

Duration

Approximately 60 minutes plus review

Contents

Facilitator Manual, Project information sheets, 4 x OS Map Extracts and Map Measurers

Comments

A competitive small group activity in which up to 4 teams must analyse a large volume of information, then use it to create and cost a workable strategy. A commercial proposal is then prepared to present to a prospective customer to win the tender.

**Toolbox**

**Mosaic**

Learning Focus

Collaboration, Diversity/Cultural Awareness, Effective Communication, Knowledge Management, Problem Solving, Working with Conflict

Group Size

4 to 8 people

Duration

45 minutes

Contents

1 x Viewpoint screen containing image, 4 x bags each containing 21 blue and 21 red plastic tiles, 4 x Participant Guides, 4 x Solution Diagrams, 20 x sets of Viewpoint glasses, Facilitator Manual

Comments

This activity uses clever but simple technology to demonstrate that others can truly have different perspectives and insights based on viewing the same situation - and helps people build strategies to cope with this realization!
Toolbox

**Network 2i by Interel**

**Learning Focus**
- Teamwork and Team Communication
- Goal-Setting and Monitoring
- Rehearsing and Improving a Process

**Group Size**
- Ideal 4-9

**Duration**
- 15-30 minutes plus review

**Contents**
- Facilitator Manual
- Network mechanism + 3 target sheets

**Comments**
- A challenging test of team co-ordination.
- A more formal version of Team Balance, for indoor use, and with more senior teams.
- Useful in supervisory work: can supervisors direct without hands-on involvement?

---

**Toolbox**

**Points of You Coaching Game**

**Learning focus**
- Effective Communication
- Teambuilding
- Improving Performance

**Group size**: Ideal 4-16, possible up to 30 participants.

**Duration**: 90+ minutes and review

**Contents**: 65x high quality image cards, 165x page facilitator manual, with additional content for working with each image.

**Comments**: The Coaching Game is a powerful, award winning tool, ideal for personal and professional development and improving communication. It can be used in groups or as an individual. Includes a complete coaching process using materials supplied.

---

**Toolbox**

**Positive Organisational Development Cards**

**Learning Focus**
- Change Management
- Diversity \ Cultural Awareness
- Feedback
- Improving Performance
- Mindfulness \ Teambuilding

**Group Size**
- 1-4 people

**Duration**
- 20 to 40 minutes plus review

**Contents**
- 20 x Action Cards - colour-coded into 4 sub-groups: Appreciative Strengths, Collective Strengths, Presence Strenghts, Cultural Strengths

**Comments**
- These cards offer an engaging way of introducing exciting positive development ideas to individuals, teams and organisations. The concepts reflect key findings from positive psychology research of things that make a positive difference to organisational life.
### TOOLBOX

<table>
<thead>
<tr>
<th>Toolbox</th>
<th>Pressure Point</th>
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</thead>
</table>
| **Learning Focus** | Management Decision-Making  
Managing Meetings  
Agreeing Shared Values |
| **Group Size** | Ideal 8. Possible 6-10 per set |
| **Duration** | Approximately 60 minutes plus review |
| **Contents** | Facilitator Manual, Carrying case,  
Gameboard + components |
| **Comments** | A team debates the value of a range of organisational projects in order to make difficult resource allocation decisions. This task models the process of a decision-making and negotiation meeting. Both for-profit and not-for-profit options included. |

<table>
<thead>
<tr>
<th>Toolbox</th>
<th>Pyramid</th>
</tr>
</thead>
</table>
| **Learning Focus** | Teamwork Development  
Process & Quality Improvement  
Collaborative Working |
| **Group Size** | Ideal 8. Possible 4-20 per activity |
| **Duration** | Approximately 60 minutes plus review |
| **Contents** | Facilitator Manual, Aluminium Frame,  
Grabber + object set |
| **Comments** | A precision object manipulation device for one or two teams, Pyramid is a challenging action learning tool that requires participants to simultaneously pick up and reposition objects of varying values. |

<table>
<thead>
<tr>
<th>Toolbox</th>
<th>Reversal</th>
</tr>
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</table>
| **Learning Focus** | Supervisory Skills  
Instruction and Delegation  
Workload Allocation  
Time and Resource Management |
| **Group Size** | Ideal 8 per set. Possible 4-12 |
| **Duration** | Approximately 30-40 minutes |
| **Contents** | Facilitator Manual, Gameboard,  
Master model + matching magnetic pieces |
| **Comments** | An excellent example of how to assess individual ability and delegate accordingly. Creating the conditions under which all individuals can do their best work, when managing a remote task. |
**Toolbox Seeing the Point**

**Learning Focus**
- Synergy: doing more with less
- Creative Problem Solving
- Innovation & Change

**Group Size**
Ideal 3-4 per puzzle. Possible 2-20 per set

**Duration**
10-15 minutes plus review

**Contents**
4 x 7-piece puzzles in different colours
Facilitation guidelines

**Comments**
A challenging activity to illustrate “thinking outside the box”. Ideally used with ‘Challenging Assumptions’ as a ‘mental warm-up’ for problem-solving and creative thinking, or to reinforce key learning points.

