

Your FLIGBY® Profile

Flow-Leadership Report



This Report was prepared for

Chris Sample

Using "Flow is Good Business" Gaming Analytics
Developed by Mihaly Csikszentmihalyi and ALEAS Simulations, California

18 June 2016

FLIGBY® is the official Flow Program for decision-makers by Professor Mihaly Csikszentmihalyi and ALEAS Simulations. FLIGBY's leadership development program combines videogame learning experience with benchmark-based competence assessment.

FLIGBY has won the Gold Medal of the "International Serious Play Awards" in the category of Corporate Games. A global panel of experts selected FLIGBY as the best digital game for managers of the year 2012. FLIGBY also gained the Certification of the American Serious Games Association, which draws the attention of the corporate decision-makers to innovative and forward-looking training solutions.



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fligby.com, flowleadership.org

Report design & layout by Robert Fekete - www.behance.net/robtmc

1. Welcome

1.1. GREETINGS BY PROF. CSIKSZENTMIHALYI



Dear Chris,

On behalf of our FLIGBY team, I would like to thank you for having invested your time and effort into playing the Game. I sincerely hope that you have been enlightened and enriched by the experience.

Being a manager or a leader is never easy. Our decisions shape not only our organization's competitive performance but also the fate of our colleagues. This is a huge responsibility, whether one is managing a small California winery, a giant multinational, an NGO, or a government bureau.

We have attempted to weave into the Turul Winery story many of the dilemmas typically encountered in managing an organization: strategy, competition, technology, profitability, and environmental sustainability. The main emphasis, however, is on people management. One aspect of it is creating the conditions and advancing the trust in others that are preconditions for experiencing Flow.

It was 50 years ago that I started to study people who loved what they were doing – chess players, mountain climbers, actors, and business persons -

trying to understand what made them do those things, and to do them well. Most said that experiencing the activity itself was the main reward. I labeled this experience “Flow”.

There has been growing recognition in recent years that getting into Flow is one of the most important factors in improving individual, group, and community performance. The problem we have been working on with the FLIGBY team is this: “Why is it that so few jobs and workplaces are designed to make Flow possible?” This is a fact even though it is in the power of managers/leaders to take many easy steps to facilitate Flow.

FLIGBY is an innovative extension of my *Good Business* book, published in 2003. Our aim is to help every decision-maker – a role we often play even as individuals without fancy titles – to have attitudes and to make choices that will improve not only our own well-being and the effectiveness of our organizations, but also that of the community and of society at large.

It is my sincere hope that this personal report will assist you in your lifelong personal development journey. This Report shows your apparent strengths to build upon and seeming weaknesses to overcome so that you can be an ever-more-successful manager/leader.

May you experience Flow often! And may you have the wisdom to help others to experience it, too.



P.S. Please check p. 8, inviting you to help us, with a few simple steps, to disseminate the idea of Flow-promoting leadership.

1.2. CONTENTS

1.1. Greetings by Prof. Csikszentmihalyi	2
1.2. Contents	4
1.3. How to get the most out of this Report?	5
1.4. Flow and Good Business	6
1.5. Join our Global Flow-promoting Leadership Network	8
1.6. Your gaming progress	9
2. Your Gameplay Results	
2.1. Spirit of the Wine Award	10
2.2. Flow trophies	11
2.3. Corporate atmosphere	12
2.4. Profitability	13
2.5. Sustainability badge	14
2.6. Your colleagues “no-holds-barred” comments on you as their manager	15
3. Your Leadership Skills Profile	
3.1. What skills are measured and how to interpret them?	17
3.2. Your 29 leadership skills	19
3.3. Median score and percentile rankings	20
3.4. Your top 3 Skills identified, compared and explained	21
3.5. Your most to-be-improved skills identified, compared and explained	24
4. If You Want to Know More	
4.1. A Game-based approach to identifying your leadership potential	27
4.2. More about winning the Spirit of the Wine Award	28
4.3. More about the “Hit” Percentage of Your Decisions	29
4.4. More about the “Flow Map”	30
4.5. More about Your “Sum Flow” Index	32
4.6. Your Colleagues’ final positions on the Flow Map	33
4.7. The 29 leadership skills: definitions	35
4.8. Mr. Fligby’s “no-punches-pulled” opinion on you as a leader	39

QUICK FINDER – OVERVIEW OF YOUR FLIGBY RESULTS

Spirit of the Wine Award	10
Your 29 leadership skills	19
Your colleagues’ final positions on the Flow Map	33
Mr. FLIGBY’s Personal Feedback	39

1.3. HOW TO GET THE MOST OUT OF THIS REPORT?

The time you spent playing FLIGBY was a valuable investment. This detailed Report is built on the basis of those decisions you have taken throughout the Game. **The Report consists of four sections:**

1

WELCOME

Summarizes the main messages and key values of the FLIGBY Simulation. Invites you to join our network to benefit yourself and others by spreading the idea of a value-driven and Flow-promoting workplace.

2

YOUR GAMEPLAY RESULTS

This part of your Report lists the “key performance indicators” (KPIs) and the virtual characters’ subjective feedback on your performance, given your Game results.

3

YOUR LEADERSHIP PROFILE SKILLS

This part of your Report is an unbiased analysis of your 29 Flow Leadership Skills. Your skill measures are based on your gameplay responses when key managerial decisions were called for.

4

IF YOU WANT TO KNOW MORE

More details and explanations about the Game. You’ll find a discussion of the following topics: FLIGBY’s game-based analytics to identify your real leadership potential; additional KPIs and Mr. Fligby’s subjective opinions about your leadership practice.



1.4. FLOW AND GOOD BUSINESS

FLIGBY was created as a guide for conducting business that is both successful and humane. While most people enjoy working when it provides Flow, too few jobs are designed to make Flow possible. This is where management can make a real difference. For a manager or leader who truly cares about the bottom line, in the broadest sense of that term, the first priority is to eliminate the obstacles to Flow at all levels of the organization and to put in place practices and policies designed to make work meaningful and thus enjoyable, especially for “knowledge workers”.

WHY IS FLOW IMPORTANT?

When we are in the state of Flow, we perform at our peak. Not only do our productivity levels soar, but we also experience a deep sense of satisfaction. Work becomes a source of enjoyment.

Flow is being in the zone, getting into the groove – in other words, being in a totally optimal state for peak performance. It is that magical time when everything seems to come together – you become fully immersed in the activity, fears and insecurities melt away, action becomes spontaneous, and you feel fully alive and in the present moment.

Prof. Csikszentmihalyi’s term, “good business”, means a meaningful and enjoyable work environment, through which a business’ (or any organization’s) “balanced scorecard” improves, thereby contributing to healthier and more sustainable workplaces and societies at large.

The best way to manage people is to create an environment where employees find meaning in their work and grow while doing it. Organizations whose co-workers are happy are more productive, have a higher morale, and lower turnover.

Work should be meaningful and also fun (as much as possible). Companies should of course care about the bottom line, but not only about maximizing short-term profits. If there is Flow in your business, employees perform at their peak and work becomes a source of enjoyment and personal growth. Your organization will become a place that people look forward to being a part of.

Our jobs have a significant influence on the quality of our lives. Happiness is not something that happens to us, but rather, it is something we make happen.

As such, work can be one of the most fulfilling aspects of life, provided that employees have an opportunity to do their best and to contribute to something greater than themselves.

“... Today business leaders are among the most influential members of society. While they are all trained to generate profits, many of them are oblivious to the other responsibilities that their new societal leadership entails. To be successful you have to enjoy doing your best while at the same time contributing to something beyond yourself. Perhaps the most important distinguishing trait of visionary leaders is that they believe in a goal that benefits not only themselves, but others as well. It is such a vision that attracts the psychic energy of other people, and makes them willing to work beyond the call of duty for the organization.”

– *Good Business: Leadership, Flow, and the Making of Meaning*

1.5. JOIN OUR GLOBAL FLOW-PROMOTING LEADERSHIP NETWORK

Here are a few simple, no-cost suggestions on how you can support this mission:

- 1) **Find out more!** – Discover the “missing link” and read the FLIGBY story with Csikszentmihalyi’s thoughts:
flowleadership.org/our-new-book/
- 2) **Invite others!** – If you have a friend or colleague who you think might be interested in leadership development simulations, we are glad to send a demo account. Let us know on demo@fligby.com.
- 3) **Help to spread the idea!** – Do you know any organizations that the “good business” approach might make stronger and more effective? Please send us your suggestions, we would be glad to get in touch with them: goodbusiness@fligby.com
- 4) **Be part of the discovery!** – Would you, or others you know, be interested in joining our official “Leadership & Flow” research program that studies innovative approaches of leadership? We are happy to answer your questions: flowleadership.org/contact-us/

Please stay in touch with us on our social media interfaces:

Official FLIGBY Blog:	flowleadership.org/articles
LinkedIn:	linkedin.com/company/fligby
Facebook:	facebook.com/fligby
Youtube:	youtube.com/fligby
Pinterest:	pinterest.com/fligby
Google+:	plus.google.com/+Fligby

1.6. YOUR GAMING PROGRESS**GAME DATA**

Game registration mail sent:	2-June-2016 4:43 PM
Sender:	Zad Vecsey
Game started:	6-June-2016 8:24 PM
Game finished:	18-June-2016 11:45 AM
Your gameplay time:	08 h 12 m
Gameplay time of all the players (average):	07 h 43 m
Media Library Items Opened* by you:	34%
Media Library Items Opened* by all players:	27%

*Shows what percentage of the information available in Media Library you have clicked on.



Your FLIGBY Consultant, Zad Vecsey (vecseyzs@aleasgroup.com) would be happy to receive any comments or questions on this Report.

2. Your Gameplay Results

It is important to stress that winning or not winning the Game, and the other performance indicators listed below, are not directly linked to your skills profile.



