# QUICK REFERENCE GUIDE

"RECOGNIZE AND ACT" BOARD GAME

The "Recognize and Act" board game is a tool designed to help HORECA managers identify, prevent, and manage occupational violence..

The game contains 60 problem situation cards and 240 solution cards, divided into four categories:

- Calming Down and Relaxation Strategies,

- Thinking Strategies,

- Talking Strategies,

- Action Strategies.

The aim of the game is to find the most effective solution to each presented problem based on workplace context.
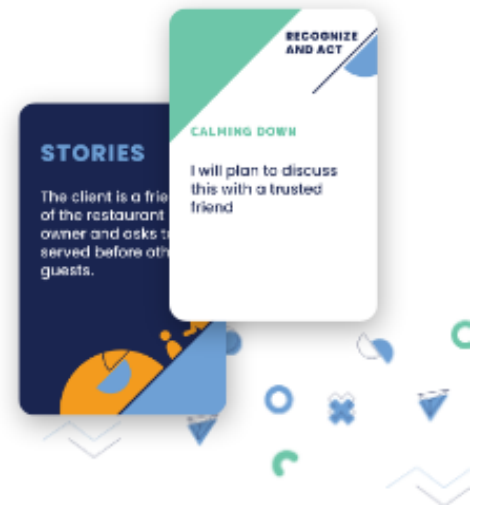
OBJECTIVES OF THE GAME AND TRAINING PROCESS

- Recognize different types of workplace violence.

- Understand and employ various strategies to manage occupational violence.

- Gain a holistic view of occupational violence from the victim, bully, and eyewitness perspectives.

TRAINING STRUCTURE

1. Introduction: Start with a warm-up activity to break the ice and build rapport among participants. Follow with a brief explanation of the game, its objectives, and relevance to their roles as HORECA managers. Introduce the topic of workplace violence, briefly discussing its forms and impacts.

2. Theory Session: Present key theoretical concepts about occupational violence, its types, signs, and potential effects on the workforce. This could involve a presentation, video, or group reading and discussion of a relevant article or case study.

3. Real-life Analysis: Discuss real-world examples or case studies of workplace violence in the HORECA industry. This will provide context to the theory and make it more relatable. Ask participants to share (without revealing sensitive details) any experiences they've had and how they handled those situations.

4. Game Explanation: Go through the game rules in detail. Make sure everyone understands the structure of the game, the purpose of the problem situation cards and solution cards, and the scoring system (if applicable).

5. Gameplay: Participants play the game in turns, discussing each situation and solution. The trainer should facilitate the discussion, ensuring everyone is participating and that the conversation remains respectful and productive.

6. Application to Real Life: After gameplay, guide a discussion about how the lessons from the game could be applied to real-life situations. Encourage participants to share insights about how they might handle similar scenarios in their own workplaces.

7. Debrief: Conduct a group discussion reflecting on the game, the solutions chosen, and key learning outcomes. This is an opportunity to reinforce the theoretical concepts covered in the training and their application in the game.

8. Wrap-Up: Recap the main takeaways from the training. Discuss next steps, such as any follow-up activities, application of strategies in the workplace, or additional resources for learning more about workplace violence.

9. **Feedback:** Collect feedback about the training session. This could be through a survey, group discussion, or one-on-one conversations. The feedback will provide valuable information for improving future training sessions.

SOME WAYS TO PLAY

Group game

Number of **participants 2-6**

The leader of the game **mixes together all four groups of solution cards and distributes 6 cards to each participant.** The remaining cards are placed face down next to the situation card pile.

The first player **chooses one situation from the pile of situations and reads it.** The situation can be adapted to the specific work environment if needed.

The leader of the game invites each participant **to find one card in their hands that would help solve the given situation.**

Participants take turns laying down their cards, **explaining how a particular card can help solve the situation.** The group discusses whether the solution is accepted or not. If opinions differ, the game leader has the final say.

If someone does not have a matching solution card, they take a new solution from the pile until they find a suitable solution.

After everyone has played their situation, the played cards are put aside and the player on the left of the game leader takes control of the game.

New solution cards are not taken - the game continues with the existing number of cards.

The game ends when a player runs out of cards.

If the players see that someone is having trouble finding solutions, it is possible to play the game with cards opened, where all the players see everyone's cards and they can help each other. This method is helpful to discuss why one of the participants chooses not to play a solution card - the reason could be either inflexible thinking or a different understanding of the situation.

Sociometry

Number of players – from 2 to 20

The game manager pre-selects **10-20 situations** that are supposed to be analyzed during the game and marks a stress level scale from 0-10 or from -10 to +10 on floor according to the capacity of the premises.

The leader of the game reads the situation and invites the participants to evaluate how high their stress level would be for them in the given situation and show it on the scale.

The game leader can encourage us to talk more about the choices made, especially if they are very different in the group. This is a great start for group discussions about occupational stress and how one copes with it.

The game will reflect how each person reacts differently in each situation - what might be a huge source of stress for one person might be OK for another one. a

Such discussions help to understand the perspective of each player.

Sociometry for Individual Playing

Number of players – 1 or 2

The player selects situations and places them on a stress scale.

Once the situation is placed on the scale, the player can use the solution cards to look for what could move the situation card to a lower stress level.

Resolve the Situation

Number of players – 2-6

The leader of the game selects the **situations to be discussed**.

Each player receives **3 cards from each solution group.**

The game leader reads the situation, explaining it in more detail and, if necessary, modifying or supplementing it according to the situation of the organization.

Each player takes turns laying down one solution card, explaining **how that card can help improve the situation.**

The next player places his card, freely choosing where he thinks his solution should be and reads the entire sequence of solutions.

Game participants deploy solutions as long as the group agrees that the specific situation has been resolved. If the solution chain is very long, it can be grouped.

The game has no winner, the purpose of the game is to initiate a discussion and show different possible solutions, groups of solutions and combinations.

Four Paths to Peace

Number of players – **1-6 or 2-6 groups** (up to 6 participants in each group).

The leader of the game selects **1-3 situations** to be discussed within the game.

It is recommended to adapt the situations so that they sound appropriate for the organization.

Before the game, the leader of the game selects **2-4 solutions from each group of solutions and places them in the matrix:**

- Calming strategies
- Thinking strategies
- Negotiation strategies
- Action strategies

The player or players are introduced to the specific situation.

The leader invites the participants to find the first priority solution, as well as the second most suitable card in each group of solutions. Players in groups or individually discuss solutions step by step and place the most suitable ones in order of priority.

Each group presents its solution to the team in the order set - first I will calm down …., then I will think …., then I will say …. Then I will act….

The group can then discuss whether this order is the most appropriate for the situation and how changing the sequence of cards changes the solution.

This game helps to discuss values and priorities as well as processes and procedures.