

Reps can use the following activities to build team communication. These exercises are taken from *The Customer Communicator's SkillSharpener*, published by the Customer Service Group. For more about *The Customer Communicator*, [click here](#).

— **Editor**  
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### Fun exercises for building team communication

Teams function well when individual members feel comfortable communicating with each other. Getting to that point requires trust, openness, and cooperation within the group. The following exercises are tried-and-true team-building activities designed to break down communication barriers, improve personal relationships — and have fun!

#### Communicating despite barriers

Conduct this activity in a large space with level ground, free of furniture. Ask one or two team members to volunteer to be facilitators. Write a single number on separate sheets of paper, and fold. Make sure that the numbers are sequential. Give one to each team member. They are allowed to look at their number, but must not reveal it to anyone else. Pass out blindfolds for each participant. The team members must then arrange themselves in order — without seeing or speaking. They must rely on other ways to communicate their numbers to each other.

#### Customer service book-of-the-month club

A customer service book club can be conducted as an ongoing activity. Each month, choose a book as a team. Decide whether you will read the entire book, specific passages, or certain chapters. Get together as a group to discuss the book's ideas, how they apply to your specific job, express opinions of the content, and provide input on agreements and disagreements with the author's views. Hold the book discussions over lunch, away from the office.

#### Picture this

For this multiple team activity, each team needs a disposable camera. Before the event, each team compiles a list of possible scenarios and pictures for another team to take within the company. For instance, a team might be required to take a shot in the warehouse, with team members packing a carton for shipping. Or another might be required to work the food line in the cafeteria, or hold a meeting in the board room. Pass out the picture lists to teams,

and give a time frame for completion. Post the lists and photos in the department.

#### Building bridges

This activity requires a large amount of newspaper and tape. Split your team into pairs of two. Each pair is assigned the task of building a portion of a bridge to be constructed out of newspaper and tape. In the end, all portions must fit together into one large, connecting bridge. To start this activity, the team as a whole should plan and organize the final bridge before breaking into pairs to work on their individual bridge sections.

#### Customer Service Week events

Have each team in your department create an event or activity for the entire department during Customer Service Week. To build excitement, keep your events secret until the day they take place. At the end of the week, vote on the best activity and offer a prize for the winning team.

#### Getting to know you

Have the group form a semicircle around an easel with a large sheet of posterboard. Give each rep a different color marker. Ask the first rep to draw a circle and tell something about himself or herself. Ask the rep seated next to him or her to draw a circle that slightly overlaps the first circle. In the intersection, ask him or her to write down something they have in common and in the larger section of the circle, to write something that they do not have in common. Continue to ask reps to add their overlapping circles until everyone has found something that he or she has in common with another member of the group.