In other words, it is possible to win or not to win the Award (and to show impressive or poor gameplay results) with all sorts of skills profile combinations.

2.1. SPIRIT OF THE WINE AWARD

Congratulations!

You won the Spirit of the Wine Award!



The winning-ratio in the full FLIGBY population is 62%

“Spirit of the Wine Award” is the ultimate prize to win in FLIGBY.

It is a measure of the player’s success in skillfully balancing difficult tradeoffs, such as generating individual Flow, improving the corporate atmosphere, earning satisfactory profit, and adequately protecting the environment.*

* For more information about the Award, refer to chapter 4.2. “More About Winning the Spirit of the Wine Award”

2.2. FLOW TROPHIES

Each time your decisions helped put a colleague into Flow, you won a Flow Trophy. Your Trophy inventory at the end of your gameplay is as follows:



YOU EARNED 11 OF MAX 21 FLIGBY TROPHIES!

The average number of Flow Trophies earned by all FLIGBY players is 12.

A key task of FLIGBY is to create an environment that promotes teamwork and enhances Flow. Thus, one of the key aims of the Game was to bring as many colleagues as possible – even if just for a short time – into a Flow state. Please note that expanding too great an effort to put someone repeatedly into Flow can move others away from their Flow state.

Earning many Flow Trophies is positive, up to a point. However, earning fewer than the average number of Trophies is not necessarily bad; it may show that you gave higher priorities to some of the other Game objectives.

2.3. CORPORATE ATMOSPHERE



The “CORPORATE ATMOSPHERE” METER of the Turul Winery shows the level of workplace satisfaction by the entire workforce.

A good corporate atmosphere is one where the goals are clear to everyone; relevant information is available to all; and the challenges faced by everyone are manageable because they match each employee’s skill level. In other words, there is a highly satisfactory and productive atmosphere for all internal stakeholders, which would maximally support the sustainable advancement of the organization. This KPI shows, in percentage terms, how far your managerial decisions have created an atmosphere that is beyond the sum of individual Flows.

The graph below shows the scene-by-scene evolution (for each of the 23 Scenes) of Turul’s Corporate Atmosphere, as a function of your decisions:



2.4. PROFITABILITY



This indicator shows the impact of your decisions on the Winery's revenue-generating potential, in percent terms, relative to the maximum achievable.

It shows the direction of the Winery's profit-generating capability rather than actual profit data.

The graph below shows the scene-by-scene evolution of Turul's Profitability, as a function of your decisions:



2.5. SUSTAINABILITY BADGE

Congratulations, you collected the single Sustainability Badge possible to win in the Game!



California wine making can be a perfect example of “good business” policies through its sustainability practices; they are being adopted by many organizations worldwide.

Each time you made an important decision that also helped to protect the environment (since “good business” practices include sustainability) you moved closer to obtaining the Sustainability Badge. Winning it is a good indicator that you made sure that Turul’s products and production processes are environmentally sustainable and also fit harmoniously with the local community.

2.6. YOUR COLLEAGUES “NO-HOLDS-BARRED” COMMENTS ON YOU AS THEIR MANAGER

Your colleagues' comments below are responses to the decision-path you, yourself, chose during the Game:

WHAT DOES YOUR TEAM THINK ABOUT YOUR LEADERSHIP?



Ellen: “I regret the way things worked out! I felt like I had years left in me. I’ll die of boredom at home without any challenge.”

Joe: “I wanted to thank you for dealing with time management. I am learning to work more effectively with my colleagues.”

Larry: “I wanted to thank you for letting me leave the Bacchus Boutique meeting early that day. You showed real empathy for me.”

Rebecca: “I’m glad you supported my decision to leave. I’m sure I’ll be happy at The Top Dog Winery.”

Chris: “Larry and I learned to work together as a team. It was thanks to your intervention. So... enjoy the party!”

Alex: “I was disappointed that you decided to continue with our ‘jug’ wine. We agreed that quality would be our primary focus. I’m afraid your decisions showed a distinct lack of integrity.”

Bob: “Well, the harvest this year was a great success. It was outstanding! I’ve had a great report, the result are really convincing. Actually, this is one of the best harvests, we’ve had in 10 years.”

Hear their opinions from their own mouths. Check out these brief clips!



ELLEN



JOE



LARRY



REBECCA



CHRIS



ALEX



BOB



Use your smartphone QR-application to see the short videos.

3. Your Leadership Skills Profile

3.1. WHAT SKILLS ARE MEASURED AND HOW TO INTERPRET THEM?

In FLIGBY, your leadership profile is comprised of your scores on each of the 29 leadership competences. Good skill combinations are helpful for creating and maintaining a Flow-promoting organizational culture.



The four skills – shown in green with white borders – are those that contribute most directly to the attainment of a Flow-promoting workplace. For the definition of each skill, see: chapter 4.7.

Your skill measures are based on your gameplay responses when important managerial decisions were called for. Your skill measures are objective and unbiased. However, a game such as FLIGBY could give you only limited opportunities to display the leadership skills you may possess. At the same time, what you did reveal by the decision choices you made has been carefully interpreted, in terms of their skill implications, by a prestigious group of psychologists and leadership-development experts.

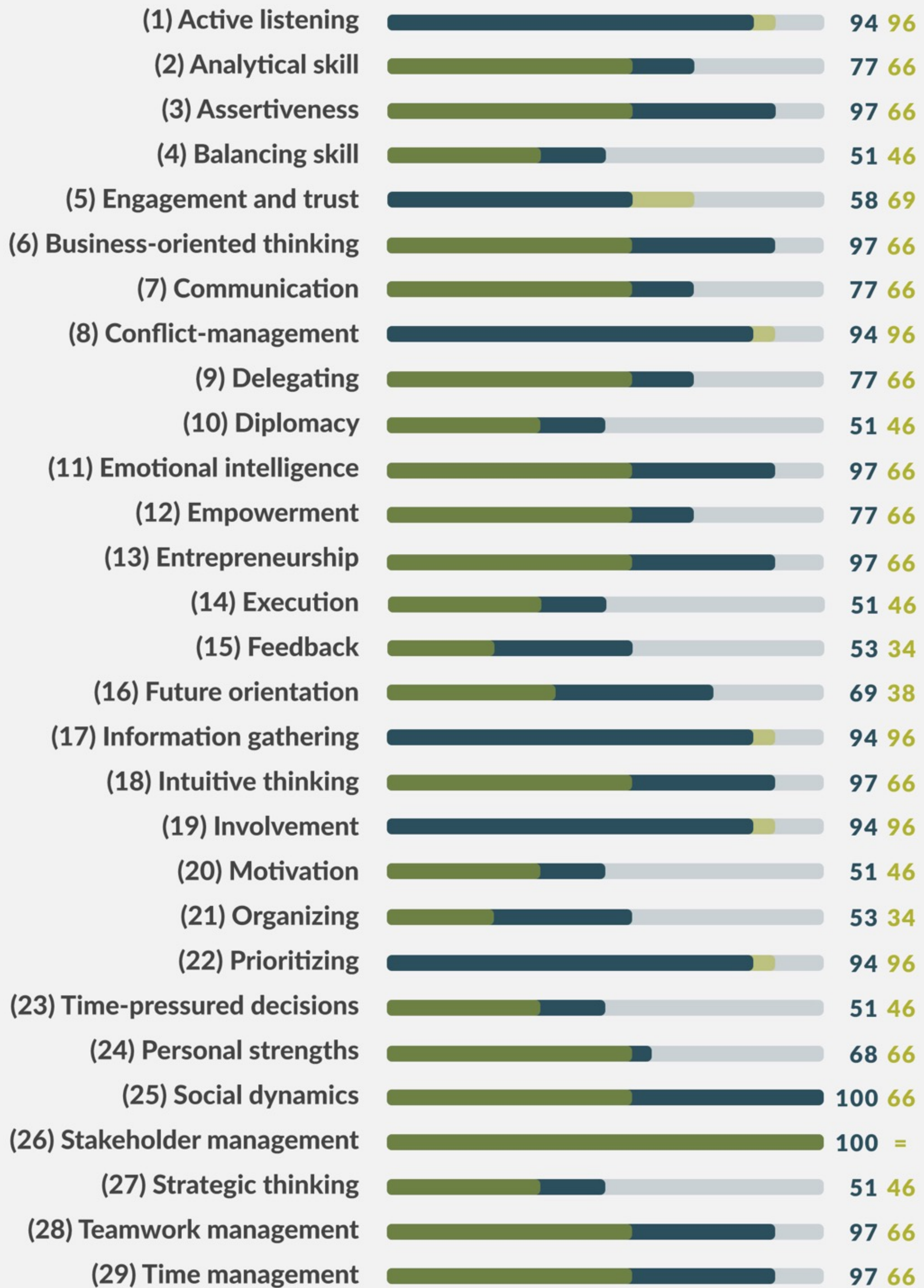
Lower skill levels show, first and foremost, that you made rather infrequent use of those skills during the gameplay. Thus, lower skill levels do not necessarily mean that your skills are notably weak in those areas. Nevertheless, low skill levels may indicate that a purposeful strengthening of those skills would likely to improve your managerial/leadership performance. The numbers in the charts below represent the percentage (max 100) achievable skill levels in the Game.

“In creating one’s self, it makes sense to build on one’s strengths. Often, however, we don’t have good notion of what our talents are, because we have never had a chance to try them out. The more opportunities one is willing to explore, the better chances one has of discovering one’s strengths.”

– *Good Business: Leadership, Flow, and the Making of Meaning*

3.2. YOUR 29 LEADERSHIP SKILLS

■ YOU
 ■ ALL PLAYERS BETTER THAN YOU
 ■ ALL PLAYERS BELOW YOU



3.3. MEDIAN SCORE & PERCENTILE RANKINGS

Your scores are systematically juxtaposed with all FLIGBY players' average as well as median scores. In this Report, the term "average" is the arithmetic mean, while the "median" shows the dividing point – the middle number – where the exact same number of players have higher as well as lower scores.

