



# SIMAGES

The Official Online Newsletter of the North American Simulation and Gaming Association (NASAGA)

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2004

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# A MESSAGE FROM THE CHAIR

BY ELIZABETH LEVINE

Well I don't know about your year, but it seems like this first quarter has flown by! Since we last communicated I've been assigned to a project at the headquarters of our new parent company and have been running as fast as I can to catch up! My task is to lead the Organization Change Management and Communication Team for implementation of an enterprise-wide resource planning (ERP) system. Over thirty folks, from 15 subsidiaries, have been selected as the implementation team for this two-year project. Also since our last edition, NASAGA has hosted it's first online conference, (see article inside) which was a great success with over 150 participants from around the world (tip of the hat to Board Members Chris Saeger, Doug Nelson, Sivasailam Thiagarajan, and Sonia Ribaux!). So what, you may ask, do these seemingly disparate events have to do with each other?

In thinking about what to write this time, I found myself mulling over both of these topics and wondered what could link them together. I realize that the common thread is community. In

both cases, the success depends upon individuals joining with others to share what they know as well as to learn from others — offering and receiving. Amazingly, the format is not all that relevant. Don't get me wrong, I recognize that an e-based experience is distinct from a face-to-face experience in a variety of ways. However, in both cases it is possible for us to create a sense of community and to participate in that community. Given my own tendency to avoid the electronic and virtual worlds of training, I find this fact very encouraging, a testament to the human capacity to come together. And it is confirmation that the technology does not need to alienate or isolate, that it can in fact have the opposite impact of bringing us together.

So dwelling in the happy glow of the wonders of the electronic highway, I look back on the team building that was conducted for this new team at headquarters. The project itself is all about technology, new software and in some cases new hardware. But for the team building, the only technology was a short PowerPoint

presentation. The facilitator used "good old standbys" — an icebreaker of moving about the room to find people who shared favorite items, favorite toothpaste, favorite Beatles song, etc.; a team building exercise of physically moving an object and the team members through an obstacle course; and a style preference exercise where people identified themselves and considered the implications of the team's personality make up. Weeks later, people are still talking about those six hours! No matter how sophisticated the technology becomes, I hope that we, as trainers and facilitators, never forget the impact of a simple but well designed game or exercise that requires no technology. And I also hope that we never lose sight of the ways technology can facilitate and support the creation of learning communities.

And speaking of community, plans are well under way for our next conference — November 3-6 in wonderful Washington, D.C. Stay tuned for more information on that, I certainly hope to see you there! ■

# NASAGA 2004: JOIN THE PERFORMANCE PARTY

BY CHRIS SAEGER

This party is not about politics, it's about performance, learning and fun. Participants at the NASAGA annual conference are always amazed at the high level of energy and creativity generated during this event. At this conference newcomers to the world of gaming and simulation get a chance to interact with seasoned pros in an atmosphere that is warm, open and generous. If you are an educator, a facilitator, a learning consultant, a trainer or any other professional committed to making learning a joy, this conference is for you. A note of warning: Once you join this party you may never want to go back!

## About Washington DC

Welcome to Washington DC! While you are here you can explore our unique neighborhoods, visit our famous attractions, and discover the cultural and historic treasures that lie in and around the US capital city. The footsteps you take here echo the footprints of our history-but the District is not only a government town. Washington, DC is a vibrant urban center filled with trendy shops, fabulous restaurants and countless, endless entertainment.

Your choice of world-class attractions grows even more exciting in the months ahead as we welcome the new Steven Udvar-Hazy Center of the National Air and Space Museum and the National World War II Memorial. These new attractions join a lengthy list of "must sees" in Washington, DC. Start in the heart of Washington, DC with its well-known monuments and inspiring memorials. Then, step off the mall and journey into DC's soul. Discover our trendy and historic neighborhoods like Georgetown and Dupont Circle. Take in a world-class or homegrown theater performance. Feel the beat of Black Broadway and Duke Ellington still pulsing through U Street.