**Toolbox Sequencer**

**Learning Focus**
- Process Improvement
- Team Planning and Organisation
- Supervisory Leadership and Delegation

**Group Size**
- Mini: Ideal 4 - 6, possible 4 - 8
- Tabletop: Ideal 6 - 10, possible 6 - 16
- Standard: Ideal 6 - 12, possible 6 - 16

**Duration**
40-50 minutes plus review

**Contents**
15 components

**Comments**
Sequencer is a problem solving and performance improvement activity where participants need to construct pieces of plywood. It requires strong leadership and excellent communication. Three versions are available in hand-finished sealed plywood:
- Mini - 61cm with shipping tube
- Tabletop - 91cm with shipping tube and bag and
- Standard - 122cm with shipping container

**Toolbox Simbols**

**Learning Focus**
- Communication (Managing Information)
- Process Improvement
- Team Planning and Organisation
- Supervisory Leadership

**Group Size**
Ideal 6-12. Possible up to 30

**Duration**
40-50 minutes plus review

**Contents**
Facilitator Manual, Gameboard
30 different magnetic tiles

**Comments**
A complex, challenging, communication task with a high-pressure deadline. Ideal for use in a competitive situation, to challenge teams to produce excellent performance.
### Toolbox

<table>
<thead>
<tr>
<th><strong>Simmetrics</strong></th>
<th></th>
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</thead>
</table>
| **Learning Focus** | Process Review & Improvement  
Cumulative Error  
Time Management |
| **Group Size** | Ideal 5-10. Possible up to 20 |
| **Duration** | 40 minutes plus review |
| **Contents** | Facilitator Manual  
4 x Gameboards  
20 magnetic pieces + matching cards |
| **Comments** | A fast-moving task that illustrates how quickly small errors become expensive! An opportunity to explore how a short process review brings out valuable learning. |

<table>
<thead>
<tr>
<th><strong>Strike Fighter by PGS</strong></th>
<th></th>
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</thead>
</table>
| **Learning Focus** | Influencing Skills  
Working with Conflict |
| **Group Size** | Ideal 3-18 |
| **Duration** | 2 to 3 hours plus review |
| **Contents** | 3 x sets of Marines, Air Force & Navy documents & background information. Pens, CD and full facilitator manual |
| **Comments** | This award winning activity provides a realistic multi-party negotiation experience. Set against a real-life US Military negotiation three parties have to negotiate to meet their competing demands. |

<table>
<thead>
<tr>
<th><strong>Successful Appraisal Coaching Cards</strong></th>
<th></th>
</tr>
</thead>
</table>
| **Learning Focus** | Conducting productive and professional staff appraisals and meetings  
Building employee engagement  
Setting objectives and working towards them |
| **Group Size** | Ideal 1 to 1 |
| **Duration** | 30 minutes plus review |
| **Contents** | 52 x Cards in 7 sections |
| **Comments** | These Cards suggest questions to assist the appraiser and appraisee to keep the content interesting, engaging, and challenging, while being professional. Each card has a question or statement for the coach to consider integrating into their session. |
Toolbox

**Toolbox**

**Team Balance**

**Learning Focus**
- Teamwork and Team Communication
- Goal-Setting
- Rehearsing and Improving a Process
- Quality Improvement

**Group Size**
Ideal 8. Possible 4-16

**Duration**
30 minutes plus review

**Contents**
Facilitator manual, wooden labyrinth (double-sided), assorted balls and marbles

**Comments**
An entertaining team challenge, to set and achieve goals. Ideal for team competitions and for working with young employees to teach them how to contribute effectively.

