

Cash Register

More Game Resources: [CQII.org](https://www.cqii.org)

Fun Scale ● ● ○ ○ ○

Ease of Play Online ● ● ● ○ ○

Connection to QI ● ● ○ ○ ○

Type of Game: A problem-solving game that requires collaboration and sound listening skills

How Long: 10-20 minutes

Learning Objectives

- Gain awareness about jumping to conclusions and making incorrect assumptions based on poor communication
- Allow participants to problem solve as individuals and as a team
- Encourage critical thinking and active listening
- Learn to compromise and reach a consensus with a group of people

Suggested Audiences

Anyone, whether clinical or administrative staff, QI team members, managers, people with HIV, etc., who are looking to get to know each other

History and More Information

This game was found in the book titled “Do-It-Yourself Team Building Games, Icebreakers, Energizers, and Closing Activities” which was compiled by David Greenberg. CQII has incorporated this game in its advanced QI training program: Training on Coaching Basics (TCB).

Materials

For this game, you will need:

- Cash Register story and a worksheet with a series of True/False questions (targethiv.org/virtual-game-guide)
- Answer key for the Cash Register story (targethiv.org/virtual-game-guide)
- CQII instructional slides and additional resources (targethiv.org/virtual-game-guide)
- Zoom account (or other video conferencing platform) with breakout room access
- Access to a computer and/or handheld mobile device, and internet connection

Preparation

To prepare for this session:

- Familiarize yourself with the game’s structure
- Access to Cash Register story and worksheet with True/False questions (targethiv.org/virtual-game-guide)
- Prepare the game:
 - Read through the game instructions and key teaching points in its entirety
 - Practice the game itself
 - Practice presenting the key teaching points

Playing the Game

Welcome and Introductions

To begin the game, welcome participants and thank them for their participation. If necessary, ask individuals to introduce themselves to the group.

Agenda

Provide a brief description of the game's primary components:

1. Setting the stage for the interactive exercise
2. Playing the Cash Register game
3. Debrief and discussion on what lessons are learned and how they apply to HIV care
4. Feedback and close

The Game

Step 1: Provide a brief introduction of the game to participants, including the instructions and rules to play

Step 2: Read the Cash Register story (targethiv.org/virtual-game-guide) once and ensure that everyone hears the story; do not answer any questions about the story

Step 3: Share the individual worksheet with a series of True/False questions (targethiv.org/virtual-game-guide) with participants (via chat room or email), and give participants 3 minutes to answer the questions and to record their answers

Step 4: Place participants in teams using the Zoom breakout room functionality and ask each team to reach a consensus on each answer and record their final answers

Step 5: After 10-15 minutes, return all teams to the Zoom main room and share the correct answers

Debrief and Discussion

- Why did we have such a variety of answers for the same questions?
- What incorrect assumptions did you make? How can not having all the necessary facts affect a team's effectiveness?
- Where have you seen examples of this in your team environment? How can this be improved?
- How does this game apply to HIV care and/or your HIV program?

Feedback and Close

- Ask your audience for feedback on whether this session met its objectives; take note of their responses and keep it for your use in the future
- Schedule an informal follow-up session with any audience member who wants clarification or more information on the game or the concepts you discussed
- Thank your audience and congratulate them on their hard work and success