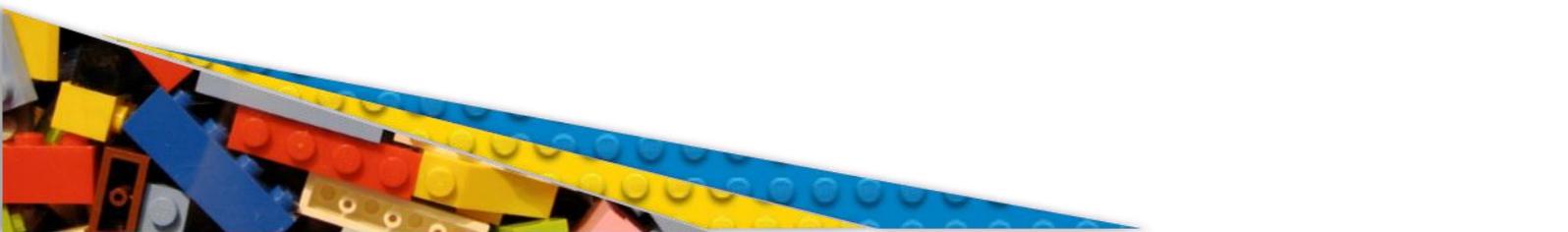




S-PLA

LEGO SERIOUS PLAY Learning for SMEs



National summary template

USI – Università della Svizzera italiana, S-Play pilot workshop, Lugano, April 29th, 2014

Participants

General information

Number of participants: 8

Number of SMEs (might differ from the number of participants) taking part: 7

Kind of sectors SMEs were coming from: tourism and hospitality

Topic of the workshop: instructional design of the third edition of futour.net (<http://www.futour.net/?lang=en>), the professional training for Ticino's hoteliers and tourist operators.

Acquisition of participants

How did you acquire your participants for the workshop. Please give a short explanation:

eLab closely collaborates with webatelier.net, a Research & development lab of the Faculty of Communication Sciences (USI, Lugano), which promoted the Futour.net project, together with the Department of Finance & Economy of Canton Ticino and the Tourism and Hotel High School (SSAT, Bellinzona).

The project manager of Futour.net, mr. Emanuele Patelli, contacted some participants of the former editions of the training program and invited them to take part in the LSP workshop.

Preparation

Preparation of participants

How did you prepare the participants?

Participants received some basic information before the workshop, such as the main goal of the workshop, the methodology that would have been used (LSP) and logistic aspects (time, location, duration, etc.)

What kind of documents and information was handed out?

Participants received an information sheet and a consent form to sign before the workshop.

Feedback

Explanation: Sean has already provided a feedback questionnaire for participants. We (IHK-Projektgesellschaft) also added some questions. The questionnaire is mainly about ticking boxes

Participant feedback regarding the following aspects

please sum up the feedback given regarding question 1-4 and count the numbers of strongly disagree (a) – disagree (b) – undecided (c) – agree (d) - strongly agree (e)

(example = question number 1 = 3 times a, 2 times b, 5 times c and so on)

A. Overall Evaluation

Question number 1: 2 times d, 6 times e

Question number 2: 3 times d, 5 times e

Question number 3: 1 time c, 4 times d, 3 times e

B. the Facilitator - please sum up the feedback given regarding question 1-4 and count the numbers of strongly disagree (a) – disagree (b) – undecided (c) – agree (d) - strongly agree (e)

(example = question number 1 = 3 times a, 2 times b, 5 times c and so on)

Question number 1: 8 times e

Question number 2: 8 times e

Question number 3: 3 times d, 5 times e

Question number 4: 1 time c, 4 times d, 3 times e

C: The LEGO Serious Play Method - please sum up the feedback given regarding question 1-15 and count the numbers of strongly disagree (a) – disagree (b) – undecided (c) – agree (d) - strongly agree (e)

(example = question number 1 = 3 times a, 2 times b, 5 times c and so on)