---

Toolbox

**Toolbox**

**Teamwork & Teamplay Cards**

**Learning Focus**
- Communication (Managing Information)
- Team Development
- Team Problem Solving
- Creative Thinking

**Group Size**
Ideal 6-16

**Duration**
20 - 40 minutes plus review

**Contents**
52 large playing cards (20cm x 13cm) and 12 instruction cards

**Comments**
With this deck of cards you can facilitate more than 20 powerful team and community building activities including debriefing tools, ice-breaking questions, character building activities & games

---

Toolbox

**Toolbox**

**T-trade and Post-iT**

**Learning Focus**
- Negotiation & Building Trust
- Building Relationships across Teams
- Individual and Organisational Goals
- Management Communications

**Group Size**
Ideal: 6-15

**Duration**
T-trade: 90 mins, Post-iT: 60 mins + review

**Contents**
Facilitator Manual & Catalogues

**Comments**
Two separate, complete activities in one box
Task 1 (T-trade) was co-designed with IMD. Three sub-teams negotiate for scarce resources to complete different individual goals. Task 2 (Post-iT) explores communications as three remote teams work on the same task - this activity needs collaborative effort to succeed.
**Toolbox**

**The Values Game**

**Learning Focus**
- Values clarification
- Diversity training and awareness
- Organisational culture and values
- Understanding personal & team aspirations

**Group Size**
2 to 8 per set

**Duration**
20-30 minutes plus review

**Contents**
140 Cards & Facilitator Guide with four suggested exercises

**Comments**
This game is intended to be an aid in provoking and directing value and norm discussions. It concerns the (individual) exploration of: What do I as an individual (or we) think is the right thing to do? What impact do the selected values have on my everyday actions?

---

**Toolbox**

**Values Coaching Cards**

**Learning Focus**
- Coaching
- Understanding individual differences
- Understanding what motivates and can change behaviour

**Group Size**
2 to 8 per set

**Duration**
20-30 minutes plus review

**Contents**
52 x Values Coaching Cards, 4 x Game set up & introduction cards with 8 x suggested exercises

**Comments**
These cards combine 260 words to guide individuals through what they consider to be their core values. A tool for professional consultants, coaches and trainers - or individuals - who work with VALUES. These cards have endless uses for deep conversations about what motivates behaviours and decisions.
### Toolbox

#### Visual Explorer

<table>
<thead>
<tr>
<th>Learning Focus</th>
<th>Effective Communication, Understanding Individual Perspective, Creative Thinking</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group Size</strong></td>
<td>Letter Sized – 4-24 (ideal for larger groups)</td>
</tr>
<tr>
<td></td>
<td>Post-card sized – 4-24 (ideal for small groups)</td>
</tr>
<tr>
<td></td>
<td>Playing card sized – 2-24 (ideal for one-on-one situations)</td>
</tr>
<tr>
<td><strong>Duration</strong></td>
<td>60-90 minutes</td>
</tr>
<tr>
<td><strong>Contents</strong></td>
<td>Letter Sized – 2 x 108 (22 x 28cm) images</td>
</tr>
<tr>
<td></td>
<td>Post-card Sized – 3 x 72 (15cm x 10cm) images</td>
</tr>
<tr>
<td></td>
<td>Playing card Sized – 4 x 54 (6cm x 9cm) images</td>
</tr>
<tr>
<td><strong>Comments</strong></td>
<td>Visual Explorer, from CCL, uses a collection of abstract images to spark discussions and emotions to aid in helping people connect in discussion, despite their differences. It can be used in a wide variety of settings. Full facilitator guide available based on CCL research and use.</td>
</tr>
</tbody>
</table>

### Toolbox

#### Voyage Mapping

<table>
<thead>
<tr>
<th>Learning Focus</th>
<th>Reviewing Experience, Future Planning/Action Planning, Risk Assessment / Planning Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group Size</strong></td>
<td>Individual and group versions 2 to 20</td>
</tr>
<tr>
<td><strong>Duration</strong></td>
<td>Optional: Minimum 45 minutes</td>
</tr>
<tr>
<td><strong>Contents</strong></td>
<td>Individual and group re-useable, laminated map versions available with sets of 15 x cartoon images, future and past ‘keys’ Hardback Version: 119cm x 59cm Standard Roll-Up: 119cm x 59cm Large Roll-Up: 145cm x 73cm Individual Coaching Version: 42cm x 30cm</td>
</tr>
<tr>
<td><strong>Comments</strong></td>
<td>A visual metaphor of a journey generates discussion of past and future challenges. A versatile resource with applications in personal coaching and team development.</td>
</tr>
</tbody>
</table>
### Toolbox

**Learning Focus**
- Problem-Solving
- Remote Team Working
- Improving Task Efficiency
- Effective Teamwork

**Group Size**
Ideal 9-15. Possible up to 30

**Duration**
40-60 minutes plus review

**Contents**
- Facilitator Manual, Design plans, 29 metal and rope components

**Comments**
A large scale team exercise, with many learning possibilities. A two stage team problem: can they put the pieces together in the correct way? Once completed, can they build it correctly under time trial conditions?

