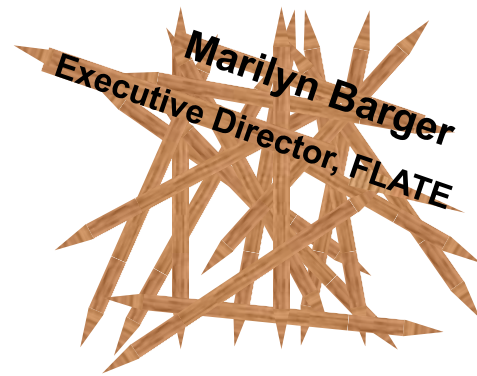
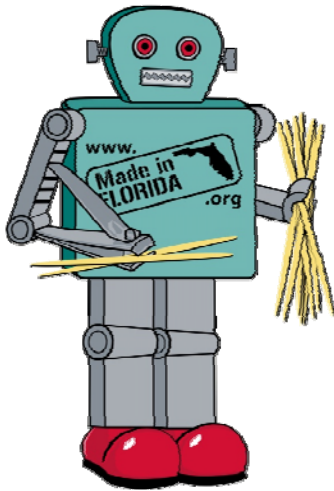


# THE TOOTHPICK FACTORY<sup>®</sup>

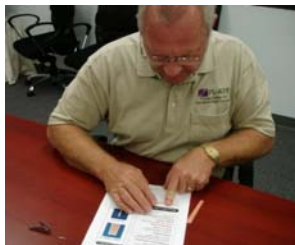
*A Simulation Game for the Soft Skills*



NAWI's 44th Annual Conference  
April 15–17, 2009

## The Toothpick Factory<sup>®</sup>

- Simulation game to teach soft skills
- Workplace setting
- Applicable to many audiences
- Active learning
- Self assessment / group discussion
- Introductory and advanced modules



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## Soft Skills

- People skills (PIR)
- Implement your strengths as a listener, learner and leader
- Working in teams, listening, speaking, adapting, leading

## Hard Skills

- Education and experience
- What you know
- Technical knowledge and skills



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## Why are soft skills important?

- Increases *promotion potential*
- Empowerment
- Creates opportunities
- Employers want
  - Team-oriented employees
  - Well-rounded employees
  - High morale



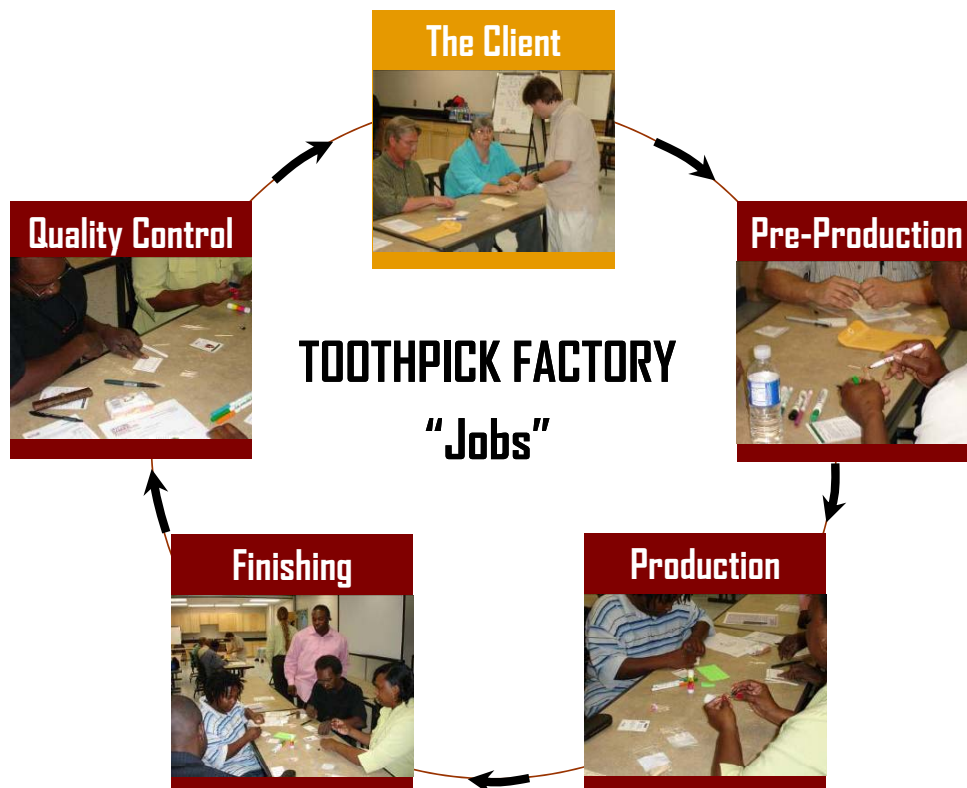
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# Setting the stage



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# The Simulation

- Overview of soft skills
- Establish teams
  - production teams and client teams
- Briefly review scenario /distribute team packets
  - Production teams will get orders for custom toothpicks
  - Produce orders
  - Submit to Client team for final quality check
  - Record /report data
  - Rework any rejects and resubmit to client
  - Pick up next order
- Play simulation for 20 minutes
- Fill out soft skills scorecard and facilitate soft skills discussion
- Review team production data
- Repeat with Market Response Cards - *time permitting*




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## Simulation Tools


**Client Card**




Order: 8 Custom toothpicks  
Length: 1-5/8 inch long  
Specs: All with one sharp tip



**Client Card**



Order: 8 Custom toothpicks  
Length: 1.5 inches long  
Specs: All with one sharp tip




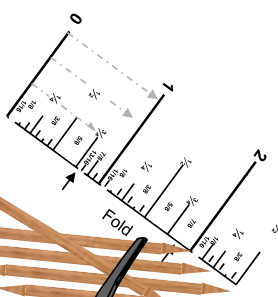

**Production Scorecard**

TEAM NAME: \_\_\_\_\_

**Instructions**  
Your Quality Control Representative will use this scorecard to track your team's production record. The goal of the game is to work effectively and produce the greatest number of orders with minimum rejects.