THIS GRAPH SHOWS THE DISTRIBUTION OF THE MEASURED SKILL VALUES OF ALL FLIGBY PLAYERS

THE RED LINE IS THE MEDIAN

YOUR SCORE

The median is the value separating the higher half of all players' scores, from the lower half. In simple terms, it may be thought of as the "middle" value of a data set. The basic advantage of the median in describing data compared with the mean (often simply described as the "average") is that it is not skewed so much by extremely large or small values, and so it may give a better idea of a 'typical' value.

Your "percentile ranking" shows that you did better than the percentage of all players shown.

3.4. YOUR TOP 3 SKILLS IDENTIFIED, COMPARED AND EXPLAINED

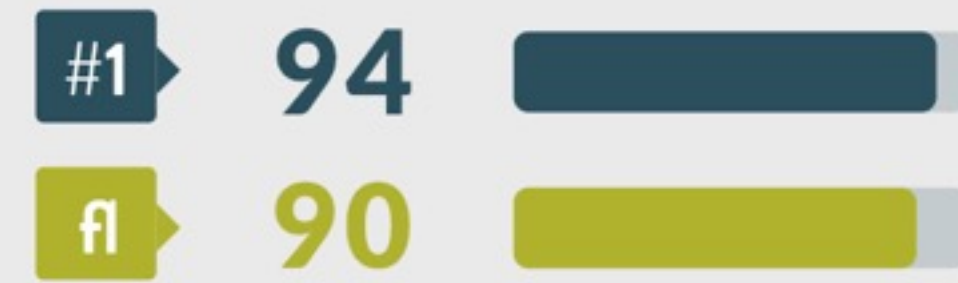
1

INTUITIVE THINKING

Intuitive thinking is a way of thinking that does not use rational processes, such as facts and data. It is unfocused, nonlinear, sees many things at once, views the big picture and contains perspective. Good intuition comes from years of knowledge and experience that allow you to understand how people and the world works. Its strength is that it can produce a rapid result. It is acting on feelings or hunches. It can also be guided by emotions.

Your Score:

INTUITIVE THINKING %



Database Median Score:

46

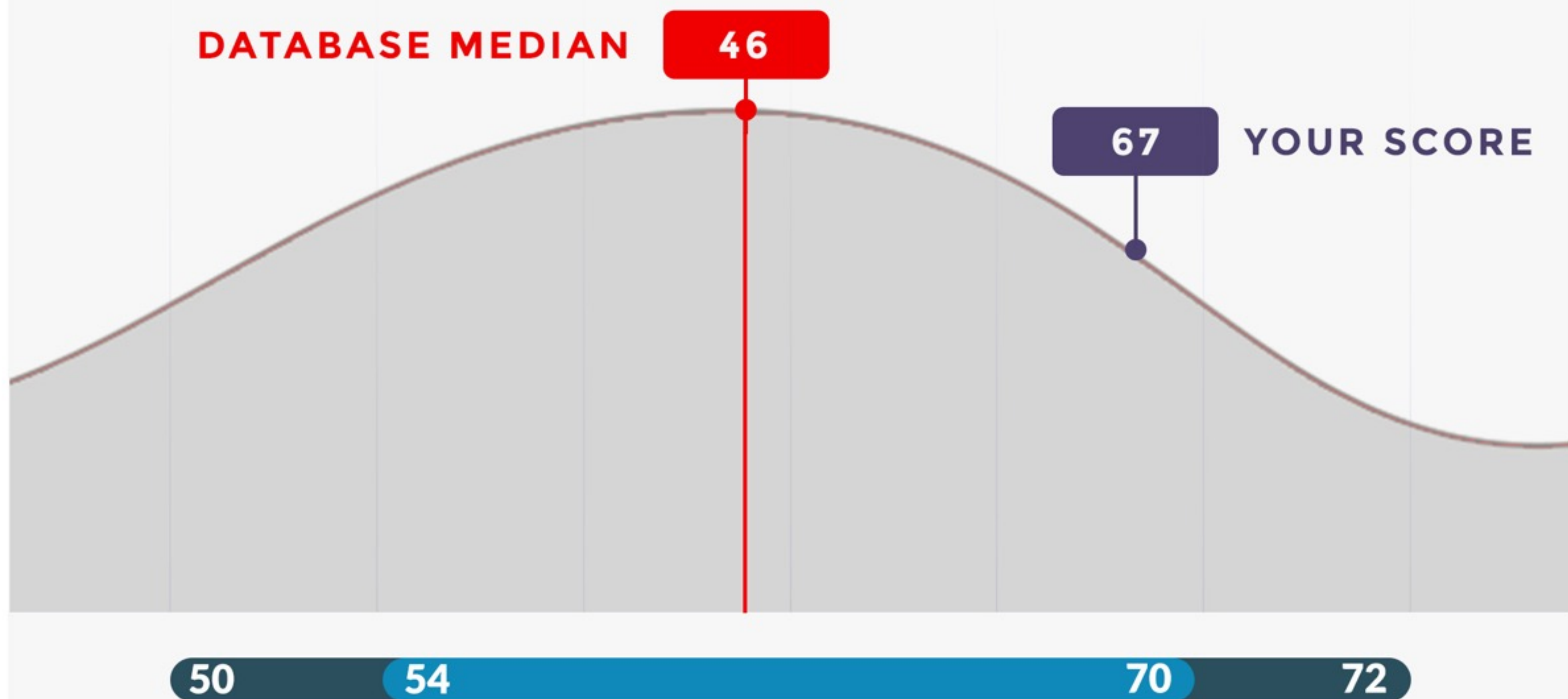
Your Percentile Ranking:

70%

Explanation of the Intuitive Thinking distribution curve

Most people's overall Intuitive thinking score is between 50 and 72.

In fact, 95% of all people have Intuitive thinking within that range. 50% of people score between 54 and 70.



3.4. YOUR TOP 3 SKILLS IDENTIFIED, COMPARED AND EXPLAINED

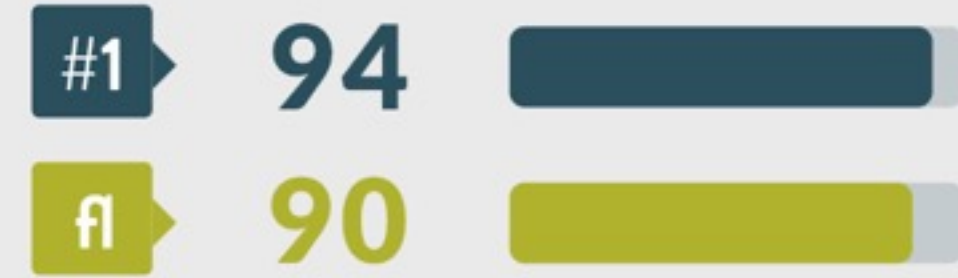
2

EMPOWERMENT

Empowerment is a skill of sharing information, rewards, and power with employees so that they can take initiative and make decisions to solve problems and improve service and performance.

Your Score:

EMPOWERMENT %



Database Median Score:

61

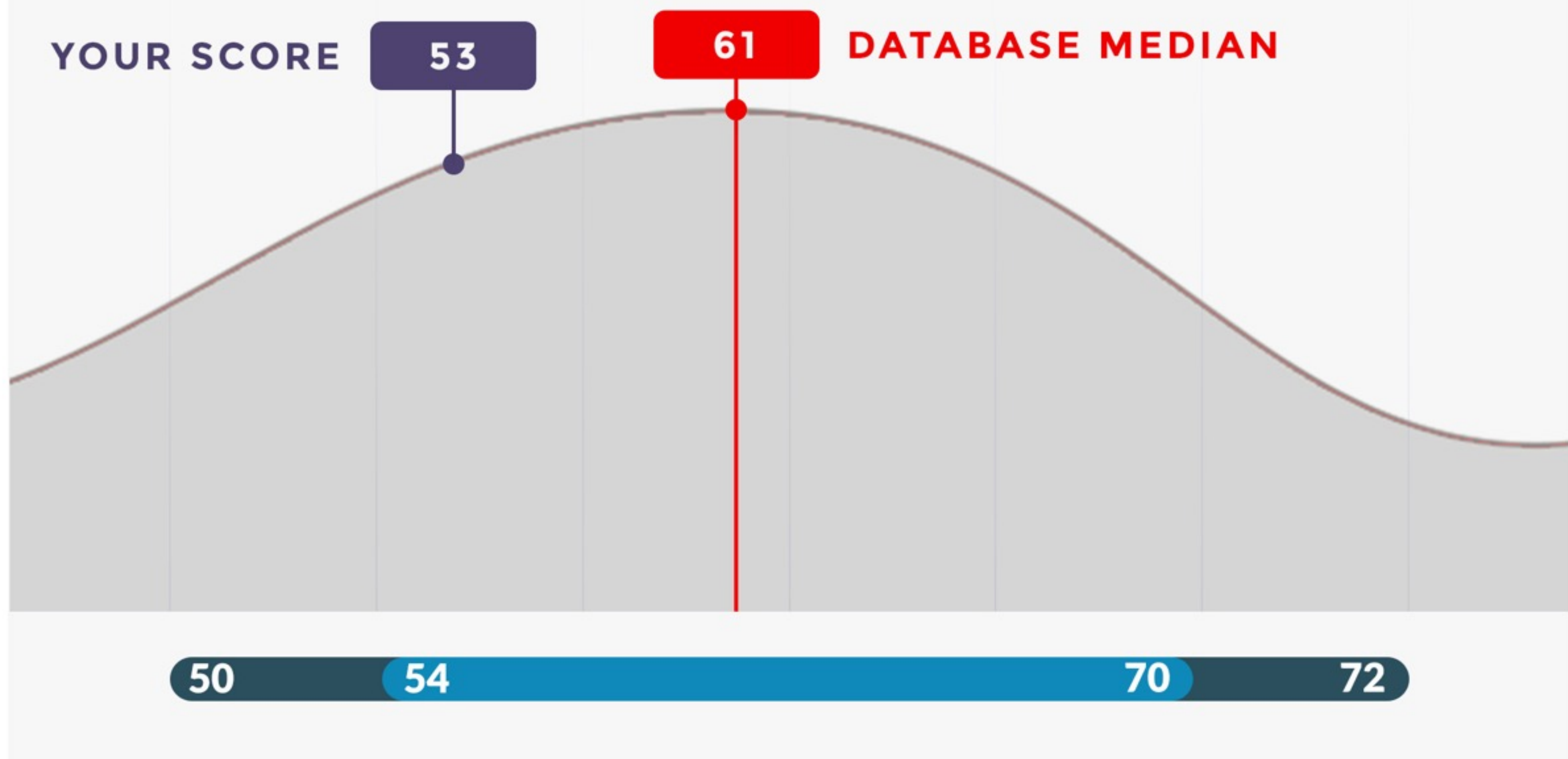
Your Percentile Ranking:

34%

Explanation of the Empowerment distribution curve

Most people's overall Empowerment score is between 50 and 72.