### Workstations

**Learning Focus**
- Introductory Team Building
- Managing Information & Communication
- Identifying Individual Learning Styles
- Using Information to Solve Problems

**Group Size**
Ideal 5-6 per pack. Possible 4-15

**Duration**
20-30 minutes plus review

**Contents**
- 1 x pack of playing cards with full facilitation notes and questions

**Comments**
A challenging problem-solving task with powerful messages about managing team communication. A perfect early team exercise, to establish how a team works together.
Toolbox

Complete Toolbox Package

Learning Focus
Business Analysis Tools
Business Relationships & Networks
Change Management
Conflict Management
Coaching
Communication
Compliance
Conference & Large Meetings
Creativity & Innovation
Cultural Integration
Customer Service
Diversity
Emotional Intelligence
Enhancing Learning Power
Experiential Review tools
Facilitation
Feedback
Image and Metaphor Based
Influencing
Information Management
Instructional Design
Leadership
Listening
Negotiation
Outdoor (suitable) Activities
Problem Solving
Process Improvement
Remote/Virtual Management
Resilience
Risk Assessment & Risk Management
Sales
Strategic Development
Team Development
Teambuilding for large groups
Time Management
Training Design
Trust

Group Size
From 2 to 20 on individual activities
Duration
15 to 90 minutes of activity plus review

It is possible to buy a package of RSVP Design Ltd’s toolboxes at a price that is discounted from the individual product prices. This package is ideally suited to resourcing a central training library and can be used with groups from entry level to senior management, ensuring that trainers and facilitators always have a wide variety of activity-based learning tools available.

The Complete Toolbox package includes 30 of the individual toolbox products (and two books) that are listed in this catalogue. (It does not include Powertools or Workshops).

We can offer a significant level of support or trainer training to clients who purchase the Complete Toolbox package, to ensure that you are comfortable with working with the individual activities. Please contact us for details of the price, delivery and shipping costs for the Complete Toolbox package and to establish the level of support you need from RSVP Design in order to be able to achieve the potential contained in this comprehensive range of learning tools.
This book is the result of Ann Alder’s (RSVP Design Founder and Director) experience in working with adult learners in a wide variety of situations in the last 30 years, as a consultant, trainer, coach, facilitator, manager, parent and learner!

Rapid changes in technology, the nature of organisations, non-traditional career progression, globalisation and ‘virtual worlds’ mean that we need to become ever more effective learners in order to keep pace with the demands placed upon us.

The ability to build patterns is fundamental to our ability to learn and this book explores the ways in which educators and facilitators can work to help students build those patterns that will be most useful to them.

Steve Hutchinson and Helen Lawrence, authors of this book are also creators of the Counter Intelligence experiential learning activity.

Playing with Purpose shows how a facilitator, coach, manager, people developer or trainer can invent or reinvigorate an artificial learning experience and make it so much more than a game.

The authors look at a range of dilemmas, challenges and problems faced by anyone wanting to run memorable training sessions, classes and project meetings and then demonstrate how to get powerful lessons from the simplest of household and office objects and situations. The exercises and ideas outlined provide a focused examination of a range of training aims and outcomes including leadership, teamwork, communications, equality and diversity, feedback and personal effectiveness; as well as general energisers, closers and problems to be solved.
This book by Jim Cain is Find Something To Do - 123 powerful and practical things to do with nothing at all.

This non-prop activity book is 224 pages, back pocket size (12cm x 15cm), with lots of photographs and illustrations. It covers everything from painless icebreakers to team challenges and trust building activities, to games just for fun, puzzles, reviewing and closing activities. In fact, there are more than 123 activities in this book, more than any other no prop book in the field (so far).

If you are starting to build an experiential learning library, then this little book is handy for when your activities are being borrowed, undelivered or just unavailable!

The second book by Jim Cain in his The Easy as 1-2-3 Series is Rope Games - Using a finite collection of ropes to facilitate an infinite variety of group experiences.

The phrase ‘learning the ropes’ is as applicable today as it was two hundred years ago. Then it referred to a new recruit on a sailing vessel learning how to climb and handle the many ropes that operated the ship’s sails. For the purpose of this book, ‘learning the ropes’ refers to understanding how to facilitate a wide variety of powerful group activities that explore a significant range of topics. Perfect for camp counselors, college orientation staff, managers, coaches, wilderness guides, teachers, facilitators, trainers and group leaders of all kinds.