## The Conference Center

The Marriott Georgetown University Marriott Conference Center is located in the heart of Washington's most historic district on the campus of Georgetown University. Convenient to monuments, museums, nightlife, restaurants and shops, the hotel is one mile from the Kennedy Center and two miles from the Smithsonian Institution. ■

## NASAGA 2004 Annual Conference Preliminary Schedule

Wednesday November 3	
All Day Workshops	Pre-conference Workshops
Evening	Opening Event
Thursday November 4	
Morning	Breakfast (included)
	99 Seconds General Session
	Concurrent Sessions
	Lunch (included)
Afternoon	Concurrent Sessions
	Cracker Barrel
Evening	Free Cell (Open Play, Networking)
Friday November 5	
Morning	Breakfast (included)
	Concurrent Sessions
	Organization Business Lunches (ISPI, ASTD, NASAGA)
Afternoon	Free Cell and Special Sessions
	Concurrent Sessions
Evening	Classic Games and Simulations
Saturday October 18	
Morning	Breakfast (included)
	Keynote Session
	Concurrent Sessions
	Lunch (included)
Afternoon	Concurrent Sessions
Evening	Banquet, Awards, Auction, Dance

# Call for Participation NASAGA 2004

The North American Simulation and Gaming Association (NASAGA)  
Invites You to Present at its 44th Annual Conference

Co-Hosted by the Metro DC Chapter of ASTD and the Potomac Chapter of ISPI

The North American Simulation and Gaming Association (NASAGA) invites you to submit a proposal to present at our 2004 Annual Conference in Washington DC, USA. **Submission Deadline May 15, 2004.**

NASAGA focuses on using experiential techniques, games and simulations to create lasting learning results. In an effort to provide opportunities to learning professionals (trainers, educators, designers, facilitators, and consultants), we host a highly interactive conference to promote the use of games and simulations in any learning environment.

Sessions should be highly interactive, topical and focus on sharing successful approaches to applying experiential activities, games and simulations in any learning environment.

## Benefits of presenting at NASAGA 2004

- Concurrent Session and Pre-Conference Workshop presenters register at a special discounted price.
- Build upon your professional status by presenting at an international conference.
- Share your ideas with other professionals dedicated to improving performance.
- Learn how others apply your ideas to their diverse situations.
- Network with professionals who are passionate about creating learning experiences that are not only effective but also memorable and fun.
- Increase your knowledge of the use of games, simulations, and interactivity in learning.

The Program Committee is seeking four types of presentations: **99 Seconds**, **Cracker Barrel**, **Concurrent Session**, and **Pre-Conference Workshop** presentations. If you are submitting more than one presentation, please submit separate proposals.

<p><b>99 Seconds</b> Time: 99 seconds</p>	<p>Provide a brief overview or introduction to a topic, a short activity, or an idea for strengthening</p> <p>The most memorable presentations are dynamic, creative, or incorporate humor</p> <p>Participants follow along using the compiled handouts of presenters, so all presenters must submit handouts</p> <p>If you are accepted for a 99 Seconds presentation, you must submit your handouts as a Word document (up to 4 pages) by October 1</p> <p>Please provide only the information indicated with an asterisk* on the following page</p>
<p><b>Cracker Barrel</b> Time: 20 minutes</p>	<p>Provide brief exploration of a topic</p> <p>Combine a short presentation with discussion or interactivity—permitting participants opportunities to ask questions and/or participate</p> <p>Presenters provide their own materials and copies for participants</p> <p>Please provide only the information indicated with an asterisk* on the following page</p>
<p><b>Concurrent Sessions</b> Time: 90 minutes</p>	<p>Provide in-depth exploration of a topic</p> <p>Are hands-on—permitting participants opportunities to participate</p> <p>Presenters provide their own materials and copies for participants</p> <p>Please provide all the information on the following page</p>
<p><b>Pre-Conference Workshop</b> Time: 6 hours instruction (last 1 day)</p>	<p>Provide extensive exploration of a topic</p> <p>Are designed for maximum opportunities for interactivity, play, and hands-on experience</p> <p>Presenters provide their own materials and copies for participants</p> <p>Please provide all the information on the following page</p>

## Submission Requirements

Please consider my:  99 Seconds  Cracker Barrel  Concurrent Session  Pre-Conference Workshop (Check one)

### Presenter Information\*

Name (as you would like to see it in the program)

Email Address

Mailing Address

Telephone Number

Fax Number

### Co-Presenter Information

If applicable – same as above.

### Short Description of Presenter(s)

Provide a short description of each presenter in 30 words or less. This can include your job title, your employer, areas of specialty, publications, etc.

