



EXPERIENTIAL LEARNING EVENTS

Promises, Promises™

A SIMULATION THAT...

- teaches how to minimize the influence of "silos" as you strive, collectively, for quality results and customer satisfaction.
- prepares you to recognize the inter-dependencies within your organization and seek out new opportunities for synergy
- supports the building of a common vision within your organization

THE SETTING...

TEN nations are headed by teams of leaders who have made promises to their respective peoples. Some of these promises are challenging to meet; others are effortless. Each team begins with an allotted amount of wealth, food, and environmental programs, plus some rather nasty items called "scandals."

To fulfill their own obligations to their citizens, teams attend the inaugural meeting of the United League of Nations where they must build alliances, barter with and, in some cases, challenge other nations for their resources.

THE LEARNINGS...

Importance of Building Trust

Trust is the foundation element for a successful enterprise. It drives out fear that inhibits creative solutions. It

enables the sharing of limited resources for their optimal deployment. And it fosters open communication and teamwork.

Shared, Unified Vision

Today's increasingly "boundaryless" organizations are replacing the me focus of departmental silos with a wider emphasis on we. Participants come to realize how everyone's success requires individual, departmental and organizational objectives to be identified and aligned.

Quality Communication

We are responsible for communicating what others need to know and ensuring that we receive information that impacts on our performance. High quality communication underpins high collective performance.

THE EVENT...

This is a lively inter-group experience for ten to several hundred participants. The simulation, plus a 60-90 minute debrief takes a full half-day and lends itself well to a full day format or to being integrated into a longer course or conference. Participants discover why other departments or individuals, focusing on their own needs, urgencies and perceptions of relationships, can behave quite differently, even belligerently, and diminish overall organizational performance.

Created by Eagle's Flight-Fulcrum Associates Inc. is a distributor of Eagle's Flight experiential learning programs.



"Our own leadership team at the resort had the opportunity to do Eagle's Flight 's "Promises, Promises" program. What a huge success! Each member of the team took valuable new knowledge back to the job, and the follow-up materials provided have helped reinforce what we learned. The whole team now uses the language from the course in our daily communications. "

Leah Leslie, Director of Sales and Marketing for The Rosseau

SAMPLE OF OVER 250 CLIENTS SERVED:

American Institute of Certified Public Accounts
Art Gallery of Ontario
Bell Canada)
Burger King
California Institute of Mental Health
Carfax
Caribbean Tourism Organization
City of Toronto
Continental Airlines
The Federal Judicial Center
Hewlett-Packard
Honeywell
Hunton & Williams (law firm)
Lockheed-Martin
National Association of Convenience Stores
North York Branson Hospital
Royal Bank of Canada
Sunkist Growers
Zurich Insurance

WE ARE A LEADERSHIP DEVELOPMENT FIRM DEDICATED TO HELPING OUR CLIENTS GET GREATER RESULTS BY LEVERAGING THE TALENTS OF THEIR SENIOR LEADERS, MANAGERS, AND TEAMS.

We offer training workshops, facilitation services, keynote presentations, and executive coaching that help managers generate consistently high performance by (1) fostering commitment and accountability in their employees and (2) building productive teams.

Our clients include organizations from the corporate, public, and not-for-profit sectors, as well as associations. They know Fulcrum for programs that:

- Present cutting edge concepts and practical techniques,
- Apply interactive adult learning approaches and
- Energize people to deliver superior results

Fulcrum Associates Inc. was founded in 1988. We are a continental firm, headquartered in Northern Virginia, with an operation in Toronto. For projects large or small we are able to draw on the talents of a select number of highly professional associates, each heading a successful independent practice, who deliver programs tailored for today's organizations.



IAN COOK IS A SEASONED PRESENTER, GROUP FACILITATOR AND LEADERSHIP COACH.

His leadership training and coaching addresses the so-called *outer game* of leaders' behaviors, decisions, and competencies as well as their *inner game* of assumptions, beliefs, and ingrained thought patterns that ultimately determine their success.

He is the author of: ***Would They Call You Their Best Boss Ever? Practical Tips and Insights for the Successful Manager***

Ian began his independent practice in 1988, following seventeen years of corporate experience in both the high tech manufacturing and transportation industries.



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