In fact, 95% of all people have Empowerment within that range. 50% of people score between 54 and 70.



3.4. YOUR TOP 3 SKILLS IDENTIFIED, COMPARED AND EXPLAINED

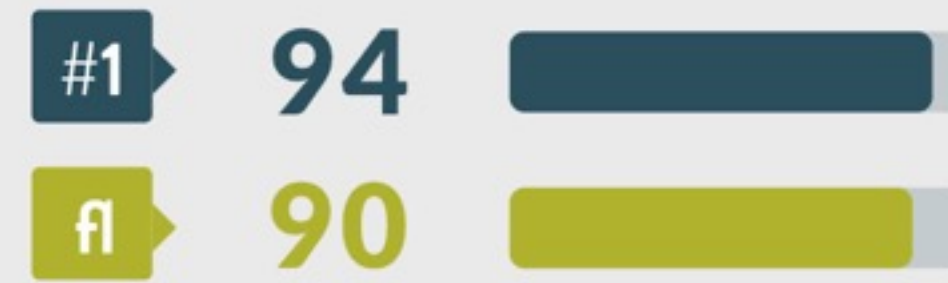
3

EXECUTION

Execution is the act of performing, the completion of managerial tasks (execution of a plan, a task, etc.), and the readiness of doing something successfully. Managing the business aligned with the common values. Executing strategic goals is by far the greatest challenge in business today.

Your Score:

EXECUTION %



Database Median Score:

60

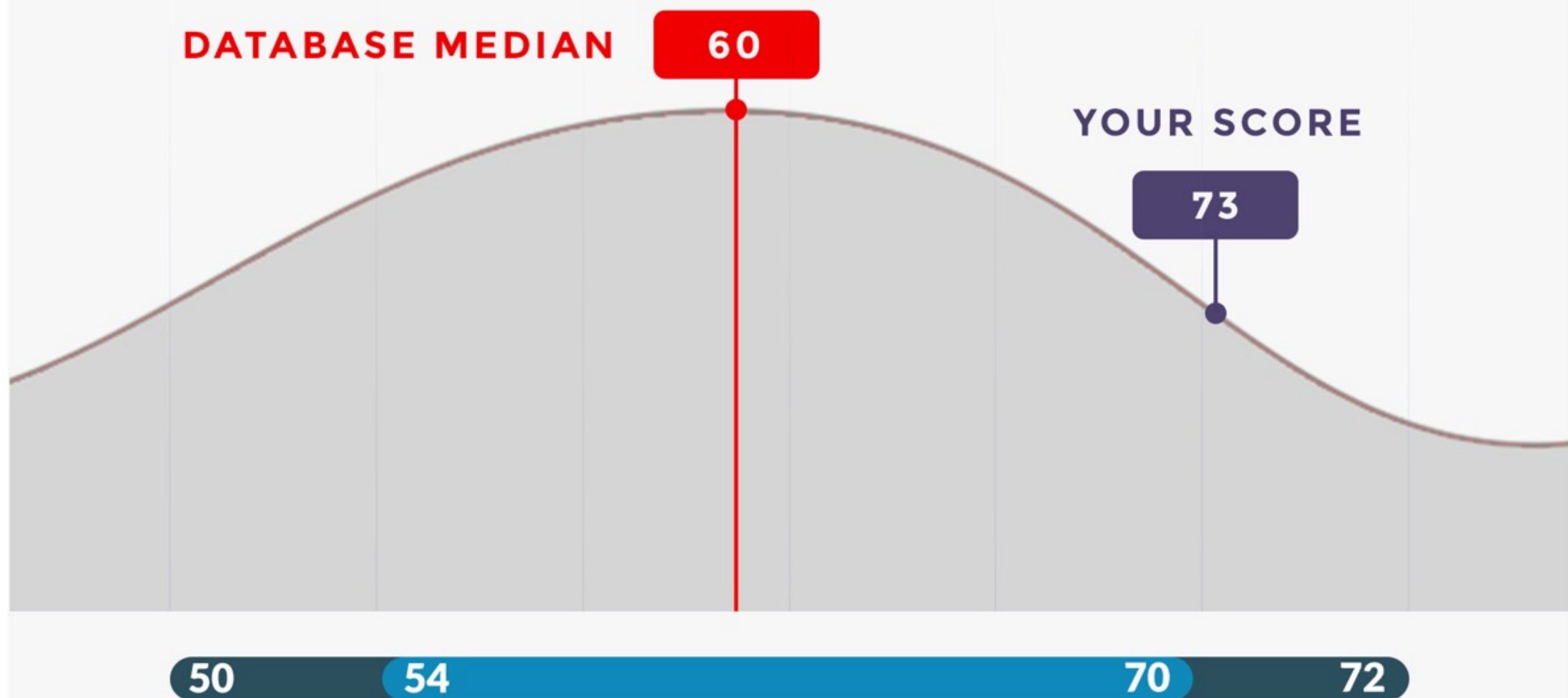
Your Percentile Ranking:

34%

Explanation of the Execution distribution curve

Most people's overall Execution score is between 50 and 72.

In fact, 95% of all people have Execution within that range. 50% of people score between 54 and 70.



3.5. YOUR MOST TO-BE-IMPROVED SKILLS IDENTIFIED, COMPARED AND EXPLAINED

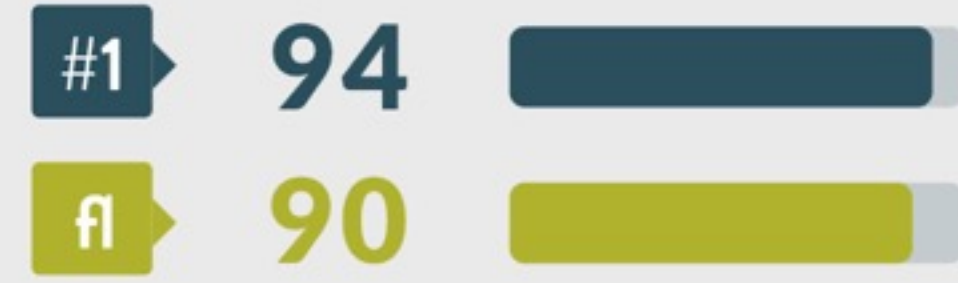
1

EMOTIONAL INTELLIGENCE

Emotional intelligence is the capacity and readiness to understand, express and regulate emotions in oneself and in others.

Your Score:

EMOTIONAL INTELLIGENCE %



Database Median Score:

59

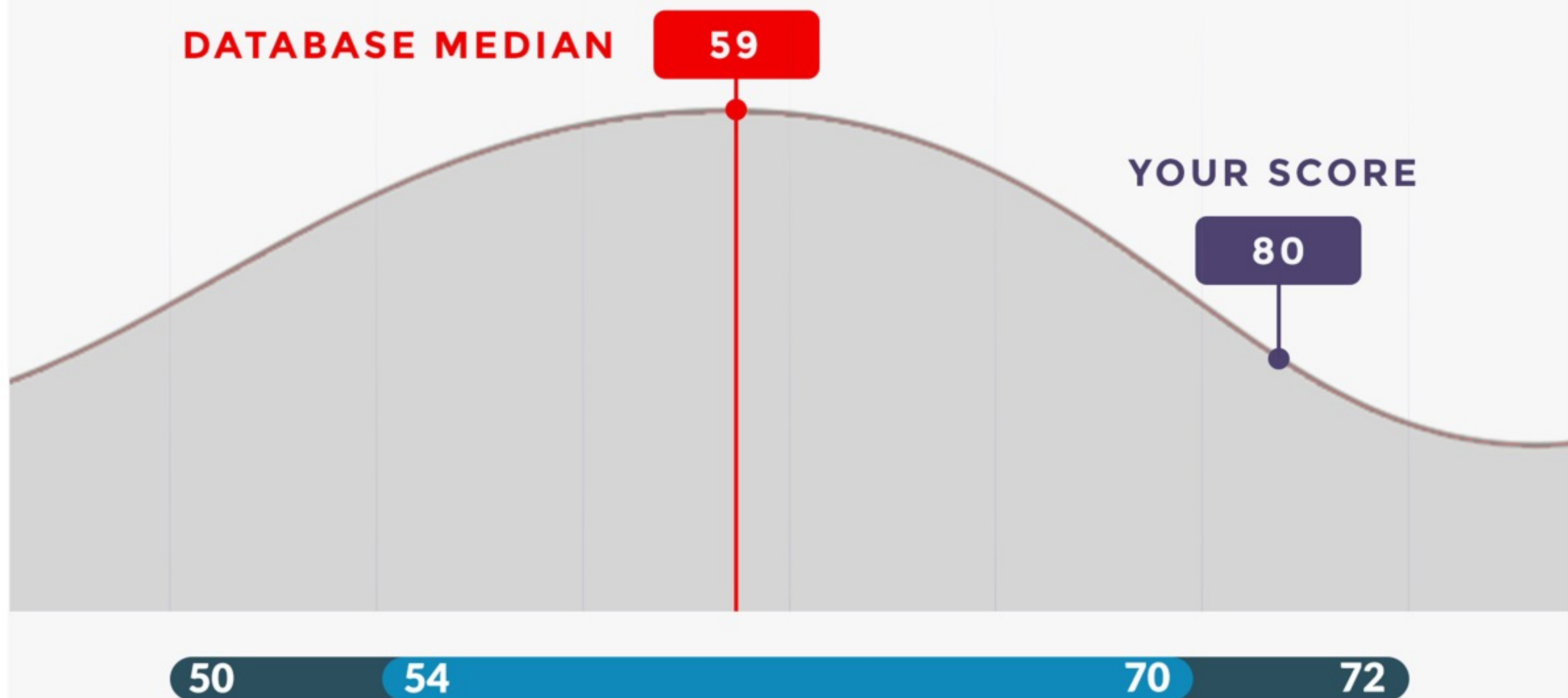
Your Percentile Ranking:

