



## POINT BLANK – Communication game that trains you to handle difficult situations constructively

**POINT BLANK** is an educational game facilitating training in fundamental communication techniques. These include: open questions; reflective questions; paraphrasing; I-message; FACE Effective Feedback technique; decoding implicit statements.

Players are assigned the role of manager in different departments within the same company. The game takes the form of a monthly management meeting. In such situations participants typically debate, discuss, present points-of-view and opinions, or remain silent. Participants are not always in control of the way they communicate. Impolite remarks, unsuitable comments, critical and hostile messages or even compliments may be exchanged, making people feel uncomfortable and detracting from the goal of the meeting. The game therefore teaches players how to deal with difficult situations in a constructive manner. It develops participants' communication skills and provides them with a set of techniques that they can use in the real world.



### Benefits of the game for individual players:

- ▶ It teaches you how to identify the correct communication technique for a given situation, and gives you the opportunity to practice using it.
- ▶ It helps you to defuse escalating situations in a way that is respectful of everyone's emotional well-being.
- ▶ It provides you with the tools needed to better handle awkward situations.
- ▶ It prevents you from adopting destructive patterns of behaviour.
- ▶ It builds your self-confidence in handling challenging or provocative situations.

### Benefits for the team:

- ▶ They are given a safe-space in which to discuss difficulties relating to everyday interactions.
- ▶ They learn to focus on finding a positive solution rather than playing the blame game.
- ▶ They are trained in how to respond to negative comments and behaviour.
- ▶ They are given the opportunity to explore their limitations and change their behaviours in a way that enables the improvement of group cohesion.

### Users' feedback:

- *I have been to a number of communications trainings; however, it was only after playing “Point Blank” that I properly got to grips with the FACE feedback technique.*
- *The game is enjoyable and really helps you to build your confidence. At first, we needed up to 3 minutes to prepare our reaction, by the next round we managed to accomplish our task in 1 minute. After having played the game, we are now able to react without any prior preparation. Even though it required a lot of effort we still found it great fun.*
- *I found myself tempted to react spontaneously to a challenge presented in the game. However, the cards from the game's toolbox reminded me to think sensibly, even when faced with difficult emotional situations.*
- *The team I work with all played the game together, and it gave us the opportunity to call a spade a spade and stay honest with each other. We have stopped pretending that we can handle a situation when we know we cannot and instead face it more openly.*





## Why New Players Poland?

We are a creative, competent and passionate team of business coaches with 20 years of experience working with a variety of organisations. We are well aware of the development needs of both large corporations and small businesses, and for many years we have been successful in training and coaching employees. We offer advice and provide regular mentoring sessions at senior level. We appreciate that all participants of development sessions need support to implement changes in their workplace routines. We realize that the key to success is to consolidate what we teach in training by replicating all the acquired skills in real-life work conditions.

We started to ask ourselves what would help our clients to apply and refresh their acquired knowledge in the most engaging and enjoyable way? What would help to promote new approaches to problem-solving without taking employees away from their workplace for additional training? What would assist employees with ensuring that new skills become second-nature?

**POST-TRAINING GAMES** are the solution!



## Any questions? Please contact us!

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