



Facilitator Guide
Module 1 - add on
Processing and Productivity

Created by the

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ABSTRACT

Manufacturers across the nation, including the State of Florida, consistently have a demand for qualified employees. By “qualified” they mean individuals with specialized technical training and with relevant work experience. However, such requirements are often waived for entry-level positions, as long as a potential employee is willing to learn. Despite these concessions, manufacturers are not filling all of their job vacancies. As difficult as finding and hiring new employees might be, it’s likely that retaining them becomes a greater challenge, not only because of lack of technical skills or aptitude, but due to inadequate “soft skills”.

The Florida Advanced Technological Education Center (FLATE) designed *The Toothpick Factory*®, along with several “add-on” modules, in response to such competency gap. These hands-on simulations allow participants to become aware, exercise and reflect upon a set of soft skills affecting teamwork. The additional modules focus on basic concepts of materials, materials movement, human factors and productivity.

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FACILITATOR INFORMATION

Overview and objective:

This facilitator's guide is intended to be used in conjunction with the **Processing and Productivity** presentation (**PowerPoint**). These resources (Facilitator Guide – Processing and Productivity and the PP presentation) will assist you in facilitating a discussion about processing and productivity and how teamwork can affect their processing time and the amount of products they are able to produce. It is designed to raise awareness of the importance of teamwork and communication skills in the workplace.

The objectives of the activity are:

- To teach participants about team organization, efficiency and quality.
- To have teams deliver the most orders in the least amount of time.
- To address issues and challenges each team faced.
- To raise awareness on how to increase production time.

What is required:

In order to effectively facilitate the Toothpick Factory® activity you must have a thorough knowledge of soft skills and how they affect the workplace.

Materials:

- (1) Toothpick Factory Kit © - Processing and Productivity
- (12) Markers
- (1) Flipchart/white board and markers
- (1) Large envelope (to keep SS Scorecards)
- (1) Computer (with PowerPoint)
- (1) Timer/clock

Tips for facilitators:

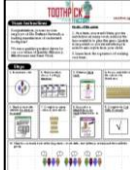

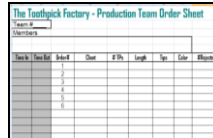
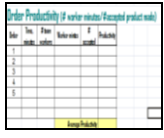

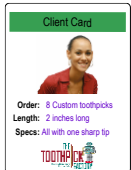





- The activity consists of one (1) lesson, approximately 60 minutes (not including the Optional Extended Lesson).
- The activity is intended to be played in teams of **four students**, each assuming a **primary job function**.
- Be flexible. Plan your process in advance, but be ready to change or adapt to meet the needs of the group.
- Don't make the activity too complex. You do not want the activity to get in the way of learning and discussion.
- Don't try to cram too much into the time you have. Allow time for meaningful discussion. Often, the sharing of ideas and discussion has the most value for students.
- There is a balance to strike between giving students time to express themselves and keeping the activity on track.

LESSONS

1. Processing and Productivity		
Activities/Task	Slide number	Time
Introductions	1-3	1 minute
What are hard skills? Education Experience What you can do What are soft skills? People Skills Teamwork What is Teamwork? Listening Speaking Adapting Leading	4 - 5	5 minutes
The Toothpick Factory "Company" overview Job Descriptions Create teams	6	4 minutes
Production Tools Game goal Instructions – Production Team Instructions – Quality Team Record Keeping Rules	7 - 11	5 minutes
START ACTIVITY		
<i>During the activity</i> <i>Monitor students interactions</i> <i>Observe problem solving techniques</i> <i>Keep notes of positive and negative processes</i>		30 minutes
Reflect Go over team chart and results Complete Productivity Order Sheet	15-16	10 minutes
Review and Wrap-up What was the purpose of the activity? What did they learn?	17-18	5 minutes
2. Optional Lesson Overview – Implementing Market Response Cards (MRC) (45 minutes)		
Objective: The objective of this lesson is to introduce some "real world" scenarios that challenge individuals in the workplace. This will allow the students to be introduced to these different "market responses" that occur.		
Instructions: 1. The "Toothpick Factory – Optional Lesson" presentation will guide you through implementing a Market Response Card. This PowerPoint is for facilitators ONLY (Train the Trainer). This is not something that you would present to students/participants. 2. Rotating the Quality Team (QT) members - Ask for X number of volunteers (depending on how many QT members you need) from the PT, and have them switch places with the QT members. For example, "I need 1 volunteer from each PT to be a member of the new QT."		