### Title\*

Use a title that is informative and attention-getting. Please limit the title to 40 characters, including spaces.

### Session Description\*

In 75 words or fewer, describe your session. We will print this description in the conference program to help participants understand your session and its value for them and their organization.

### Session Objectives

In 30 words or fewer, state the objectives of your session. Phrase your objectives in terms of what the participant will learn, rather than what you will present.

### Session Method

Identify whether your session will use lecture, demonstration, panel discussion, play-and-debrief, or another method (please specify). If your session will use a variety of methods, indicate approximate percentages of each. We recommend a minimum of 40% interactive learning.

### Audience

Specify the job functions of your ideal audience (for example: trainer, manager, consultant or researcher.)

### Time

Sessions will be 90 minutes in length to allow for interactive learning.

### Format

Please send your proposal by email to [proposals@nasaga.org](mailto:proposals@nasaga.org) in MS Word format.

### Deadline

Please ensure your proposal reaches the Program Committee on or before May 15, 2004.

### Questions

If you have any questions about the proposal process or the Conference, please contact: [conference2004@nasaga.org](mailto:conference2004@nasaga.org).

#### OUR COMMITMENT TO YOU

- If your proposal is selected, you will be notified by the Program Committee via email by May 31, 2004.
- Concurrent Session and Pre-Conference Workshop presenters will be eligible for a special discounted registration fee (to be announced).

#### YOUR COMMITMENT TO NASAGA

- Upon your acceptance of the opportunity to present at the NASAGA 2004 Conference in Washington, you are committing to the following:
- Personally conducting the session at the date and time specified by the Program Committee (without substituting presenters).
  - Registering and paying the applicable fees for NASAGA 2004 by July 15, 2004.
  - Making sufficient copies of your material to distribute during your session.

### Thank you for your proposal!

On behalf of the NASAGA, the Metro DC Chapter of ASTD and the Potomac Chapter of ISPI we look forward to learning with you in Washington DC.

**Please forward this opportunity to participate to your colleagues!**

If you have any questions about the Conference, please email [conference2004@nasaga.org](mailto:conference2004@nasaga.org).

# NASAGA ONLINE! V1.0

BY CHRIS SAEGER

From March 10-12, 2004, more than 150 participants from around the globe gathered for the first ever online conference on simulations and games. It was a truly unique experience. Past Board Chair, Chris Saeger coordinated the event for NASAGA with the support of board members Doug Nelson, Sivasailam Thiagarajan, and Sonia Ribaux. NASAGA's technology partner for the event was iCohere [www.icohere.com](http://www.icohere.com) and the conference sponsor was Learning Times LLC [www.learningtimes.com](http://www.learningtimes.com).

The conference opened with an online role-play moderated by Marie Jasinski Director, Design Planet Pty Ltd in Adelaide, Australia. This was a true "learning by doing" event that continued throughout the conference. The role play placed you in a company in the midst of a sexual harassment situation.

The first day prerecorded presentations were by Sivasailam Thiagarajan, and Clark Aldrich. The two sessions provided a wonderful contrast of the range of online simulations and games that are possible. The first day live session by Mark Bucceri, from Centra Inc. demonstrated the use of live tools for active learning.

Day two prerecorded sessions included Doug Nelson, Kevin Corti, and Marc Prenskey. Doug and Kevin presented design case studies including the ability to interact directly with the simulation or game featured in the presentation. Marc Prenskey gave an overview of the gaming end of the spectrum. Several of the games he mentioned were available for play through the conference web site. The live session was Jennifer Hofmann of InSync Training, LLC Jennifer gave a wonderful presentation on the use of chat and whiteboard to support active learning and engagement.

The final day of the conference had a prerecorded presentation by Bernie DeKoven on the nature of "fun" and thought on creating fun through games both off-line and online. The final live session was a debriefing of the conference facilitated by Thiagi. In addition to the actual debriefing of the conference, the session demonstrated the application and adaptation of in-person debriefing methods that Thiagi has used in the classroom. It demonstrated that truly "interaction is in your mind, not in your mouse."

Here are some of the comments collected in the feedback survey.