The techniques in this book require only a few simple pieces of rope, string, elastic shock cord, webbing and other common forms of cordage, plus a few simple props you already have, and a few that require no equipment at all.

The newest book by Jim Cain has 50 practical Team Activities translated into 16 x different languages! This pocket-size activity book contains Jim’s favourite fifty activities from a ‘best of the best’ list compiled over the last 20 years, creating and using simple experiential learning activities and materials around the world.

These activities require little in the way of equipment and what is required is typically easily sourced in any location - the photos that accompany this wonderful little book also help to bring these activities to life.

The book covers everything from painless icebreakers to team challenges, games just for fun, and closing activities and reviewing techniques.

If you are starting to build an experiential learning library then this little book is a handy collection of trusted and powerful ideas.
**Informal Learning at Work by Paul Matthews**

This book was published by Three Faces Publishing in 2013
ISBN: 978-1-909552-00-5

Informal learning is the powerhouse of learning in the workplace, and yet in many ways, it is fragile. How can you manage informal learning without destroying the informality; and without destroying the very thing that makes it so powerful?

So we need answers to questions like...

- How does it work?
- How do you manage it?
- How do you encourage it?
- How do you measure it?
- What role does Learning and Development play?
- Who else is doing it, and what is their experience?
- How do you use it in conjunction with formal learning?

Despite millions spent on training, surveys show that the majority of workers are disengaged and delivering far less than they are capable of. Deliberately harnessing the power of informal learning is the new way to tangibly improve worker capability, right at the point of work. This book shows you how, using practical advice from workplace learning experts, and examples and case studies from around the world.

You will discover how the role of anybody involved with workplace learning, enhancing capability and improving performance MUST change to successfully manage the critical shift in the way organisations need to cater to the learning needs of their employees.
Learning Transfer at Work by Paul Matthews

This book was published by Three Faces Publishing in 2018

Learning, and the hoped-for subsequent behaviour change is a process, and yet we focus on the training event thinking that if we can only get that right, everything else will be wonderful. This is no more true for training than it is for a wedding. The quality of the wedding ceremony does not predict the quality of the subsequent marriage. There is a lot more to do after the ceremony, and there is also a lot more to do after the training event to get to ‘happily ever after’. Sadly, very few people do what it takes to get even reasonable results from their training events. As Robin Hoyle puts it, “Learning transfer has been L&D’s dirty little secret for too long. Too much of what learning teams do is well-intentioned but ultimately underwhelming.”

This book explains learning transfer in a way that will enable you to talk with non-L&D people and convince them of the need for their proactive involvement. It is important because learning transfer involves many people across the organisation and across an extended time frame.

Learning transfer is the elephant in the room for many in L&D, and this elephant is BIG! The case for pro-actively driving the learning transfer process is self-evident, and yet so many people choose to behave as if the elephant isn’t there. How can people keep ignoring it.

This book helps you do two things:

1. Convince those around you that the learning transfer elephant is real.
2. Introduce processes and activities that deal with this elephant.

Doing this will get you better returns on your L&D budget, so seize the opportunity!
**Powertool**

**Reach for A Star**

**Learning Focus**
Large group action planning / multiple team review  
Creativity & Innovation

**Group Size**
variable: 20 to 180

**Duration**
1.5 to 2 hours

**Contents**
- 60 x pre-cut card panels & pens
- 360 x plastic tubes and cable ties for pyramid assemblies

**Comments**
The group creates a complex sculpture that is a visual representation of an action plan or team review. The sculpture takes the form of a large, moveable 3 dimensional star with 20 points, displaying 60 individual illustrated / written statements.

---

**Powertool**

**Shaping the Future**

**Learning Focus**
Leadership  
Organisational Strategy and Structuring  
Managing through Change

**Group Size**
Up to 30

**Duration**
8 hours, ideally over 2 days

**Contents**
A comprehensive set of activity materials and briefing documents with training

**Comments**
This is the most challenging and powerful of our Powertools. Initial delivery is undertaken by our team, and further client training can be provided with a licence for continued delivery.

---

**Powertool**

**SuperSimbols**

**Learning Focus**
Effective Communication  
Process Planning and Time Management  
Co-operation across team boundaries

**Group Size**
Up to 150 per set (6 x sub-teams of 25)

**Duration**
60 minutes plus review time

**Contents**
150 printed tiles and assembly grid. When assembled reveals a large image on reverse. Full facilitation notes. Standard or custom image can be supplied on reverse of tiles.

