

Friday Night at the ER[®]

**Develop Essential Leadership Skills
for High-Performing Teams**

An Experiential Learning Product Used Across Industries and at All Levels

www.FridayNightAtTheER.com



"The program provided a wonderful opportunity for our managers and directors to gain insights into the direct impact that teamwork, communication, and 'thinking outside the box' have on their success as leaders. And they had fun!"

- Lisa B., General Electric

- 3 Overview
- 5 What It Teaches
- 7 How It's Used
- 9 Example Customers
- 13 Get Started

An Engaging Learning Experience

For group sizes 12-200+

Friday Night at the ER® is a tabletop learning game used by trainers and educators in business, academic and community settings. The 1-hour simulation is played in teams of four and followed by a 2-hour debrief led by a facilitator. An engaging and memorable learning experience, Friday Night at the ER develops essential thinking skills, strengthens leadership competencies and improves team performance.



In the game, teams of four are challenged to manage a busy hospital during a simulated 24-hour period.

Patients and staff arrive and depart, workloads are uneven, events pop up unexpectedly, players make decisions and communicate, and scores accumulate.

Players perform distinct functions, yet they come to realize they also depend on each other. They discover that quality and cost problems can only be solved if they are collaborative across boundaries, open to change and innovative practices, and if they use data to make decisions.

Applied Systems Thinking

Experience the role of the individual as part of a system. Realize improved results when moving from silo thinking to systems thinking. Learn practical strategies to apply key systems principles.

Leadership Capacity

Develop leadership skills by managing a department while serving broader system goals. Practice distributed leadership where multiple leaders must collaborate to improve quality and reduce cost.

Structural Design

See how “structure drives behavior” in an organization. Identify high-leverage opportunities to redesign structure for better outcomes.

Teamwork & Communication

Learn to share responsibility across professions and coordinate action throughout a system. Communicate effectively with others to come into alignment as a team.

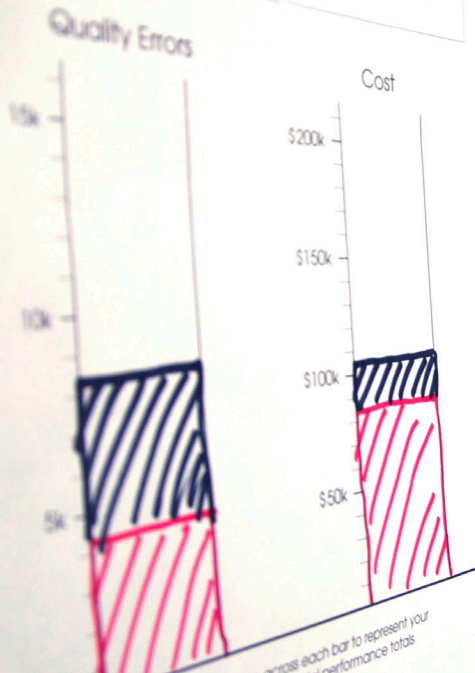
Critical Thinking & Decisions

Use critical thinking skills in the face of uncertainty about the best course of action to achieve desired results. Learn to use data, not instinct, to make decisions in a world of complexity.

Mental Models & Assumptions

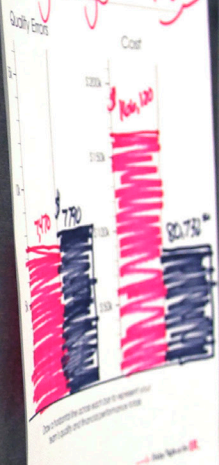
Realize how powerfully mental models and assumptions can influence one’s behavior and, ultimately, system performance. Learn to surface deeply entrenched mental models and develop an openness to innovation.

TEAM PERFORMANCE
SEAHAWK MED. CTR.



TEAM PERFORMANCE

Sunny Days TABLE #22



"Ratings from participants were consistently 5 (out of 5). The learnings have been broad and profound. Thank you!"