Question number 1: 1 time c, 4 times d, 3 times e

Question number 2: 1 time c, 6 times d, 1 time e

Question number 3: 4 times d, 4 times e

Question number 4: 1 time c, 4 times d, 3 times e

Question number 5: 1 time c, 2 times d, 5 times e

Question number 6: 1 time c, 5 times d, 2 times e

Question number 7: 1 time c, 4 times d, 3 times e

Question number 8: 1 time c, 6 times d, 1 time e

Question number 9: 1 time c, 5 times d, 2 times e

Question number 10: 2 times c, 6 times e

Question number 11: 1 time c, 5 times d, 2 times e

Question number 12: 1 time c, 2 times d, 5 times e

Question number 13: 1 time d, 7 times e

Question number 14: 1 time d, 7 times e

Please sum up the comments regarding suggestions, likes and dislikes

Participants stressed out that the method helps to foster innovation and creativity. They also appreciated very much the joyful, playful and dynamic atmosphere of the workshop. The active participation and the spontaneity in expressing their own ideas have been mentioned as a positive aspect. The sharing element and the networking possibility were also appreciated.

As for the less positive elements, three participants mentioned some logistic-related issues (such as the parking availability). Two of them did not appreciate the “connections exercise” due to the technical difficulties of construction.

Please sum up the main aspects of the interview with participants regarding:

Strengths

The LSP method stimulates creativity. It is very concrete, it forces participants to build, and thus, speak about very specific aspects/elements/ideas. Participants are forced to explain complex ideas with simple and very clear words. LSP is an innovative method that generates curiosity in people that never heard about it.

LEGO itself generates enthusiasm and helps to create a playful environment among the group members. The colorful bricks remember us when we were children. It is well known by everybody and it's easy to use.

Opportunities

Everybody is forced to speak. Compared to other methods, there is more chance to generate new and innovative ideas.

Compared with a traditional brainstorming session, with LSP participants are more attentive and they really listen to others.

The method has some positive side effects: i.e. it fosters creativity (even if the creativity is not the main goal of the workshop).

Weaknesses

The facilitator has a fundamental role. He/she has to give the “right” challenges and he/she must find the exact words for the instructions. If you don’t pose a very precise question, participants won’t understand it and they won’t be able to build something meaningful.

LSP method works better with heterogeneous groups. If all participants have the same role, same needs and expectations, the result of the workshop may be less interesting.

The time of a LSP session is limited, the final result may be not complete.

Threats

The output of the session itself could be a threat (i.e. finding something that you did not expect, and that would be difficult to manage).

The “technical” difficulties in building/assembling LEGO could be a threat (specially, in the connection exercise)

The type of participants can influence the workshop. You may have some people that tend to speak too much or to be overpowering. In this case, the facilitator should be able to “manage” them.

The playful aspect of LSP could be a barrier: people could be very skeptical.

LEGO could be also a distracting element (participants could start to play and build models that are not related to the workshop topic).

If you convince people to leave their jobs and to “lose” precious time, you must be 100% sure that the workshop will be helpful/enriching.

Facilitators

Number of facilitators: one facilitator (+ two assistants for pictures and video recordings)

Kind of training facilitators did receive. (*Meaning, did facilitator take part in the training in Serpiano, or are there additional facilitators who got their knowledge of the method from another workshop*)

The facilitator is, in fact, a project member (Stefano Tardini). He is a certified LSP facilitator, he obtained his certification in June 2013 after a 4 days training with Per Kristiansen.

Please sum up the main aspects of the interview with facilitators regarding:

Strengths and opportunities

The creation of a really enthusiastic and collaborative working environment, a perfect atmosphere to work in!

LSP-LLED forces every participant to give his/her contribution, without any fear to give the “wrong” answer, because there are no right or wrong answers.

Sharing the meaning of LEGO models is a very powerful tool to stimulate communications and exchanging of ideas.

Weaknesses

The LLED methodology still needs some refinement: the second challenge posed during the workshop (“Build a model of a learning objective or of a content of Futour 3.0”) was not clear enough, as the models built by participants have showed. It would have been better to pose two different challenges, asking participants to build a model of a content first and of a learning objective after, but this would have required more time.

Threats

Sometimes participants have already in mind something to say, so they “force” their models to represent their ideas, without really answering the challenge that is posed. Sometimes participants do not start from the model, they do not explain it, but just share their ideas.

In particular focusing on the implication the LSP-method might have on the role of the trainer / facilitator

Organisation / partner who has been organizing the workshops

Statement: Each partner, while reflecting the workshop for SMEs, should estimate the usability and the acceptance of the LSP-Method and give a statement.