**Comments**
A conference size version of our popular Simbols activity, it is ideal for working with multiple teams on a collaborative task and can include custom imagery or branding.
### Powertool: Teamwork Web

**Learning Focus:**
- Team Building and Team Creativity
- Problem-Solving and Task Achievement
- Time and Resource Planning

**Group Size:** Up to 30

**Duration:** A half-day session: 2.5 to 3 hours

**Contents:**
- Materials for 29 varied team tasks.
- A full set of Webmaster®.
- Extensive facilitation guides.

**Comments:** A varied challenge for a team-building event or fun ‘awayday’. Tasks include individual & small group; creative and logical thinking; and those suited to introverts and extroverts. Use all 29 tasks or as individual resources!

### Powertool: Top Priority

**Learning Focus:**
- Prioritisation/ Managing Multiple Tasks
- Supervisory Leadership
- Project and Resource Management

**Group Size:** 18-36

**Duration:** 90 minutes plus review

**Contents:**
- Materials to complete up to 6 different parallel activities
- Extensive facilitation manual

**Comments:** Set up Top Priority to create a ‘synthetic’ but realistic organisational context. Parallel tasks must be completed, under strict time and resource pressure. Does the team have the management skills needed?

### Powertool: Webmaster® Bridge

**Learning Focus:**
- Project Planning
- Problem-Solving
- Team Organisation

**Group Size:** 10-30

**Duration:** Approximately 2 hours

**Contents:**
- A full scale, challenge course element; 29 components + connectors + rigging

**Comments:** The Webmaster® Bridge enables a team to create their own fully functioning Ropes (Challenge) Course Burma Bridge and to suspend and then cross it. This requires a (semi) permanent outdoor installation.
**Workshop**

**Breakthrough Thinking**

**Learning Focus**  
Creative Thinking  
Creative Problem-Solving and Solution-Finding  
Individual contribution to a process of Innovation

**Group Size**  
Up to 16 participants

**Duration**  
7 hours (can be delivered in modular form).  
4 x modules.

**Contents**  
Activity materials for practical exercises  
Full Facilitator Manual  
A USB containing materials for printing, including Participant Workbooks  
A Powerpoint Presentation of key points

**Comments**  
Many people confuse the concepts of creativity and innovation. This practical and lively workshop addresses both. Working in small groups, through a series of fast-paced and entertaining activities that tackle different aspects of the innovation process, learners build confidence in their own ability to contribute to the development of new ideas, products and solutions. The workshop also includes opportunities for teams to engage in creative problem-solving and to work together on real-life issues.

---

**Workshop**

**Building Personal Resilience**

**Learning Focus**  
Effective Communication  
Improving Performance  
Mindfulness  
Problem Solving  
Resilience  
Working with Conflict

**Group Size**  
Ideal 12 participants  
Possible 6-16 participants

**Duration**  
7 hours  
Can be delivered in Modular form: 4 x Modules

**Contents**  
1 x set of Images of Resilience Cards  
1 set of Challenging Assumptions (4 Puzzles)  
4 x sets of Personal Resilience Cards  
2 x sets of Workstations activity  
1 x set of Matrix activity  
A USB containing materials for printing, including Participant Workbooks  
A Powerpoint Presentation of key points

**Comments**  
Resilience is the ability to thrive on positive stress and avoid distress. How do we manage the situations that create stress and recover from these with motivation and a sense of well-being? This workshop is suitable for anyone with a personal or professional interest in building resilience. This includes HR professionals, Learning and Development specialists, teachers and educators, trainers and consultants and operational managers.
WORKSHOPS

**Workshop** | **Developing Others through Coaching**
--- | ---
Learning Focus | Observation and feedback skills  
Coaching skills, questioning and listening  
Personal and team development and action planning

Group Size | Up to 16 participants

Duration | 7 hours (can be delivered in modular form).  
4 x modules

Contents | Activity materials for practical exercises  
including Colourblind®, Voyage Mapping  
Simmetrics toolboxes  
Full Facilitator Manual  
A USB containing materials for printing,  
including Participant Workbooks  
A Powerpoint Presentation of key points

Comments
Strategic and operational managers are increasingly recognising the value of being able to act as coaches to their staff. In fact, their own performance is now often measured against their ability to develop and support others. Yet many have no training and lack confidence in their ability to mentor and coach. This workshop builds the specific management skills of behavioural observation, feedback, questioning, coaching and development planning to improve the performance of others.

