KAOS

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Serious Business Game on conflict resolution strategies

Learn the key skills and methodical approaches to resolving group conflict.

Gamification Storyline:

KAOS is an up-and-coming German rock band with a bright future. But just two weeks out from the gig of a lifetime - opening for the mega-famous Red Hot Chilly Fries- the band starts to have some serious internal problems. If they can't properly address them, the big show, as well as their promising future, might be in jeopardy.

It's up to Martin, the band's manager, to step in and mediate the group's conflicts. Their success will come down to his ability to correctly approach the issues and apply the right conflict resolution techniques.

Characteristics of the Serious Business Game:

- ✓ Learn with game based didactic methods.
- ✓ Applicable and practical contents.
- ✓ **Results-oriented learning** with revolutionary gamification technologies.
- ✓ Use the simulations for experience-based learning.
- ✓ Flexible, intuitive to use, fast and easy to train.
- ✓ An exciting gamification storyline facilitates targeted learning.
- ✓ **A unique learning experience!**

Yes, just try it out? Get a free test license www.Audit-Championship.com

The Audit Championship Team is your didactic contact for Serious Business Games in Internal Audit. We would be happy to provide you with an individual offer for your team: SmartLearning@Audit-Championship.com. Together with you, we develop concepts how you can support your Internal Audit Team independently of time and location in up to 14 languages simultaneously, worldwide.

Create a new and unique training experience for your Internal Audit Team!

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Methodology:

The developed game-based learning method is a combination of **3 elements:**

- ✓ **High quality content** equivalent to a two-day on-site course, with a strong practical focus that is useful and directly applicable to the work
- ✓ The **use of gamification techniques** in terms of story telling, ranking motivation, scoring, different learning and game levels, and incentives through recognition and awards. This makes the training a motivating and exciting learning experience. This directly promotes the intrinsic motivation to learn on your and your employees' side.
- ✓ **Practical exercises** that allow you as a participant to practice directly in a safe and motivating environment and to implement the practical knowledge. You will **receive detailed feedback** in the form of individual learning loops.

Objectives | Why the training KAOS?:

KAOS is aimed at all professional profiles, especially those who want to improve their skills with conflict resolution strategies. This can be a situation between only two parties or a group conflict situation. You will be able to find the right solutions in your personal as well as in your professional environment.

- ✓ Learn how to resolve conflicts piece by piece with the right methods.
- ✓ Establish appropriate rules of the game.
- ✓ Learn tips and tricks to **make conflicts transparent and mitigate them.**
- ✓ Discover a **simple and effective process** to change and optimize behaviors, also of yourself.
- ✓ **Encourage the development of shared solutions across your team.**
- ✓ Learn techniques to **guide conversations through the various conflict-resolution phases**.
- ✓ Develop your skills, step by step in practical case situations with the simulator integrated in the Serious Business Game Training.

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Overview of contents:

The training program coaches you to develop effective conflict resolution strategies. We guide you step by step through a well-proven and structured method sequence:

- ✓ Understand the actual background and causes of the conflict.
- ✓ Establish the rules of the game.
- ✓ Listen to all sides.
- ✓ Agree on a solution.
- ✓ Ensure adherence to the solution.
- ✓ Focus on the mutual benefits of the solution. Minimize the sources of conflict.

Knowledge and skills:

Thanks to the simulations in the Serious Business Game, "KAOS" succeeds in effective knowledge transfer. Through the development of the main competencies, knowledge is imparted in order to work out **effective conflict-solving strategies in practical situations:**

- ✓ Moderation, Continuous learning, coaching, effective communication, empathy,
- ✓ Results orientation, leadership, interpersonal relationships, problem solving, decision making and teamwork.
- ✓ Assertiveness, self-confidence, self-control, self-assurance,
- ✓ Coordination, focus, flexibility, impact and influence, initiative and integrity.

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What is KAOS's focus group?

KAOS is designed for all professional profiles, especially those who want to improve their skills with conflict resolution strategies.

Moderate individual and group conflicts to appropriate solutions in a structured methodology process.

What does it depend on?

- Show empathy.
- Think from the position of your counterpart.
- Plan ahead. Conduct a target-oriented dialogue in order to enable you to move forward.
- Combine the interests of different stakeholders into one big picture.
- Act solution-oriented!

How do you make it work? What are the IT requirements?

1. **The only thing you need** to use this business game training is an end device with internet access.
2. You can **access our performance-optimised business game platform** at any time, from anywhere in the world via your individual user profile or integrate the business game training into your LMS (Cornerstone, Moodle, SAP Success Factors, etc.).
3. You will receive regular reports on the progress of your participants and training groups. This allows you to keep an overview at all times and motivate your teams in a goal-oriented manner.