14%

Explanation of the Emotional Intelligence distribution curve

Most people's overall Emotional Intelligence score is between 50 and 72.

In fact, 95% of all people have Emotional Intelligence within that range. 50% of people score between 54 and 70.



3.5. YOUR MOST TO-BE-IMPROVED SKILLS IDENTIFIED, COMPARED AND EXPLAINED

2

TIME MANAGEMENT

Time management is a readiness of systematic, priority-based structuring of time allocation and distribution among competing demands.

Your Score:

TIME MANAGEMENT %

#1 94

f 90

Database Median Score:

64

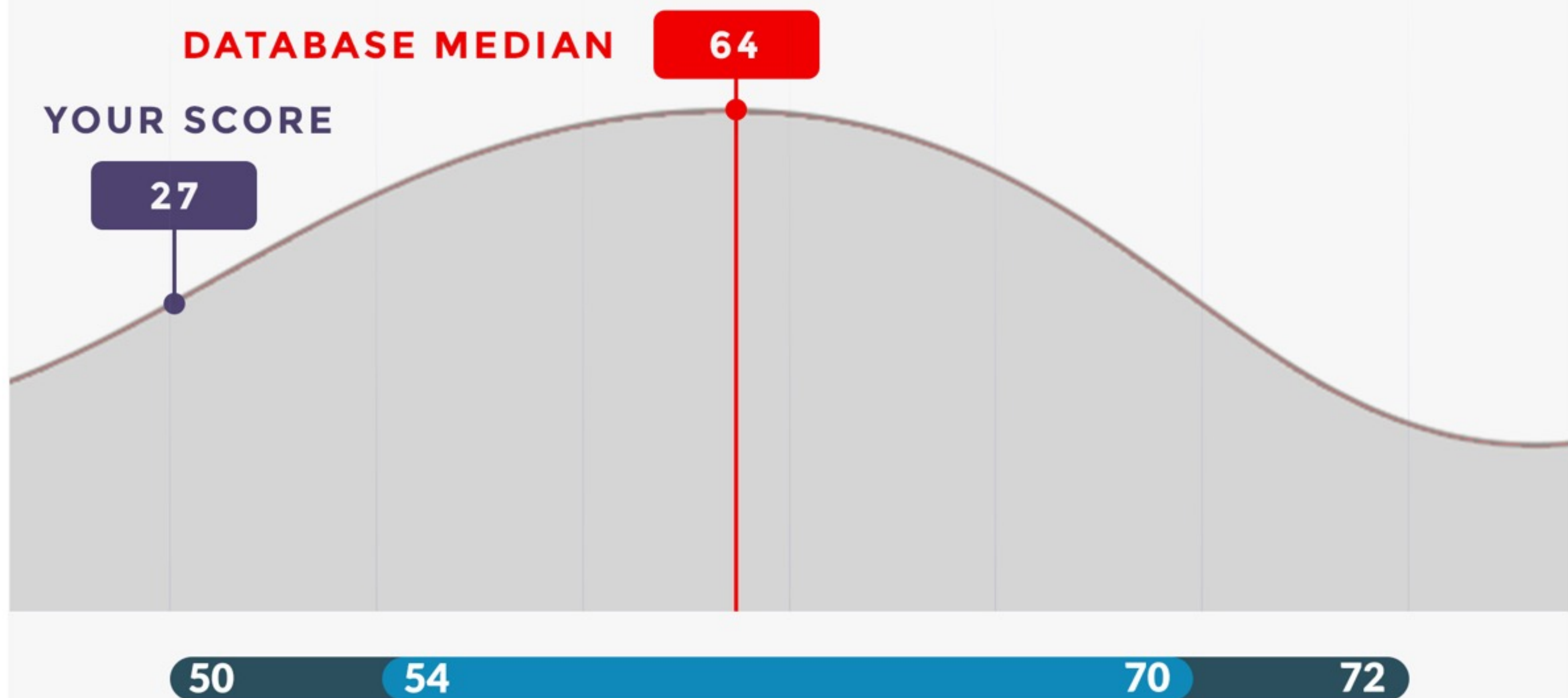
Your percentile Ranking:

39%

Explanation of the Time Management distribution curve

Most people's overall Time management score is between 50 and 72.

In fact, 95% of all people have Time management within that range. 50% of people score between 54 and 70.



3.5. YOUR MOST TO-BE-IMPROVED SKILLS IDENTIFIED, COMPARED AND EXPLAINED

3

FUTURE ORIENTATION

Future orientation is the readiness to think in long terms.

This is the skill of “forward-looking”.

Your Score:

FUTURE ORIENTATION %

#1 94

f 90

Database Median Score:

60

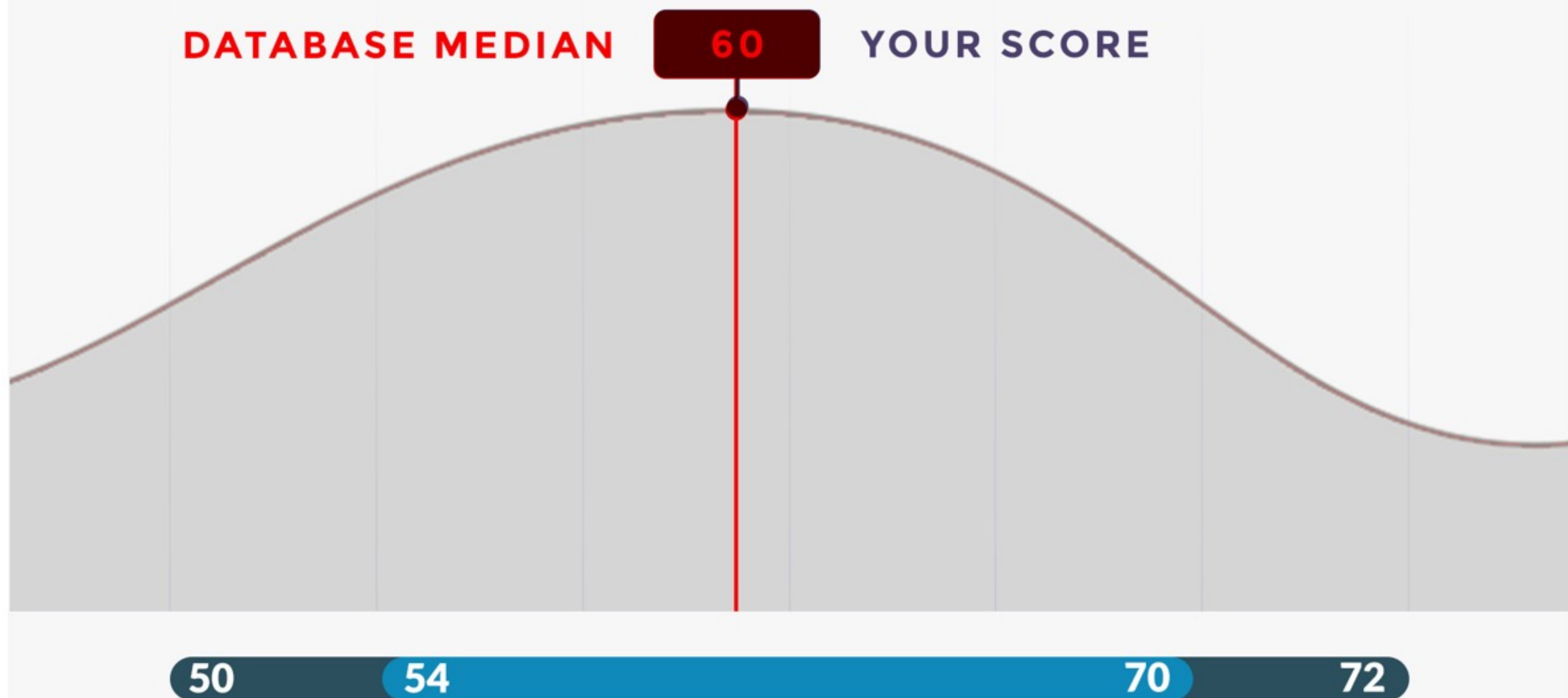
Your Percentile Ranking:

39%

Explanation of the Future Orientation distribution curve

Most people’s overall Future orientation score is between 50 and 72.

In fact, 95% of all people have Future orientation within that range. 50% of people score between 54 and 70.



