

THE SIGNATURE CASE STUDIES

Professor and Student FAQs

PROFESSOR FAQs

Do I have to assign five students per team?

No. Computerized “bots” will populate any unfilled roles. We highly recommend that students not allow bots to take the role of CEO or CFO, however.

Is there a “right” or “optimal” way to play the game?

Just like in a real business, there are no “right” answers. There are, however, consequences. Some consequences are desirable, others less so. Obviously, every company wants to maximize revenues and the satisfaction of its customers, employees, and shareholders. Thus, the team must make decisions to “optimize” these outcomes, but there is no one single pathway to doing so.

What learning objectives are incorporated in the game?

Players will use different business strategies and leadership styles to address problems and opportunities that emerge in the game. Thus, the general learning objectives for the game are two-fold: (1) Students must learn and apply appropriate business strategies to maximize customer, employee, and shareholder satisfaction; and (2) Students must learn and apply leadership skills in making those decisions. Consequently, students will learn that both strategic thinking and leadership style ultimately impact the success of a business.

Additionally, our game will:

- *Teach players to apply their business knowledge.*
- *Teach decision-making and strategic thinking skills.*
- *Teach risk management.*
- *Teach players to handle unanticipated events.*
- *Encourage players to ponder the complexity of managing a high reliability organization.*
- *Encourage individual decision-making and group cooperation.*
- *Facilitate leadership development.*
- *Encourage players to consider the intended and unintended consequences of their actions, both in the short-term and long-term.*

What should my students' take-away message be from playing the game?

In business, there are no right or wrong answers. There are only good or bad consequences. Additionally, students will walk away with a greater understanding of leadership styles and of how to apply strategic thinking to address business challenges.

How often should I debrief my students as they are playing?

Our downloadable Course Materials lists all of the topics that our game covers. We recommend discussing these topics with students before, during, and after they play the game.

What if one of my students playing the game is absent?

If you are playing the game outside of class, then everyone can play at different times and from different locations. If you are playing the game in class, we recommend that you obtain the absent student's login information and temporarily step into his or her role.

How long does the game take to play?

Gameplay is flexible. Students can either be encouraged to make decisions quickly, in which case the game could take a few hours. If students are encouraged to deliberate and research before making decisions, then the game could take days or weeks.

Can the game be played asynchronously?

Yes. Team members do not have to play the game at the same time.

How much educational background should my students have to effectively play the game?

Students should have a very basic knowledge of business.

When my students want to know the "right answer" to a decision, what should I say to them?

Tell them that the game is meant to simulate business. That is, there are no right or wrong answers. Instead, there are only good or bad consequences.

What are the leadership styles in the Leadership Challenges based on?

The leadership styles are based on years of academic research by Professor Bruce Avolio at the University of Washington and his colleagues.

How do I give a grade or assess the performance of my students playing the game?

Our recommendation is that instructors use the game as a tool for experiential learning rather than performance assessment. However, grades could be assigned based on final team scores at the end of the game.

How do I offer suggestions for changes, updates, or improvements to the game?

Please e-mail us! The best person to contact is Greg Heaston (greg@recurrenceinc.com).

How do I report problems or issues?

Greg, again (greg@recurrenceinc.com).

What are the minimum specifications required to play the game?

The minimum specs are minimal indeed: Access to the internet, a modern browser, and preferably 1024 MB RAM.

Can the game be played in China?

We are currently investigating if our software can get through the Great Firewall of China.

Are there any other cases than the current *Signature Case*?

Not yet, but we've got many ideas in the pipeline!

Can the game be modified or content added or removed?

Not yet, but we intend on having customizable versions of the game in the near future.

How long does it take to activate my account?

Less than five minutes.

What course subjects do instructors teach who implement the *Signature Case* in their classes?

Business, management, and leadership professors have all found our game to be quite useful.

STUDENT FAQS

I signed up with my personal email address, not school email address. Is that a problem?

Nope!

I made a payment but my team cannot start the game.

The game does not start until your instructor launches it.

What causes changes in customer satisfaction, employee satisfaction, and shareholder satisfaction?

The crisis decisions and support project allocations affect these metrics.

What causes changes in the company's income?

The crisis decisions and support project allocations affect the company's income.

Can I undo a decision?

No. Choose wisely!

Can the team be changed in the middle of the game?

No.