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**Workshop** | **Managing Effective Meetings**
--- | ---
Learning Focus | Meeting planning and follow-up  
Chairing skills and the management of groups  
Techniques for generating ideas, evaluating options and reaching agreements

Group Size | Up to 16 participants

Durations | 7 hours (can be delivered in modular form).  
4 x modules.

Contents | Activity materials for practical exercises  
including 2 x Images of Organisations® and 2 x Workstations toolboxes  
Full Facilitator Manual  
A USB containing materials for printing,  
including Participant Workbooks  
A Powerpoint Presentation of key points

Comments
Traditional skills, such as the skills of managing meetings, can be taught in inspiring ways, and are relevant for anyone who manages, chairs or simply attends meetings. The skills apply to many types of meeting, from formal board meetings to informal problem solving sessions or focus groups.
Workshop

Working with a Customer Focus

Learning Focus
Identifying customers, their needs and expectations
Understanding how to achieve excellence in customer service
Developing the behavioural skills that support strong customer relationships

Group Size
Up to 16 participants

Duration
7 hours (can be delivered in modular form). 4 x modules.

Contents
Activity materials for practical exercises including 2 x Images of Customer Experience and 2 x Chainlink toolboxes
Full Facilitator Manual
A USB containing materials for printing, including Participant Workbooks
A Powerpoint Presentation of key points

Comments
At RSVP Design we firmly believe that building excellence in customer relationships depends upon changes in attitude and behaviour. This workshop enables you to work with learners to use their own experience of being both customers and suppliers, and their ability to see things from the customer’s perspective, so that they can begin to identify improvements to their own personal, team and organisational approaches to great customer service.

Workshop

Working with Conflict

Learning Focus
Factors that contribute to conflict
Understanding of individual behavioural style in dealing with challenging people and situations
Recognising potential conflict situations

Group Size
Up to 16 participants

Duration
7 hours (can be delivered in modular form). 4 x modules.

Contents
Activity materials for practical exercise including a T-trade toolbox
A Powerpoint Presentation of key points Full Facilitator Manual
A USB containing materials for viewing videos and document printing, including Participant Workbooks

Comments
Conflict exists in every organisation but managing conflict well can be a positive experience - providing increased understanding for those involved This workshop includes useful tools for participants as well as opportunities to rehearse.
A Guide to Learning Development
Seven independent but linked modules used for developing capable and effective learners by understanding and strengthening learning skills

Learning & Change
This module focuses on helping individuals to believe that they can learn - thinking about ways that they’ve learned in the past and ways that they can continue to learn and change in the future. It contains practical activities that small teams (up to 16 people) can practice together, supported by a trainer or facilitator, and everything required to complete a 2 hour work module on this Changing & Learning dimension is included.

Physical materials include 1 x set of Optical Illusion Images, 1 x 4 pack of Challenging Assumptions puzzles, 1 x set of Juggling Balls, 1 x set of Keypunch activity, facilitator notes.

Meaning Making
This module focuses on helping individuals to build skills in linking different concepts together and seeing the ‘bigger picture’. It identifies specific and relevant actions, behaviours and strategies used by those who have developed this aspect of learning power. In a world where accumulating information and facts is easy, meaning making, and making connections to productively use acquired information is a key skill.

Physical materials include 2 x sets of Innovation Images, 2 x sets of Workstations and facilitator notes.

Critical Curiosity
This module focuses on helping individuals to investigate and understand the power of questions, and the advantages in having an interest in why things happen and how things work. It contains practical activities that small teams (up to 16 people) can practice together, supported by a trainer or facilitator, and everything required to complete a 2 hour work module on this Critical Curiosity dimension is included.

Physical materials include 1 x set of Counters, 1 x set of SPARK-IT cards, 6 x Mystery Objects, 1 x Coin sorter brief, facilitator notes.

Creativity
This module focuses on helping individuals to build their skills in being creative, to explore the value of playfulness and a willingness to experiment and to take risks. It contains practical activities that small teams (up to 16 people) can practice together, supported by a trainer or facilitator, and everything required to complete a 2 hour work module on this Creativity dimension is included.

Physical materials include 1 x Seeing the Point puzzle set, 1 x set of Dialoogle cards, and facilitator notes.

