

HDI Capital Area Local Chapter Meeting Minutes
March 21, 2007

<http://www.hdicapitalarea.com>
rsvp@hdicapitalarea.com

Topic

Team Building Exercises

Attendees: 29

Barry	Adrian	Nixon	Ingrid	White	Troy
Brou	Paul	Obialor-Egekwu	Joy	Yeung	Allen
Dickinson	Nathaniel	Parker	Greer	Farrell	Brian
Gregory	Wanda	Poirier	Diane	Black	Troy
King	Kathie	Rogers	Liz	Hickerson	Belva
Lancaster	Denise	Seroskie	Sandy	Canales	Ruben
Marciak	Bob	Smith	Samuel	Barnes	Michele
Mclean	Chris	Sprague	John	Cooke	James
Miller	Jason	Stanley	Robert	Hawkins	Jermaine
Mitchell	Angee	Thomas	Elvin		

Lunch and Networking

12 - 12:40

Meeting Called to Order

Sandra Seroskie called the meeting to order @ 12:40

Announcements

- Sandra welcomed everyone
- HDI Local News
 - Sam Smith spoke briefly about the 6th Annual Government Customers Support Conference and Expo which will be held on May 7-9, 2007 in Alexandria, VA. Register before April 15th and save \$200 www.governmentconference.com . We will have a booth – stop by and see us if you attend.

Sandra Seroskie led the team building exercises. She started with a brainstorming exercise asking the group - **Why is Team Building important?**

The group responded back with a list of reasons of why Team Building is important. According to the group team building helps boost morale, productivity, knowledge, better service, connection, longer retention and recognition.

Sandra asked the group – **What type of activities does your Help Desk do?**

The group responded back with a list of activities that their Help Desk do to strengthen the team chemistry. The group stated the following activities: Bowling @ lunch which helps to break up natural clicks and build new relations; Our house at department meeting which entails each member to draw names i.e., names are parts of a house and describe the importance of the part of the house. For example, someone may draw the name “roof” and describe it as the protector for the house; offsite eating and socializing and hotdog day. All of these activities help members of a team not only to learn more about each other but genuine respect and awareness.

Team Building Exercises

Circle of Six

Sandra had us to break into groups of six and throw a ball back and forth to each other. The objective was to see how quickly we could get ball to each other.

Purpose:

The purpose of this exercise was to engage us to function as a group allowing us to function more effectively and efficiently.

Dr. Know-It-All

Four volunteers stand in front of the group and respond to a question as “one brain,” taking turns by responding with one word at a time.

Purpose:

Half of communication is talking and the other is listening. Without listening, the volunteers would not be able to follow the direction of the answer started by the other volunteers. This game cannot be played if one is not REALLY listening or has a predetermined answer in mind because there are three others playing and directing where the sentence will go.

Charades

Sandra had us break into groups of six and instructed us that we were playing charades by describing an item from one of three areas fast food, electrical appliances and cartoon heroes. Each member would take turns getting one of the topics from Sandra and using non verbal's to describe it to the group.

Purpose:

With this activity we were able to let our hair down and have some much needed fun. More importantly, we were trying to understand non verbal communications which many analyst face when providing support via telephone.

Public Speaking

Someone starts by speaking for 1 minute on a topic in front of the entire group. When time is up the person speaking randomly chooses the next person.

A topic is taken from the group and the next person speaks for 1 minute on that topic. This continues until everyone has spoken on a topic.

Whenever someone in the group (audience) feels engaged by eye contact or responding, he/she raises his/her hand until no longer engaged.

Purpose:

The purpose of the final exercise was to encourage public speaking and engaging the audience.

Also, we learned that everyone can speak for at least 1 minute on any topic, even when the topic seems foreign to us.

This encourages participation in team meetings and builds confidence that we can come up with something if we take the opportunity.

Survey Drawing

Drawing Winners
Meeting Wrap Up

Meeting Adjourned

Sandra Seroskie adjourned the meeting @ 2:00 pm

World Bank Help Desk Tour

Troy White gave a Tour of their Help Desk at the World Bank.