



Cross Cultural Serious Game Scenario

Negotiating a Deal

This is one of the scenarios developed with Subject Matter Experts (SMEs) in the field and is available off-the-shelf. Customization is available to tailor the scenario and its metrics to customer requirements.



The ecosystem of an organization has a number of constituencies. Moreover, each group is composed of Sub-Cultures comprised of a diverse set of individuals. Larger and broader the concerns have cultural multipliers.

Organizational culture is the identity of any entity. It embodies, 'who we are.' Therefore, Sub-Culture Tenets are imprinted upon the existing ethos. In other words, there is not a singular Culture, there are thousands of diverse individual Sub-Cultures.

Sub-Culture

"A cultural group within a larger culture, often having beliefs or interests at variance with those of the larger culture."

Subcultures develop their own norms and values. The concept of subcultures was developed in sociology and cultural studies. (Wikipedia).

Roots of the Game

Cross Cultural training and its derivative Diversity & Inclusion are decades old. Moreover, Game Theorists have long understood the superior learning retention associated with human interactions in competition or collaboration 'gaming' situations.

For over 25 years, versions of this game have been used in a variety of professional training environments. Now it is available on the Cloud. Individuals and teams can play the game at any time and any place at their convenience.

The Scenario

Working with SMEs, we have developed a realistic scenario for the negotiation during a commercial activity, i.e., sales or closing a deal. This is a collaborative effort as both have a vested interest in completing a set of tasks in a timely and successful manner. Assumption—this is an ongoing business relationship.

However, there is tension built in between organizations and the individuals representing them. Typical of the buying firm and the selling one. Performance metrics are unique to each organization and individual & team reward systems and are tied to success as defined by respective company management.

Deal closure challenges are part of the scenario requiring both parties to work together to accomplish their collaborative duties. Human Factors are integral to the game problem and one or more solutions.

How the Game Works

Human interactions are a function of unique individuals, not the interface between a human and electronic decision tree in a gaming App. This makes this solution unique. Each individual Player or Team answers a few brief questions about themselves and their organizations.

Both players are given the same Background, Negotiation Scenario and Rules. Individual Position Papers define the Role, Performance Metrics and Tasks for each player/team.

Working together (face to face) over interactive web media each player offers iterations of value in three categories, IoT, Cybersecurity and Trust. This negotiation continues until agreement is reached.

The Goal of the Game is to arrive at a deal that satisfactorily meets the needs of both parties.

Each player then completes a Post-Game Questionnaire that captures their understanding of how the game went, including their opinion regarding the other party's conduct. Results are tabulated in the aggregate and presented both the players and management.

Post-game workshops may add value for larger organizations seeking to better understand behaviors regarding realistic operations.

Learning Outcomes

While this game uses technology, fundamentally the interaction is between people of different perspectives with a collaborative set of tasks.

Players can expect to gain:

- A greater understanding of cross-cultural interaction
- Empathy for counterpart(s)
- Specific expertise to use immediately solving business problems

Experience has shown this approach is realistic and mimics actual job performance.

The same players can also engage with other parties in an organizational ecosystem as well. This can expose the group to differences among those parties.

Value Proposition

For a variety of reasons, people misunderstand each other constantly. However, most businesses need to collaborate within departments, with partners and suppliers as well as other constituents such as regulatory agencies and the general public.

Miscommunication and poor understanding of the others' 'values' and Key Performance Indicators can and often does lead to sub-optimal performance and even catastrophic deal failures.

Often value is 'soft' such as increased effectiveness or satisfaction. In many ways this makes the value proposition even more important.

Major deal failures can lead to management change and even job losses!

Who Should Play the Game?

One premise that individuals, teams and organizations Relationships' are determined by Behaviors in specific circumstances or Conditions (situations). This R B C model is useful when training individuals for cross cultural engagements.

All those charged with Cross Cultural Negotiations, especially in technology fields should play the game with their counterpart(s).

See Our Information Portals

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Customized to meet your specific requirements.