4. If You Want to Know More

4.1. A GAME-BASED APPROACH TO IDENTIFYING YOUR LEADERSHIP POTENTIAL

FLIGBY was designed to identify your leadership skills and potential. The Game creates an environment that offers a new type of platform for observing management behavior. The player gets totally absorbed into the story (indicated by the fact that the global average actual playing time is 7.5 hours), concentrating on handling the decisions that you had to make.

This approach is not distorted by you, the player, feeling observed or thinking that you must respond as expected (which is a source of bias when leadership skills are determined on the basis of answers in simple questionnaires).

In FLIGBY, each player's leadership profile is comprised of his or her scores on each of the 29 leadership competences that supports the creation and maintenance of a value-based and Flow-promoting organizational culture. Incidentally, most of the 29 skills so identified overlap a great deal with those leadership skills that most other, well-known skillsets cover. This means that your FLIGBY skillset is likely to be comparable to your organization's own competency listing.

One of the first steps in developing FLIGBY was identifying those 29 skills. Each player's skill profile was automatically generated at the end of the Simulation.

On each of the approximately 80+ of the more than 150 decisions that you, the GM, had to make in the Game, there were anywhere from two to five choices. On each decision, two independent FLIGBY expert teams ranked the answers from the "most appropriate" to the "least appropriate".

On the decisions subject to scoring a player's skills, the two independent expert groups agreed on what would be the "best" decisions.

Most such decisions are assumed to require (and thus reflect) anywhere from one to a half-a-dozen of the 29 leadership skills. In each instance when you chose the "most preferred" answer, you earned a point or more for the decision. For each particular skill, the maximum number of points that could be earned was standardized at 100%. This has made it possible to determine your percentage score on each skill.

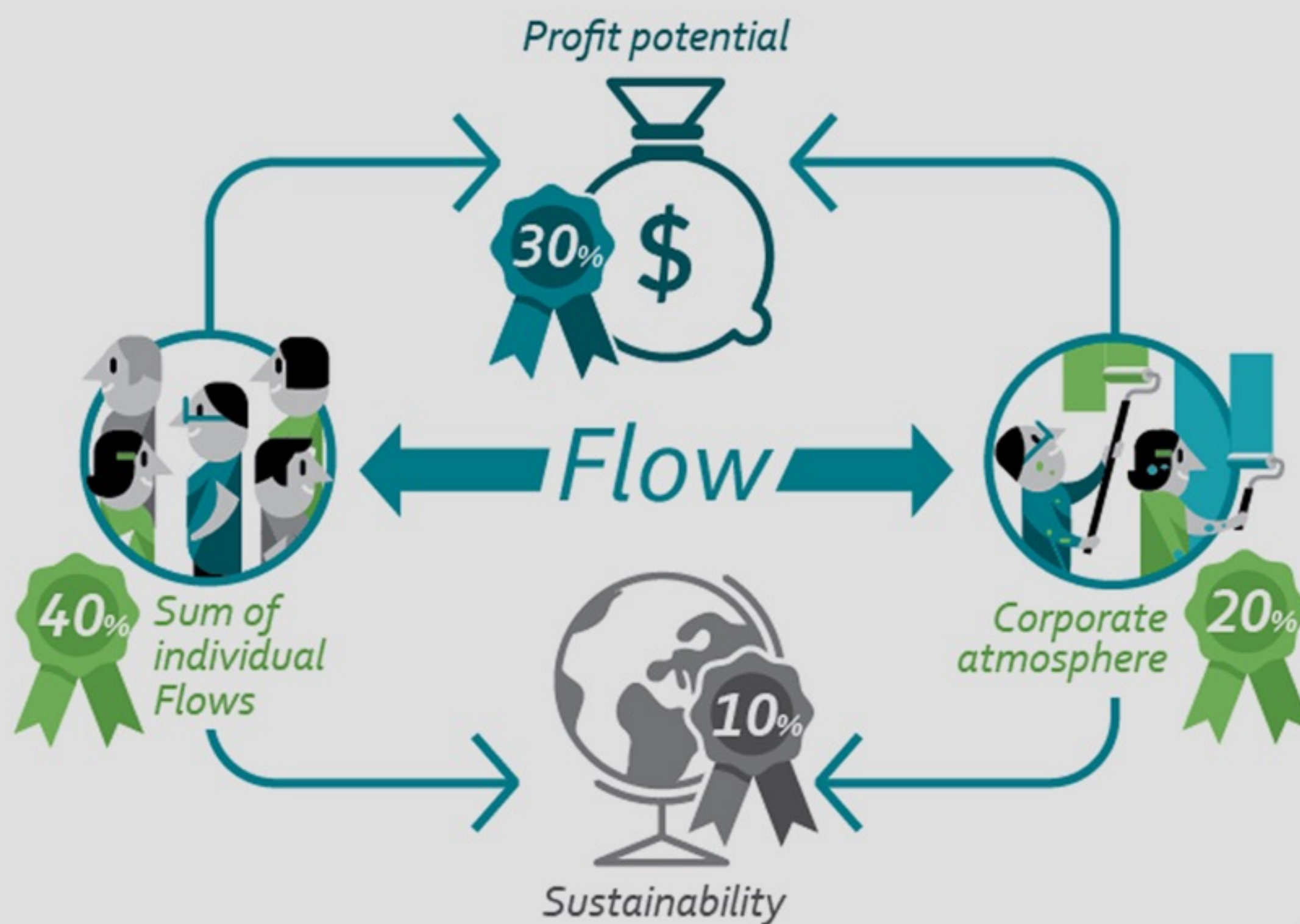
4.2. MORE ABOUT WINNING THE SPIRIT OF THE WINE AWARD

The “Spirit of the Wine” is a fictional international winery prize we developed especially for FLIGBY to highlight the importance of a value-based and Flow-promoting organizational culture.

The formula for winning the Award also reflects how well your decisions could balance among the four target objectives, each measured by its own KPI (key performance indicators):

1. profitability at the end of the Game;
2. the number of individual Flow Trophies won throughout the Game;
3. the “corporate atmosphere” by the Game’s end, linked to the GM being able to create and maintain a Flow-friendly work environment for all key stakeholders;
4. environmentally friendly decisions (winning the Sustainability Badge).

The illustration below depicts the Award’s components and weights.

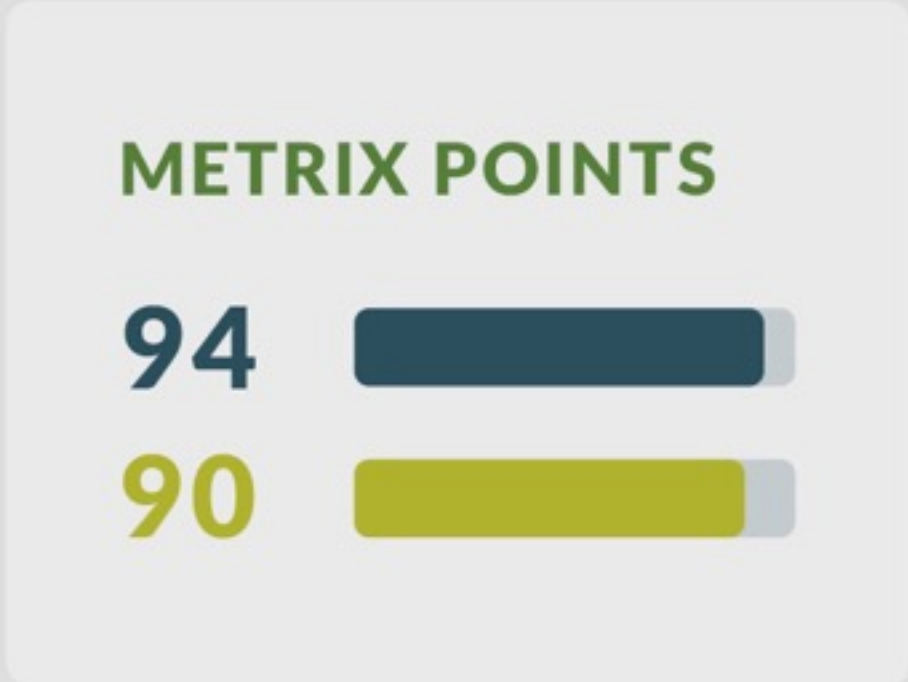



It is important to stress that your “skills profile” is not directly linked to winning or not winning the Award.



4.3. MORE ABOUT “HIT” PERCENTAGE OF YOUR DECISIONS

There are only 80+ among the 150+ decisions that have “preferred solutions”. (The 80+ decisions are those on which your “skills” were measured. (For the remaining 70 or so decisions, some do not require any leadership skill, while some others are complex dilemmas on which there are no generally applicable “good” solutions). The “hit” percentage shown below indicates the proportion (out of the theoretical maximum of 100%) where you “hit” the preferred solution.



 A higher value supposes more effective decisions by a manager or leader.

4.4. MORE ABOUT THE “FLOW MAP”

One of the preconditions for Flow states to occur is that there should be a good match between the kinds of challenges a person faces and the skillset he or she has. For a Flow state to reoccur, it is necessary for a person to be willing and able to move, over time, to higher combinations of challenges and skills.