Activity/Task		Time
Introduction of Market Response Card		2 minutes
Start game – observation		15 minutes
What did we learn?		15 minutes
Review and Wrap-up <ul style="list-style-type: none"> - Team Results - What was the impact of the MRCs? - Round 1 vs. Round 2 - Improving Soft Skills 		13 minutes

APPENDICES:**The Toothpick Factory – Processing and Productivity contents**

Instructions 	Job Function Nametags 	Production Team Order Sheet 	Order Productivity sheets 	Market Response Cards 	Client Cards 
Facilitator Guide 	Nail clippers 	Toothpicks 	Nail Files 	MODULE 1 – ADD ON MATERIALS	
				Processing and Productivity Presentation 	Markers 

Additional Resources for soft skills:

Use any of the following headlines from online content as data points that might be relevant to your audience.

1. *'Soft Skills' a key to employment today* - Today's competitive job market means that minimum acceptable skills are being replaced with higher standards. And among the higher standards are what many call "soft skills."
Source: <https://www.cco.purdue.edu/Articles/Article-SoftSkills.shtml>
2. *Focus on Soft Skills: A Leadership Wake-up Call* - More and more corporations around the world recognize that, in order to gain a competitive advantage, they also need to make sure their people know how to handle themselves at work and how to relate with their customers and peers.
Source: <http://www.businessknowhow.com/growth/softskills.htm>
3. *Soft Skills for Information Architecture*- While much of one's success or failure depends on the skills specific to information architecture—like diagramming, documenting, organizing—an even greater indicator is soft skills: dealing with conflict, negotiating, and communicating.
Source: http://www.digital-eb.com/articles/soft_skills_for_information_architecture/
4. *The Soft Skills of Global Managers*- While top performance usually is what gets global managers their international assignments, soft skills may be more important.
Source: <http://hbswk.hbs.edu/archive/5370.html>
5. *'Soft skills' all part of the mix: Graduates need to engage, build trust* - After years of intensive study, high-pressure examinations and the critique of their peers, MBA graduates understandably feel able to face just about anything the business world can throw at them. But sometimes, say experts, their "soft skills" need work. Source: <http://edition.cnn.com/2005/BUSINESS/09/19/execed.softskills/>
6. *The Hard Truth: Soft Skills Matter*: Many companies offer non-IT training to IT pros - It's not enough anymore to be a crack programmer or a nimble network administrator. Source: http://www.cio.com/archive/011505/tl_numbers.html

Online Soft Skills Training Resources:

1. *Measure Your Soft Skills Smarts* – 25 item quiz
Source: <http://content.monstertrak.monster.com/resources/archive/>
2. *Soft Skills Interview Questions*
Source: <http://www.cnr.berkeley.edu/ucce50/aq-labor/7labor/b003.htm>
3. *Soft Skills Training*
Source: <http://www.enterprisefoundation.org/resources/WSS/section3/sst.asp>
4. *Sample One-Week Soft Skills Curriculum*
Source: <http://www.enterprisefoundation.org/model%20documents/1187.htm>
5. *Life skills for vocational success*
Source: <http://www.workshopsinc.com/manual/index.html>
6. *Neighborhood Networks Personal Management Skills Soft Skills Training Curriculum*
Source: <http://www.hud.gov/offices/hsg/mfh/nnw/resourcesforcenters>