Friday Night at the ER® Overview

An Engaging Learning Experience

Friday Night at the ER ® is a tabletop learning game used with learners at all levels across industries and cultures. 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 is used to develop essential organizational thinking skills and improve team performance.

How It Works

In the simulation, 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 new practices, and if they use data to make decisions. Following the simulation, a guided group debrief brings to light key learnings and practical improvements to put in place.

What It Teaches

Systems Thinking

Experience the role of the individual as part of an interconnected system. Realize improved results when moving from silo'd thinking to systems thinking. Learn to apply core principles of this discipline.

Teamwork & Communication

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

Leadership Capacity

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

Critical Thinking & Decisions

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

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Structural Design

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

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 change.

How It's Used

Friday Night at the ER is used in diverse settings, with groups at all levels, to produce a variety of learning outcomes. Most organizations find more than one use over time. For the best results, use Friday Night at the ER with a critical mass to develop a shared experience and common language throughout an organization.

Common Uses

- Leadership
- development Quality improvement Process improvement
- Performance
- intervention Strategic
- planning Team building

Example Settings

- Training courses
- Leadership
- meetings Management retreats
- Team kickoffs
- Orientation
- programs University classes

Customers

This learning experience is used by more than 2,000 organizations across industries and cultures. A sample list below:

Business / Nonprofit	Government / Public	Healthcare	Academic
The Boston Consulting Group	Canada School of Public Service	Cedars Sinai Medical Center	Case Western Reserve University
Boys and Girls Clubs of America	Centers for Disease Control and Prevention	Children's National Medical Center	Emory University
Cisco	Centers for Medicare and Medicaid Services	Cleveland Clinic	Georgetown University
Deutsche Telekom	City of Minneapolis	GE Healthcare	Johns Hopkins University
Disney	FEMA	HCA	Saint Louis University
Ernst & Young	State of Michigan Office of Performance Excellence	Johns Hopkins Medicine	University of Miami
Habitat for Humanity	US Department of Defense	Kaiser Permanente	University of North Carolina at Chapel Hill
Intel	VA hospitals	Mayo Clinic	University of Rochester
L.L. Bean	US Census Bureau	Singapore General Hospital	University of Toronto

Learn More

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