Order #	Accepted	Rejected	Wasted




**Quality Control Representative**

Your primary products, track toothpick, and product to the



**Production Technician**


Your primary job is to cut the pre-measured units to client specification.



**Market Response**

**Adapt**


The specifications for order has changed. You need you to produce toothpicks 1 inch



**Market Response**

**Innovation**

Your client's company has entered a custom toothpick competition. They need you to design a custom toothpick, using your current order specifications, half your order.





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# Soft Skills Scorecard

- Immediately after simulation
- Self reflection
- For individual's benefit
- Springboard for facilitated debriefing
- Review sheet for students/participants
- Resource for further assessment



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## Soft Skills Scorecard

FLATE – [www.fl.ate.org](http://www.fl.ate.org)

Clusters	Actions	How often did you practice the actions today?		
		Not much	A little	A lot
Listening	Listen to and understand instructions.			
	Listen to someone's request, comment, or question before responding.			
	Receive feedback in appropriate way.			
	Listen to the needs and ideas of others with respect.			
Working in Teams	Work with peers to establish goals, tasks, and processes.			
	Value everyone's input.			
	Encourage cooperation between peers.			
	Work collaboratively with others.			
	Work with peers to resolve conflicts.			
Leading	Influence others to accomplish quality.			
	Motivate others through positive affirmations.			
	Encourage collective agreements.			
	Provide praise and recognition.			
	Provide timely feedback to improve results.			
Adapting	Express receptivity to input from peers.			
	Quickly accommodate to changing conditions.			
	Change production and inspection methods to improve quality.			
Speaking	Ask adequate and timely questions.			
	Makes clear and specific requests.			
	Makes clear and specific promises or commitments.			
	Communicate with a clear voice.			
	Presents ideas calmly and clearly.			
<b>Add the points in each column</b>				
<b>Add all three columns.</b>		<b>TOTAL SCORE</b>		



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## Recording Efficiency

- Number of toothpicks completed
  - Completed means finished and passed quality inspection
- Number rejected and why
- Number of stock toothpicks used
- Percent productivity (# completed/# used)

Team Name	Order #	Completed	Rejected	Wasted	Used	% Complete
Team 1	1	8	3	2	10	80.00%
Team 1	2	8	4	3	11	72.73%
Team 1	3	8	5	4	12	66.67%
Total		24	12	9	33	72.73%

$$\frac{\text{TOTAL COMPLETED}}{\text{TOTAL USED}} = \frac{24}{33} = 72.73\%$$



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## Toothpick Factory Impact

How and who we *impact*:

1. Standard Workshop
  - Delivered to over **159** students.
  - Audience = from educators to workforce personnel.
2. Train the Trainer Workshop
  - Presented to over **95** faculty.
  - Audience = Post secondary, secondary educators and industry.
  - Train attendees how to facilitate the workshop in their classroom/training center.

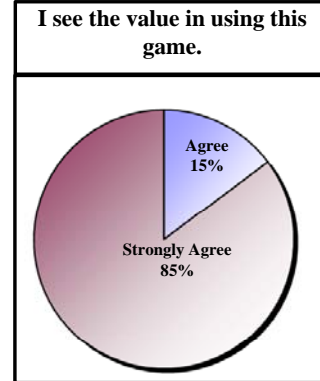
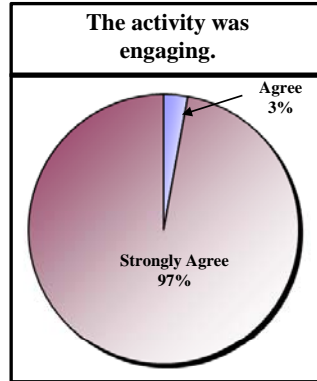
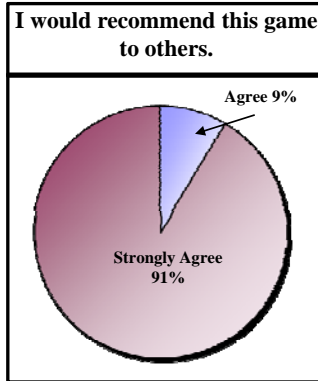


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# Toothpick Factory Impact

And what they say...



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Let's Play!



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## Kit Contents

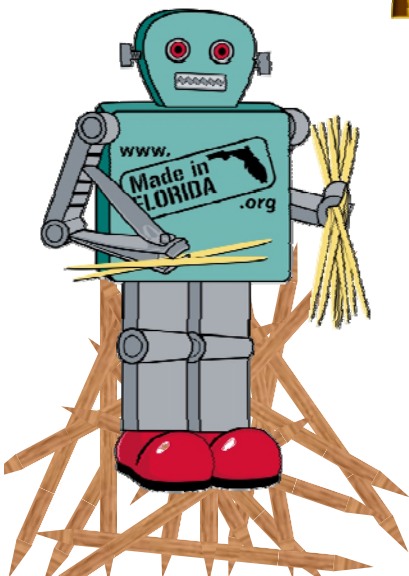
- Participant Instructions
- Job Function Cards
- Production Record Card
- Soft skills Scorecard
- Nail clippers
- Nail files
- Toothpicks
- Measuring tools
- Client Response Cards
- Client Cards
- Market Response Cards
- Facilitator's Guide
- Soft Skills Presentation



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# THANK YOU



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