*"I could continue my life AND participate in this conference — as opposed to traveling to the other side of the world and falling behind in other work. This is the first conference I've attended that will not require me to spend 3-4 days afterwards catching up on the work I missed back at the office — I could maintain my routine work AND attend an excellent conference. Gain without the pain!"*

*"I was impressed with the amount and variety of information. I liked experiencing different products and the creativity of the presenters and attendees."*

*"The Xmas Party (online) Role Play added intrigue and active engagement a sense of being there — to the conference. I'm a great believer in 'learning by doing' opportunities such as this to explore a popular approach to learning on line gives one a greater perspective than simply observing.."*

We are exploring ways to make some of the conference materials and presentations available to NASAGA members who could not attend. Stay tuned for updates in the near future. ■

# PLAY, LEARN, PERFORM

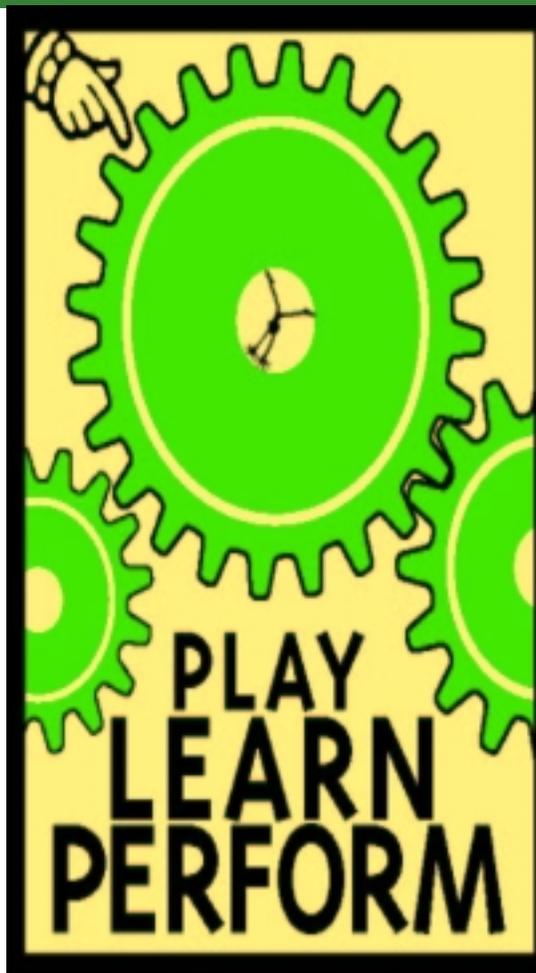
CONFERENCE TO BE HELD  
AT KEENE STATE COLLEGE

BY BRIAN REMER

Keene, NH—A one-day conference titled “PLAY, LEARN, PERFORM” will be held at Keene State College on April 27 from 8:30 a.m. to 4:30 p.m.

According to organizers, the hands-on conference is designed to meet the needs of educators and trainers who want to make learning in their classes and workshops more dynamic. PLAY, LEARN, PERFORM will showcase games, simulations, and other interactive strategies that educators can use to enhance their trainings and make learning stick.

Internationally recognized game inventor, Dr. Sivasailam “Thiagi” Thiagarajan, is the featured presenter. An inventor of hundreds of games used to enhance learning, Thiagi is the president of Workshops by Thiagi, Inc., an organization with the mission of helping people improve their performance effectively and enjoyably.



Other highlights of the program include “Powerplay: Inspired By Improvisation.” Cathy McNally, trainer and

consultant, will use the techniques of improvisational theater to build teamwork, positive attitudes, listening skills, and flexible thinking.

In “Wrap it Up!” trainer and facilitator Brian Remer will demonstrate a variety of games and activities to summarize and bring to closure any educational event so that participants can return to work with a specific plan for new action.

Conference attendees will come away from PLAY, LEARN, PERFORM with experience and insight into the use of interactive learning designs, novel interactive techniques that participants can use immediately, a support network for trying out new ideas, and fresh energy from the day’s excitement.

The registration fee is \$75; \$50 for educators, students, and non-profit participants. Pre-registration is encouraged. More information is available at [www.mds-nh.org](http://www.mds-nh.org) or by calling Brian Remer at Monadnock Developmental Services, (603) 352-1304. ■

# ISAGA 2004 CONFERENCE

## ANNOUNCEMENT

If you want to find out what exciting things are happening in the international simulation and gaming scene, be sure to attend the 35th Annual Conference of the International Simulation and Gaming Association (ISAGA) and Conjoint Conference of Swiss, Austrian, and German Simulation and Gaming Association (SAGSAGA).

