

# The Pipeline Game

**Simple to run, fun icebreaker or team game with lots of learning.**

**Choose from 6 ways of using it for different learning outcomes.**

This training resource works well:

- as an icebreaker to make key learning points
- with limited time and as a fun pick-me-up
- for training in customer service and balancing quality, efficiency and effectiveness
- as a team building game
- for conference breakout sessions
- for indoor or outdoor use.

## The Process

Choose from 6 ways of using the game for different learning outcomes. For example, when using the game for customer service training; the team is asked to quote to the customer how many deliveries of 'goods' they can make in the time allowed.

Team members are issued with a piece of half-pipe which they hold next to another team member's pipe to create a pipeline. This will allow a ball (the 'goods') to roll down the pipe.

The group's task is to get the ball to roll over a set distance and into a container at the end. Each ball successfully delivered results in a happy customer. It sounds simple and teams naturally want to deliver lots of balls in the time allowed.

Teams normally work quickly to achieve the task; however, this often results in the 'goods' getting damaged when they fall to the ground and they have a disappointed customer. They soon learn the importance of the balance between high production, wastage and customer service.

We supply tennis balls with the game, but you can also use golf balls which will travel much faster, or eggs to emphasise customer care!

## Benefits of the game

- Brings out key issues such as Customer service, Intercommunication, Taking on responsibility, Planning, Resource Management, Supply Chain, Focusing on targets, Teamwork and Leadership
- Acts as an icebreaker and leads to greater understanding between group members
- The facilitator can brief the group so it can be used in any language
- Integrates into any training situation
- Simple to set up and administer with clear instructions and Trainer's Guide with debrief suggestions.



## **Icebreaker, Team Game or Training Activity**

This activity is ideal as an icebreaker or a fun team game, but also provides an excellent opportunity to bring out key points about customer satisfaction issues, and internal satisfaction issues. The trainer can assume the role of customer and states the rules as delivery specifications; the activity can highlight how a group can work to develop a satisfying customer relationship.

### **What to Do**

- 1 Read through the Trainer's Guide and Team instructions fully to ensure you are familiar with the game and you have decided which variation you are going to do.
- 2 Mark out the start and finish area.
- 3 Assemble the half-pipes, balls and team in the start area.
- 4 Brief the participants on the start line and the finish point and a brief outline of the game.
- 5 Give the group the pipes and the ball and 5 minutes to plan for the task.
- 6 Monitor the teams to ensure they keep to the rules and help and support them as necessary.
- 7 Celebrate success and debrief the activity.

### **The Icebreaker Game Includes:**

- 6 lengths of half-pipe (each pipe = 670 mm x 75 mm. Colour of pipe varies - currently black)
- 2 Tennis balls
- Trainer's Guide
- 3 Laminated Team Sheets for different ways of running the game.

**Timing:** The Pipeline game lasts between 10 and 30 minutes + debrief.

**Numbers:** 5 to 12 participants.

**Who:** Staff at any level.

**PC required:** None.

**Licence Free:** When you buy this training material, there are no restrictions on the number of times you can use it.

**Cost to buy:** You can buy this business game (which includes a trainer's guide) and use it yourself for £150 + delivery and VAT (if applicable).

### **For further information please contact:**

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