


Fun in a Box

Duration:	+15 - 45	Min each
Number of players:	2-12	player/s of teams
Materials/ Tools needed:	4 minigames	
Publiser:	Way2Play	
Game Designer:	Way2Play	
Language	Dutch (Belgian)	
Links:	https://pen-en-pion.nl/en/a-game-at-work-games-for-business/	

<p>Type of game:</p> <p><input type="checkbox"/> board <input type="checkbox"/> card <input type="checkbox"/> role play <input type="checkbox"/> simulation <input type="checkbox"/> computer <input type="checkbox"/> Serious <input checked="" type="checkbox"/> Other: box with 4 minigames, various materials</p>	<p>Main topic:</p> <p>For discussing and practicing situations regarding customer contact</p>
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<p>Short description/ Goal of the game:</p> <p>Dealing with customers can be challenging. Way2Play published 4 games that make this subject open for discussion</p>	<p>Image:</p> 
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<p>Educational value/ Learning Objectives:</p> <ul style="list-style-type: none"> ● The game Inferno discusses customer service from the perspective of the customer. - The game Pika Magia is all about choosing the right words/language. It discusses: what are positive words / which language to use to sound pro-active. - The game Complimento is about inventing stories together. Making it a bit 'light' - The last game, Dilemo is a working form for unbiased exchange and reflection.

Recommendations for use:

- This game is part of a training session about customer service
- The games can also be used for group dynamics, giving energy to a group.
- The game **Dilemo** can also be used for other topics.

Pro's & Contra's:

Way2Play sells this game together with training. The game is not sold separately.

Tips and Tricks for Facilitators

How to adapt game for different groups, topics, occasions/needs

- Individual Self-reflection
- Pairs conversation
- Discussion in groups

Further discussion topics

Most of the games are best for beginners at customer service.