An important objective of the Game was to create a work environment that is able to help colleagues to get into a Flow-state from time to time. Prof. Csikszentmihalyi has studied the Flow state of a typical individual, juxtaposing it with seven other “moods” of such persons:

Apathy – Comparable to a state of indifference and a lack of interest

Worry – By worrying the attention is shifted towards negativity; (imaginary) problems become bigger and solutions do not seem to exist

Anxiety – May cause someone to freeze and stagnate

Arousal – By increased stimuli people respond more attentively to their environment

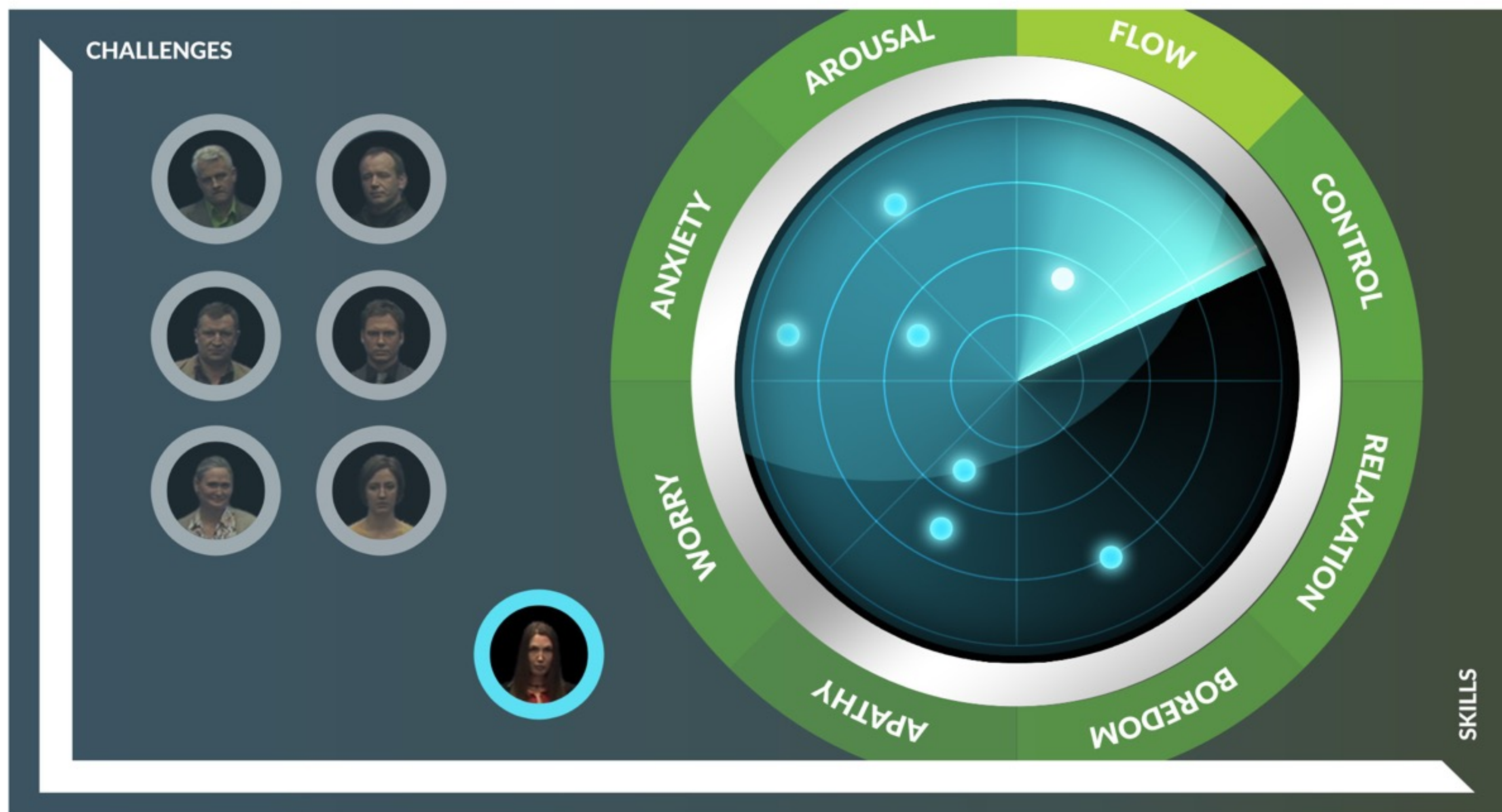
Flow – Mental state in which people are completely focused on the activity or task

Control – By practicing, skills become automations, with the risk that the skills level is higher than the challenge to perform a certain task

Relaxation – Calm or the absence of excitement

Boredom – No interest in surroundings, dull, fatigued

FLIGBY’s “dashboard” was created and arranged according to these eight moods. Each character's location on the Map changes dynamically, in harmony with the story and your decisions. It was possible during the Game to follow on the dashboard how your decisions affected the current "state of mind" (mood) of your team members. When one of them entered into a Flow-state as a result of your leadership decision, you obtained a "Flow-trophy."

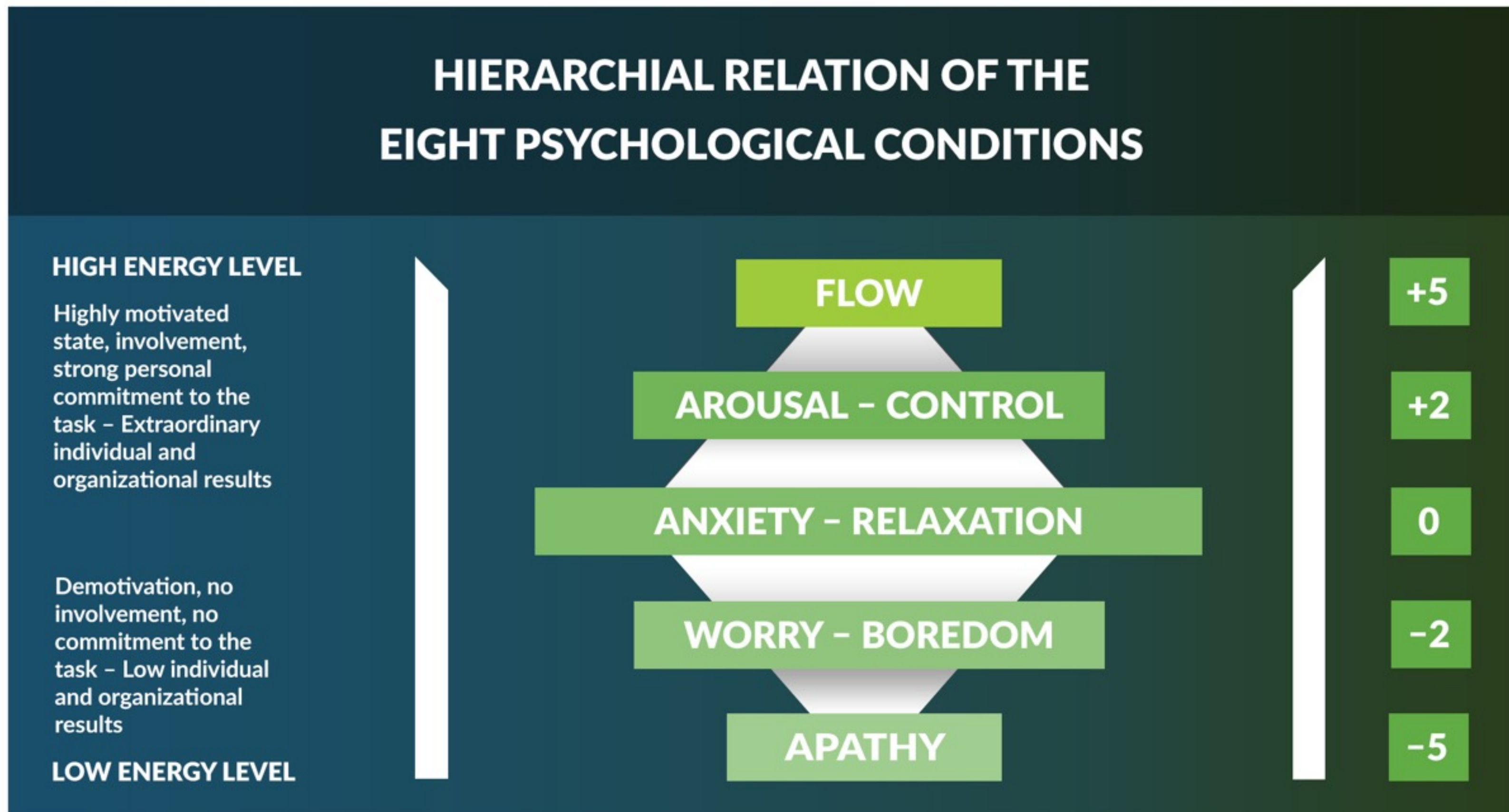


The Map shows the eight-fold classification of your team members' changing "moods" during a typical day at work, while engaged in various types of activities, each activity involving different combinations of challenges and skills.

Not every person will find himself or herself in all the mood states during a given day. Also, the relative importance of various mood states will differ from person to person (partly as a function of their personalities and motivation); some may seldom or practically never enter a given mood state.

Quite a few of your decisions in the Game did affect the temporary Flow Map position of one or several colleagues on your team. And as you made subsequent decisions, each character either remained in his/her present position or moved to a new position. How your colleagues reacted to your decisions was largely a function of their individual personalities and motivations (about which you learned something when they introduced themselves at the start of the Game, and learned more as you interacted with them during the Game). How your decisions concretely impacted the moods of your colleagues was established by the consensus judgment of an expert group of psychologists and experienced business executives.