### Date and Location

6 – 10 September 2004  
Ludwig Maximilians University  
Munich, Germany

### Conference Theme

**Bridging the Gap: Transforming Knowledge into Action through Gaming and Simulation**

When changing from passive reproduction of inert knowledge to active production of applicable knowledge and to the development of usable competencies, gaming simulation has much to offer.

Gaming simulation is an interactive learning environment that makes it possible to cope with complex authentic situations that are close to reality. At the same time, gaming simulation represents a form of cooperative learning through teamwork.

One single simulation game allows for multiple contexts of use, and newly gained abstract knowledge can be used to explore unfamiliar domains. This learning under multiple perspectives creates flexibility and is helpful to bridge the gap between knowledge and action.

### Keynote Activities

One of the unique features of this conference is a set of “keynote” activities that involve active participation. The keynote activities will be facilitated by an interesting international group:

- Sivasailam "Thiagi" Thiagarajan from Bloomington, Indiana USA
- Josef Birnkammer, a trainer and a magician from Creativ Training and Wilfried Reiter from In2ition Management Design, in Germany
- Alfred Essenwanger, an Outdoor Trainer from Germany
- Dmitri Kavtaradze, Faculty of Biology from Moscow State University, Russia

### For More Information

To submit a proposal for the conference and for more information about the conference, please visit <http://sagsaga.org/isaga2004/>. ■

### Keynote Speakers

This is a truly international conference featuring outstanding experts from around the world:

Amparo Garcia Carbonell,  
Spain

Cathy Greenblat, USA and  
France

Dennis Meadows, USA

Elysebeth Leigh, Australia

Fred Percival, Scotland

Heinz Mandl, Germany

Hubert Law-Yone, Israel

Ivo Wenzler, The Netherlands

Jac. L.A. Geurts, The Netherlands

Jan Klabbers, Norway

Kiyoshi Arai, Japan

Nils Högsdal, Germany

Paola Rizzi, Italy

Richard D. Duke, USA

Richard Teach, USA

Rolf Oerter, Germany

# FRANKLIN AND TONAPAH'S CORNER CORRAL

BY ELLEN GEHRKE

Tonapah asked that he take the lead in the column this time. He has a difficult story. It concerns learning as a step-by-step process. When he was captured his entire life changed from one of freedom to one of captivity. Expecting an immediate partnership with a horse who had lived wild for eight years as a stallion with his own herd was, in a sense, greedy and unrealistic on my part. The process of Tonapah and myself developing a human-horse partnership in life became a long journey of a series of small steps, taken one by one, to reach that connection. Process transcends time (horses have no sense of time), teaches patience (I have little of that), rests on a solid foundation of careful preparation (like our teaching), and embodies trust in the unfolding potential of a positive outcome.

## **Lesson Two: Recognizing that learning is a step by step process**

*Tonapah:* Last issue my pal Franklin spoke with you about recognizing the try in learners. It's my turn this month to talk with you about

something I helped my human partner, Ellen, learn. Connecting with another is a step by step process. When I was captured in 1999 it was the worst experience of my life. I was sedated, my hooves trimmed so short it was difficult to walk, given shots, my manhood taken away, freeze branded and kept in a space that so restricted my freedom that I thought I had died. Ellen spotted me in a pen and I saw her too. I really did try to avoid her, but they caught me and put me in a trailer for her to take home. I tried to jump the 10 foot fencing that guided me into the trailer but it was no use. Ropes were used to restrain me and I had no choice but to be taken away. I think Ellen got a little worried about my behavior the day she adopted me from the Bureau of Land Management — wondering if she was really doing the right thing. I resisted and fought any kind of connection with humans.

She took me to a horse trainer friend of hers who said he would help her “break” me. However, he gave me rope burns, flipped me over, chased me round and round a small pen and eventually worked me so hard

that a bone in my leg was fractured and I had rope wounds on my body. I looked broken on the outside and my feelings on the inside were even worse. I did not like being near humans. Good things did not happen to me around humans. I did not even let Ellen come close to touching me for almost three months. I think she felt really bad about that...but I just did not trust any human. I just had to run away when I felt any human energy get too close. Ellen said she sees lots of students end up like this from a bad experience in the classroom, work related problems and poorly conducted training events. They haven't enjoyed learning and it takes patience, empathy, trust and motivation to reconnect.