- Kay H., Lean consultant

For Organizations:

- + Leadership skill-building
- + Cross-functional collaboration
- + Process improvement
- + Performance intervention
- + Team building

For Classrooms:

- + Leadership coursework
- + Business education
- + Health professions education
- + Interprofessional education
- + Transition to practice



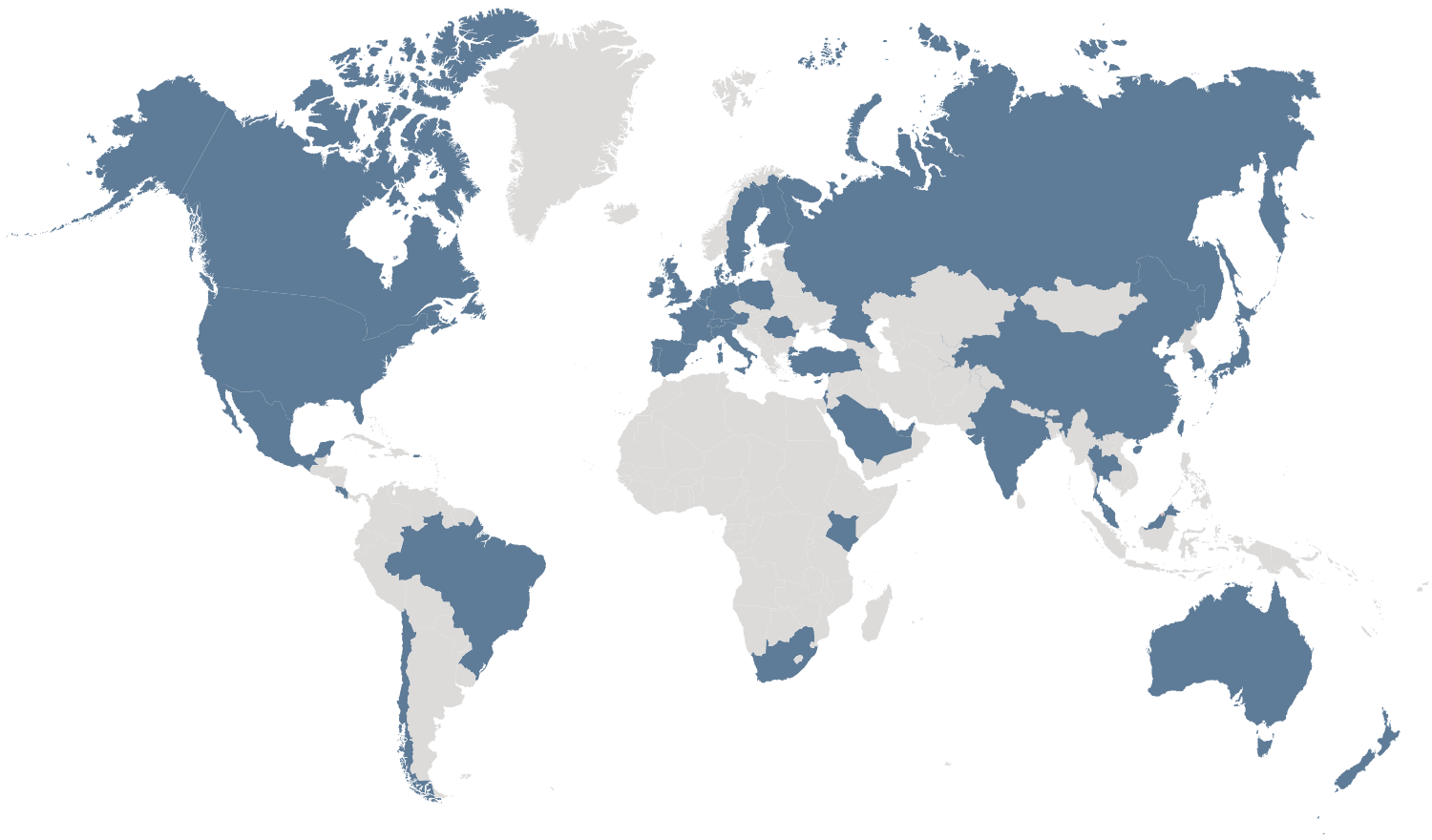
"It's about collaboration...about seeing your department as one piece of an enormous mosaic."