+44 141 561 0387  sales@rsvpdesign.co.uk  rsvpdesign.co.uk
**Resilience**
This module focuses on helping individuals to understand the concept of resilience in terms of learning power, and building their capacity to persevere when the learning process becomes difficult, or indeed to recognise that there is an alternative way to proceed. It contains practical activities that small teams (up to 16 people) can practice together, supported by a trainer or facilitator, and everything required to complete a 2 hour work module on this Resilience dimension is included.

Physical materials include 1 x set of Images of Resilience, 2 x Sets of Straw Bridges, 9x Juggling Balls, facilitator notes

**Learning Preferences**
This module focuses on helping individuals to build awareness of their own learning strategies and the need to approach learning in a structured and considered way. It contains practical activities that small teams (up to 16 people) can practice together, supported by a trainer or facilitator, and everything required to complete a 2 hour work module on this Strategic Awareness dimension is included.

Physical materials include 1x set of Simmetrics, 1 x set of Voyage Mapping (Individual Coaching Version) and facilitator notes.

**Learning Support Relationships**
This module focuses on helping individuals to become more effective at building and using strong relationships that help them in learning successfully. It contains practical activities that small teams (up to 16 people) can practice together, supported by a trainer or facilitator, and everything required to complete a 2 hour work module on this Learning Relationships dimension is included.

Physical materials include 4 x sets of Broken Square activity and facilitator notes.
TALK TO US ABOUT OUR RANGE OF PRODUCTS AND SERVICES

A CATALOGUE OF ACTIVITY BASED RESOURCES

DESIGN AND DELIVERY OF LEARNING EVENTS

+44 (0) 141 561 0387  rsvpdesign.co.uk  sales@rsvpdesign.co.uk

RSVP Design Ltd:
Studio 902, Mile End Mill,
Abbey Mill Business Centre, 12 Seedhill Road, Paisley PA1 1JS

Company Registration: SC253981  VAT Number: 817 5134 35
UK Price List

Toolbox products are individual activities or exercises that are designed to improve or develop individual skills, or to raise awareness of important organisational issues. They usually last for 20-90 minutes, are designed for small groups of up to 16 people and require a limited amount of preparation and administration. Toolbox activities can be run by any competent facilitator using the notes supplied and do not require additional trainer training support from RSVP Design.

<table>
<thead>
<tr>
<th>TOOLBOX INDIVIDUAL PRODUCTS</th>
<th>ITEM CODE (GTIN)</th>
<th>LIST PRICE (£)</th>
<th>UK PRICE (£) INC. VAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>At My Best Strength Cards™</td>
<td>700461507062</td>
<td>£25.00</td>
<td>£30.00</td>
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<tr>
<td>Blindfolds (pack of 20)</td>
<td>5060505270617</td>
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<td>BlueKit™</td>
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<td>700461318057</td>
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Prices as of March 2019

+44 141 561 0387
sales@rsvpdesign.co.uk
rsvpdesign.co.uk
## TOOLSible INDIVIDUAL PRODUCTS

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## TOOLBOX PACKAGES

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**Complete Toolbox Package (35 tools and 2 books!!)**

- At My Best Strength Cards, Chainlink, Challenging Assumptions, Colourblind®, Colourblind® Plus, Counter Intelligence, Cultural Connections, expresspack, Electric Maze, Feedback Game, Helium Stick, Images of Customer Experience, Images of Organisations®, Images of Resilience, Keypunch, Learning Loops Licence, Learning2, Matrix, Mindfulness Unravelled, Minefield, Mosaic, Narrow Margins, Network2i, Pressure Point, Reversal, Seeing the Point, Sequencer, Simbols, Simmetrics, Team Balance, Teamwork & Teamplay Cards, T-trade, Voyage Mapping, Webmaster®, Workstations
- Pattern Making, Pattern Breaking Book, Find Something To Do Book

**Prices as of March 2019**

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# UK Price List

## TOOLBOX PACKAGES

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## FURTHER SUPPORT FOR TRAINERS

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Poertool products are more complex, extended activities that address more interlinked management and leadership skills. These activities last from 2 -8 hours and cater for larger groups - generally 30 people or more; or multiple groups working in parallel. Powertools need a higher level of administration and supervision and more input from RSVP Design, either in trainer training or in initial facilitation.

**POWERTOOLS INDIVIDUAL PRODUCTS**

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Prices as of March 2019

RSVP Design also offer fully designed and resourced workshops for up to 16 people, which have been prepared so that they can be purchased then delivered by corporate or independent trainers. These workshops use our experience and methods, along with integrated toolbox products, to develop a broad range of individual, team and management skills.

**TOPIC WORKSHOPS**

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