

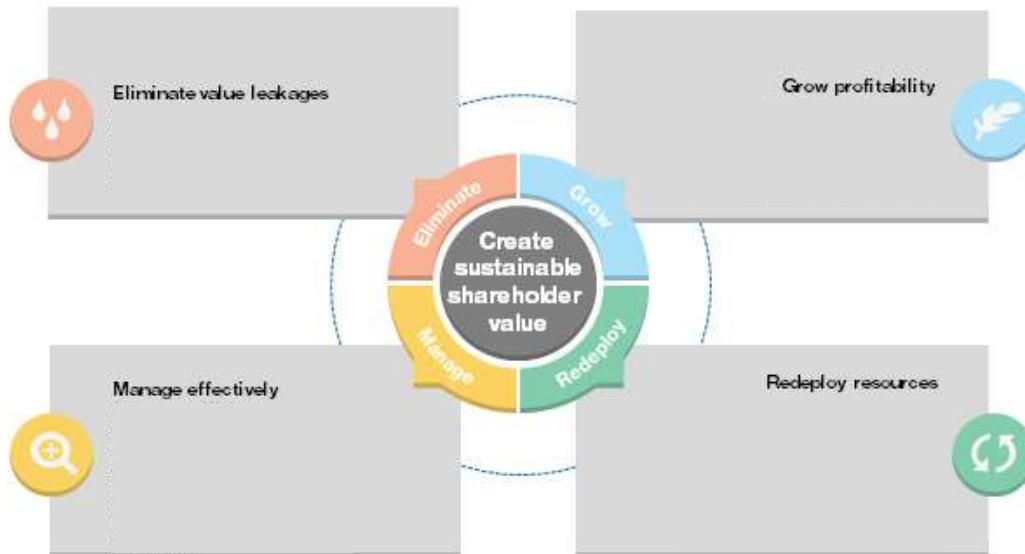
Gallery Walk: Small Group Activity Example

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| Overview of the example | <p>This is a small group activity for a finance basics course designed for pre-leaders. The course itself was a 4-hour course, delivered to a class size of approximately 100 participants.</p> <p>This activity follows a discussion on shareholder value.</p> <p>While the course was attended by future leaders across the organization, participants were grouped by departments for this particular activity. This allowed participants to identify improvement opportunities within their job function.</p> <p>This particular example follows a style guide for layout and brand voice established by the client.</p> <p>Note: the client's proprietary information has been masked.</p> |
| Purpose | <p>The purpose of this activity is to give participants an opportunity to see how their work, as an individual contributor and a team member, impacts the company's bottom line.</p> |
| Delivery format | <p>Instructor led: ILT This can also be adapted for vILT (virtual instructor-led training) delivery.</p> |
| Document type | <p>Leader Guide with embedded screen shots of accompanying Participant Guide</p> |
| Group size | <p>This activity is taken from a course delivered to 100 participants, but it can easily be used for group sizes as small as 10 participants.</p> |
| Facilitator prep time | <p>10 minutes</p> |
| Delivery time | <p>40 minutes</p> |
| Supplies | <p>Easel and chart paper (1 per group of 3-6 participants) Chart markers (3-4 markers per group of 3-6 participants) Participant Guide</p> |
| Tips and notes | <p>Gallery walks are an engaging and interactive way for participants to share their ideas and collect ideas from others. Because participants are physically up and moving about, it is an energizing activity.</p> |

The customer experience and building shareholder value – think and act like a business owner – 40 minutes

Display slide 10, shareholder value.

Shareholder value



Discuss the shareholder mindset for business leaders: thinking and acting like a business owner –

- Eliminate value leakages
- Grow profitability
- Redeploy resources
- Manage effectively

Think and act like a business owner

Instructions:

1. Provide each small group with an easel chart and markers.
 2. Working with your table group, list ways you can think and act like business owners. You will have 10 minutes to complete this activity.
 3. Record your responses on the easel chart.
 4. You may take notes for your reference on page 8 of your worksheet.
 5. List at least three items per quadrant.
 6. Call time at the end of 10 minutes.
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Walk around the room during this activity and observe the groups.

- **Listen** for groups with good examples of thinking and acting like a business owner. Later, you can call on them to share with the larger group.
- **Answer** any questions that groups may have.
- **Ensure** all groups are completing the activity appropriately.

Gallery walk

Instructions:

1. Direct groups to take their worksheet and pen with them and, as a group walk clockwise to the next team's easel chart.
 2. Look at the team's ideas for acting like a business owner and record ideas on their worksheet, page 8 that they find useful.
 3. Allow groups to spend 2 minutes at each chart, and then call time.
 4. Direct groups to move clockwise to the next chart, record ideas for acting like a passionate owner and record ideas on their worksheet that they find useful.
 5. Continue this process until teams have visited each chart and return to their own table.
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Ask: Once groups have returned to their tables, ask what interesting ideas were for:

- Eliminating value leakage
- Growing profitability
- Managing effectively
- Redeploying resources

Direct: Once all quadrants are covered, direct participants to work independently responding to questions on their worksheets, page 9.

Individual exercise

Based on your work with your small group, respond to these questions:

1. What two actions can your team immediately take to save money and positively impact the customer experience?
2. How does your individual work contribute to shareholder value?
3. What have your customers or partners told you are opportunities for you and your workgroup to do better and where do they fit within these four quadrants?

Ask for a few volunteers to share their responses.

Transition to the next topic.