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CSI YOU
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In depth.

CSI:YOU is a unique experiential learning event that will engage your staff in performance improvement of their own design. Participants “work” a crime scene and solve the crime before the “perp” can strike again. It is an experience that is topical, fun and one with which people instantly connect. And skills required to complete this exercise parallel the vital skills required in today’s work environment.

Research has demonstrated the link between learning retention and kinetic activity. It is part of what underlies the popularity of ropes courses and other physically challenging experiences. The CSI:YOU experience requires physical activity as participants clamor over an initial crime scene and move to other sites following the sinister clues of the “bad guy.” But it also requires considerable mental “activity” to observe, evaluate, analyze and act on a variety of puzzling evidence and information. Participants attack this challenge with great enthusiasm and enjoy an enormously fun time doing so.

The result is a team of people who turn their own recently honed investigative skills toward analyzing the “crimes” of poor communication, teamwork and performance that hinder their work environment. This shows up at the end of the event during a debriefing period. More importantly, our clients report it continues to be a part of their team’s conversation as they discuss the way they operate at work and how that can be improved.



Exploring core learning areas and their connection to the CSI:YOU event.

1. Skill area: **Communications**

- Listening skills
- Sharing information
- Ensuring all voices can be heard

Seen at the crime: As an investigator, your two most important resources are people and information. Getting people to share the information they know is always difficult. On the scene of the crime, however, communicating is critical. Yet we have seen many instances during the seminar event where a “detective” has discovered an important clue but fails to mention it to the rest of their team.

There are rich opportunities here from which to draw comparisons to the work environment. When people actively listen to what’s being said and share the information with the right coworkers, amazing things happen in your organization.

2. Skill area: **Attention to Detail**

- Critical thinking
- Problem solving
- Accuracy

Seen at the crime:

During the seminar we have ample opportunity to address this core area. One of our favorites was a team of 8 people who’d overlooked a small but critical clue that was lying in plain sight in a 10’ X 20’ area. They searched for almost 90 minutes before adopting a systematic approach that would ensure all the bases were covered. They subsequently found the clue in less than 5 minutes.

The three skills mentioned above are requisite in our hyperlinked economy. Over the past decade we have seen heavy emphasis on speed and responsiveness in our business systems. Voiced less, but equally important is accuracy, without which speed & responsiveness add up to little.

The CSI:YOU experience will challenge the participants to think critically while balancing creativity and discipline, to solve problems quickly but carefully and always check and double check for every detail.

3. Skill area: **Teamwork**

- Building relationships
- Growing trust
- Roving expertise
- Collaboration vs. competition

Seen at the crime:

Imagine a group of “detectives” scouring a crime scene in search of clues when an opportunity arises to take fingerprints. The problem is, only a couple of “investigators” will get to be involved while the others must continue the rigorous search process. Will jealousy rear its ugly head or will participants subordinate their own desires for the good of the team? We’ve seen it go both ways. How will your team members do?

Really, it's as simple as $1+1=3$. The crime is solved only when the group becomes a team. Participants will have the opportunity to see how relationships, trust and selflessness enable expertise within the group to emerge and collaboration to occur.

4. Skill area: **Performance Effectiveness**

- Targeted results
- Bias for action
- Flexibility focus – maintaining overview/managing detail

Seen at the crime:

Within minutes of the initial investigation, some detectives have already formed an opinion as to “who done it.” The problem here is that, instead of remembering that their objective is to discover the truth about what happened, they often shift to “let’s prove *he* did it.” When the wrong results are targeted, the outcome is never favorable.

Solving the case will require clarity about what to do next and decisiveness as to when to think and when to act. Participants will experience deciding when to drill down to detail and when to look up and check for where they are in an overall process.

4. Skill area: **Leadership**

- Influence
- Encouragement
- Service

Seen at the crime:

One of the most fascinating elements to watch during the CSI:YOU experience is the development of the leadership dynamic. Will a leader come forth? Will it be one with positional authority or one from the bottom of the hierarchy? One “detective” noted during the debriefing that “We never made any real progress until someone stepped up into a leadership role.” Is leadership important in your organization?

During CSI:YOU, participants will get the chance to lead, experience leadership and note the results of leadership not emerging. They will also likely learn something new about the leadership that exists within their group.



Sample Agenda for the CSI:YOU Experience

Note: The CSI:YOU experience is highly customized for each client. This agenda reflects a typical seminar. Times are approximate and may be altered to suit the needs of the group.

Prior to the event:

1. Meet with client and discuss desired outcomes. (1 hr.)
 - May be done via telephone.
2. Profile participants and learning objectives. (PI staff - 2 hrs.)
 - May be done via telephone and e-mail.
3. Determine location and develop customized script. (PI staff - 8 hrs.)

Day of the event:

1. Set up crime scene and parallel investigative tracks prior to seminar. (PI staff - 4 hrs.)
2. Conduct base site introductions and briefing with participants. (20 minutes)
3. Travel to crime scene if necessary (time varies).
4. Conduct on-scene briefing about the crime(s) and issue investigator's toolkits. (15 min.)
 - Latent fingerprint kits
 - CSI:YOU Investigator's Field Notebook
 - Latex gloves
 - Magnifying glass
 - Evidence bags
 - Tweezers, etc.
5. Investigate initial crime scene, searching for evidence and interpreting clues. (1-2 hrs.)
6. Follow clues through to locate subsequent items of evidence and adjust investigative focus, adapting to new information as it arrives and is interpreted. (2-3 hrs.)
7. Conduct resolution of crime and arrest of suspect (if applicable). (15 min.)
8. Travel to debriefing site if necessary.
9. Debriefing: The solving of the crime is celebrated and discussed. Participants are asked to make observations about group dynamics and performance based on previously-determined learning objectives. PI staff will facilitate the discussion using co-active coaching techniques so that all are engaged. Follow-up actions are discussed and targeted outcomes described. (1 hr.)
10. Conclude experiential event and release participants.

After the event:

1. Meet with client to evaluate effectiveness of the experience and opportunities for follow-up via e-mail, consulting, coaching or other learning programs. (1 hr.)
 - May be done via telephone and e-mail.

Typical time commitments involved:

Client leadership	2 hrs.
Participants	4-5 hrs.
PI Staff	18-20 hrs.



References from former seminar participants.

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