



SOFT SKILLS AS A TOOL FOR CREATIVITY IN RURAL AREAS PROJECT

2020-1-FR01-KA204-079841

1) NAME AND DESCRIPTION OF THE TOOL

Chinese whispers

Chinese Whispers is a classic game that is usually implemented in customer service training, and involves use of the communication and listening skills of a person.

2) OBJECTIVES OF THE TOOL

Purpose: To learn the importance of communication and speed in service.

Goal: Pass a message from one member to another, without altering it.

3) CONNECTION OF THE TOOL SKILL

Chinese whispers are also called transmission chain experiments in the context of cultural evolution research, and are primarily used to identify the type of information that is more easily passed on from one person to another.

Players form a line or circle, and the first player comes up with a message and whispers it to the ear of the second person in the line. The second player repeats the message to the third player, and so on. When the last player is reached, they announce the message they heard to the entire group. The first person then compares the original message with the final version. Although the objective is to pass around the message without it becoming garbled along the way, part of the enjoyment is that, regardless, this usually ends up happening. Errors typically accumulate in the retellings, so the statement announced by the last player differs significantly from that of the first player, usually with amusing or humorous effect. Reasons for changes include anxiousness or impatience, erroneous corrections, and the difficult-to-understand mechanism of whispering.

This tool will show the importance of good service orientation skills. Service orientation is a set of attitudes and behaviours that affects the quality of the interaction” between the organisation's staff and its customers, and if the transmission of the messages between the team and the organisation is not functional, that the relationship with the customers will be affected too.

4) RESOURCES & MATERIALS

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Co-funded by the
Erasmus+ Programme
of the European Union



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5) IMPLEMENTATION OF THE TOOL

Chinese Whispers is a classic game that you can implement in your customer service training. The concept is pretty simple, and it's likely you played it before, probably as a kid. Start off by getting the group to stand in a circle. Then you give one person a message, preferably something a little long and complicated. This person then whispers it to the person standing on their left, who then whispers it to the next person and so on. The message keeps going around the circle until it ends up with the person standing to the original person's right. The last person says the message out loud. The goal is to say the message from the first person correctly. To make this game more effective, there are two rules you'll want to put in place. First, the person passing the message cannot whisper it more than once. Second, give the entire circle a time limit.

6) WHAT TO LEARN

In customer service, people often have to work quickly, but this doesn't mean that the communication skills should suffer. Chinese Whispers is a fun and simple game that can demonstrate what happens when people try to rush or don't communicate effectively, within organisations and with customers.

This project has been funded with support from the European Commission under the Erasmus+ Programme. The European Commission and French National Agency cannot be held responsible for any use which may be made of the information contained therein.