Ellen took me home from the trainer as soon as she could...and just let me stand around quietly for a few months. She would come into my stall and try to touch me but if I wouldn't let her she would just sit with me for a long time until I became curious enough to come over to her just a little ways. I started becoming friends with the nice horses who lived at Rolling Horse Ranch and felt comfortable around them.

Ellen was frustrated — this is what Franklin told me. But he also told me not too worry about it, that Ellen had a lot to learn and I was turning out to be a good teacher. Imagine me, a wild horse...as a good teacher?!

It took Ellen several months before I would let her put a halter on me. She kept trying to get things done with me all at once. When she slowed down and approached me more thoughtfully she succeeded and I tried to walk next to her when she asked me gently to come along. She kept trying to put a blanket and saddle on my back for over a year. It took her forever to realize that it was just too much fear for me. She slowed down and let me prepare and get used to the feel. I really tried — I just couldn't be rushed to accept these strange human things on my back, around my neck, in my mouth. It was nice to get brushed, have my mane and tail combed, and, best of all get horse treats from Ellen. I really didn't want to disappoint her. I just didn't feel comfortable and I was afraid.

It took four years for her to understand that my learning (as well as hers) was a process of taking things step by step. To her credit she didn't give up on me. Others told her to. There are many stories to be told about these past four years...but Franklin and I will save them for another time.

## Epilogue

This past November I finally started feeling safe and confident enough with Ellen that I actually let her climb on my back. She got on and immediately got off. I was afraid she would stay up there and I wanted to run quickly away. I was surprised that she got off so quickly. She kept doing that and then staying on longer and longer. One day I took a few steps and then carried Ellen a short distance. It took another few weeks before I felt safe enough to walk completely across the arena. She has continued to take little steps, but each time I get more confident and willing.

Today, we went on a four hour ride in the mountains. It sure felt good to get out in the wide open country, drink water from a stream again, look at miles of untarnished landscape and feel Ellen lean forward to stroke me neck and touch me reassuringly. It took both of us many small steps before we started becoming the partnership that is unfolding. I feel happier and want to try to learn more.

Learning is about recognizing small tries and building on them. Learning is about taking the process of taking life step by step. ■

PLEASE E-MAIL  
YOUR IDEAS,  
ARTICLES, AND TIPS  
FOR SIMAGES TO:

[thiagi@thiagi.com](mailto:thiagi@thiagi.com)

## ABOUT NASAGA:

THE NORTH AMERICAN SIMULATION AND GAMING ASSOCIATION (NASAGA) IS A GROWING NETWORK OF PROFESSIONALS WORKING ON THE DESIGN, IMPLEMENTATION, AND EVALUATION OF GAMES AND SIMULATIONS TO IMPROVE LEARNING RESULTS IN ALL TYPES OF ORGANIZATIONS. WE BELIEVE GAMES AND SIMULATIONS ARE AN EXTREMELY USEFUL TOOL FOR CREATING RICH LEARNING.

IF YOU WOULD LIKE TO JOIN NASAGA OR ARE CURRENTLY A MEMBER AND HAVE QUESTIONS REGARDING YOUR MEMBERSHIP, VISIT [WWW.NASAGA.ORG](http://WWW.NASAGA.ORG)

# SOME OF THE BEST THINGS IN LIFE ARE FREE...

## EXAMPLE: NASAGA MEMBERSHIP

Become a member. You will receive no hassle about having to renew each year. Membership includes full access to the web site, use of the mailing list, and an electronic copy of our newsletter, SIMAGES.

If you would like to become a member, please complete the form at:

[http://www.nasaga.org/become\\_member.asp](http://www.nasaga.org/become_member.asp)

If you have any questions concerning memberships, please send an email to:

[info@nasaga.org](mailto:info@nasaga.org)

## PLAY FOR PERFORMANCE

As a NASAGA member you are invited to the April issue of this the newsletter.

To access this issue point your browser to

<http://www.thiagi.com/pfp/IE4H/april2004.html>

Read, play, and enjoy!

# SIMAGES



NASAGA  
North American Simulation  
and Gaming Association  
[info@nasaga.org](mailto:info@nasaga.org)