- William W., Johns Hopkins University

<i>Business / Nonprofit</i>	<i>Government / Public</i>	<i>Academic</i>	<i>Healthcare</i>
The Boston Consulting Group	Canada School of Public Service	Case Western Reserve University	Blue Cross Blue Shield
Boys and Girls Clubs of America	Centers for Disease Control and Prevention	Emory University	Cedars Sinai Medical Center
Cisco	City of Minneapolis	Johns Hopkins University	Children's National Medical Center
Deutsche Telekom	FEMA	St. Louis University	Cleveland Clinic
Disney	State of Michigan Office of Performance Excellence	University of Miami	GE Healthcare
Ernst & Young	US Department of Defense	Stanford University	HCA
Habitat for Humanity	US Department of Veterans Affairs	University of North Carolina	Kaiser Permanente
Intel	US Postal Service	University of Rochester	Mayo Clinic
L.L. Bean	Wisconsin Public Service	University of Toronto	Singapore General Hospital

9 Example Customers

Used by 2,000+ Organizations Across Industries & Cultures



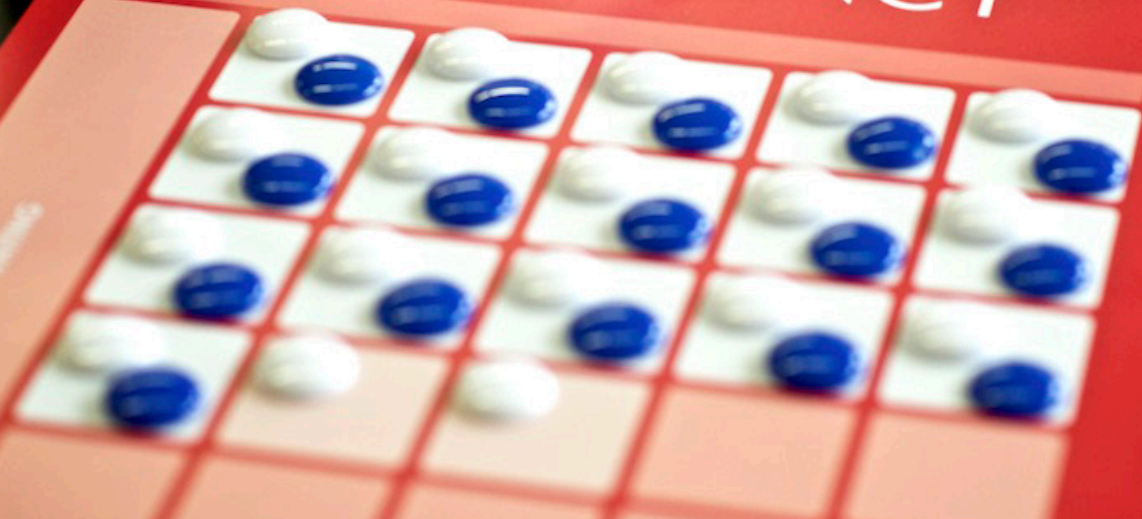


NMOD



EMERGENCY

25 ROOMS



READY TO EXIT



EVENT

2000 2000 2000



Request a Web Demo

Recommended first step! We offer a one-hour web presentation to introduce your team to Friday Night at the ER, to demonstrate how the game and its debrief work, and to discuss your needs and interests.

Get a Reference

Connect with a peer who uses Friday Night at the ER. We can put you in touch with an experienced customer who has interests similar to yours.

Attend a Public Workshop

Come to a public workshop to experience a professionally led Friday Night at the ER program. With optional facilitator training, you can learn firsthand how to use the tool in diverse settings with various learning objectives.

Purchase a Game Kit

Starting at \$1,800, kits include all game materials, a step-by-step guide, presentation slides, suggested group exercises and print-ready files for handouts. It all comes in a protective carry bag for easy storage and transport.

Schedule a Group Learning Program

Bring a Friday Night at the ER expert to your organization for a half-day learning program tailored for your group. We bring everything - the facilitator, the games, the program materials.

Schedule a Pilot & Training Program

Experience a professionally led, on-site program tailored for your group. On the following day, get a group trained to facilitate effective learning programs using Friday Night at the ER ongoing in your organization.



ATD 2019

Learn more online

www.FridayNightAtTheER.com

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 @TheERGame



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