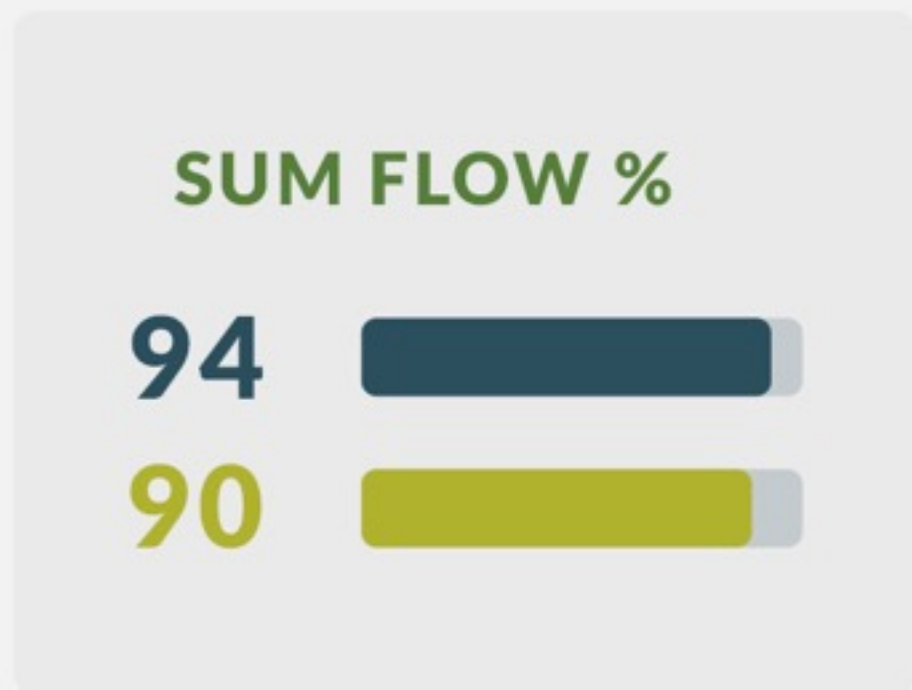
The eight positions on the Flow Map are hierarchical, in terms of energy levels, in relation to the "ideal" Flow state (next illustration). The numbers are somewhat



arbitrary indicators of the energy levels of key individuals, generated by the GM’s decisions. If key persons find themselves in “apathy”, that would weaken the actual performance of the team or the entire organization. In the same vein, Flow, or a movement toward its state, creates extra sources of energy for fulfilling tasks.

One of your Game objectives was to shepherd your team members toward a Flow state. The numbers on the Illustration above are indicative, that is, they are not precise measurements; they are ordinal rankings, indicating approximate hierarchical relationships.

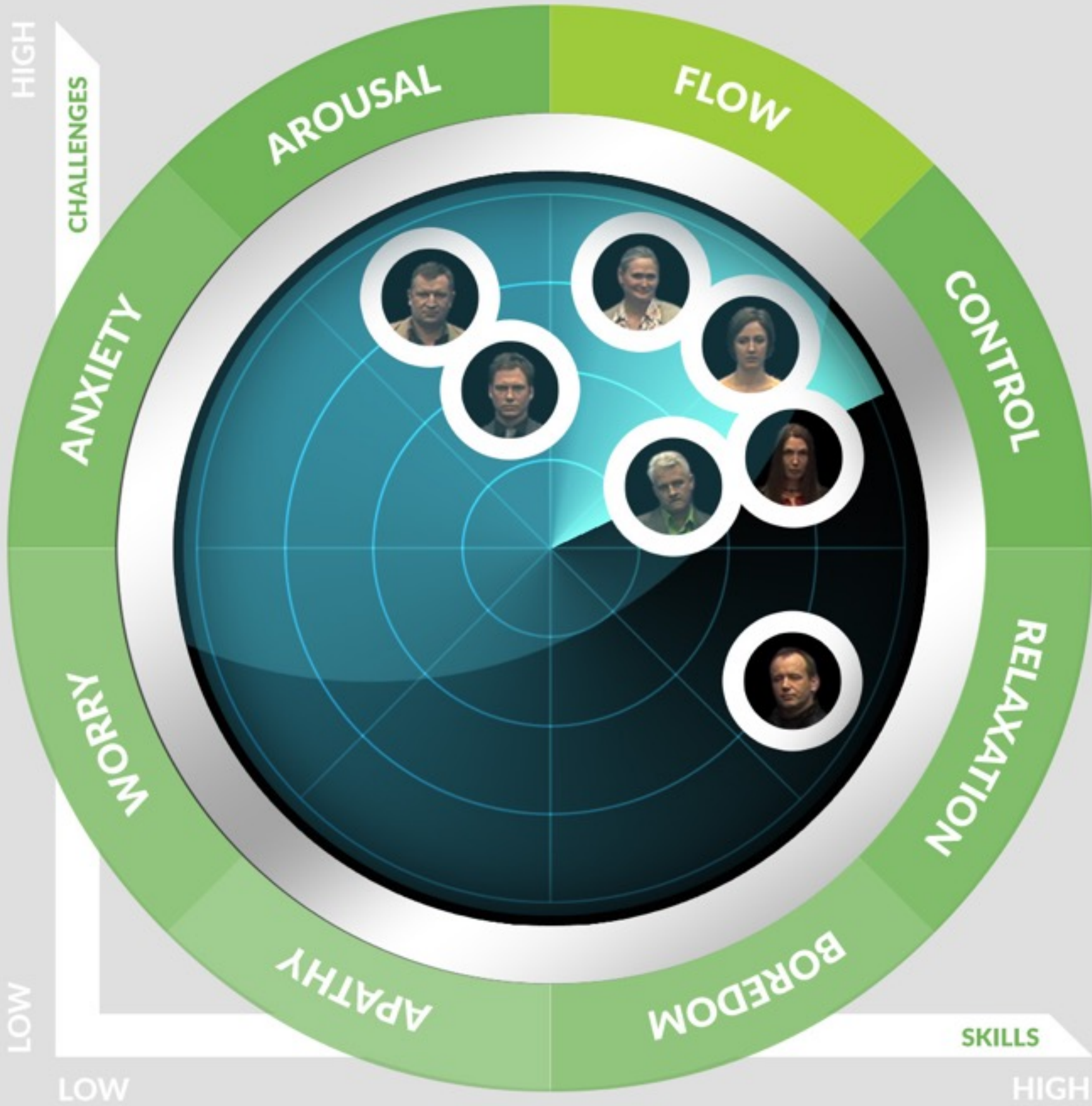
4.5. MORE ABOUT YOUR “SUM FLOW” INDEX



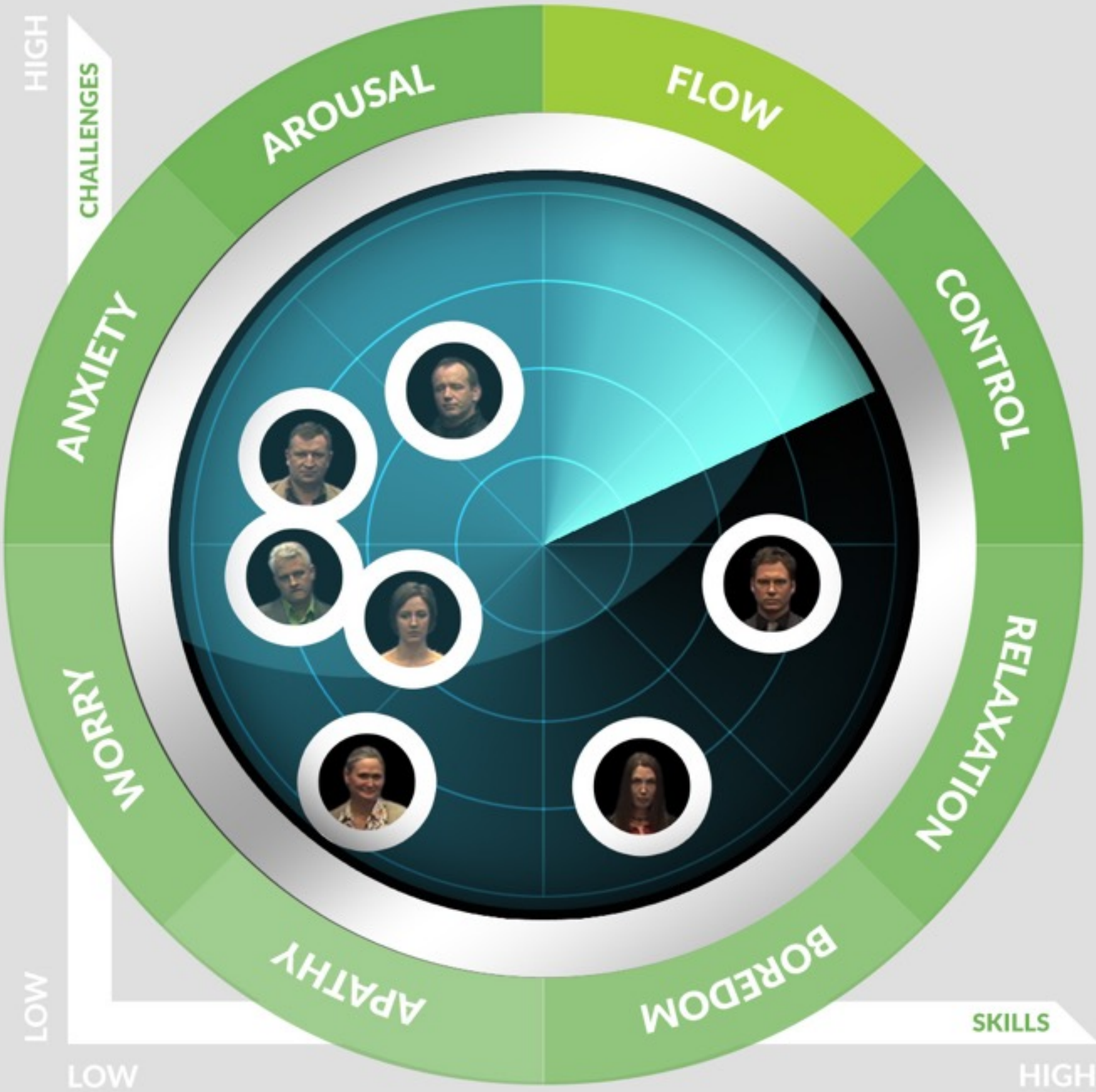
The "Sum Flow Index" is a special KPI for summarizing the “energy level” generated by your virtual team members at different fields of the Flow Map during your gameplay. This indicator shows what percentage of the eight characters' aggregate maximum “energy level” (“Flow-potential”) you could “mobilize” by your decisions. “Sum Flow” percentage shows the extent to which you have managed to take advantage of the team’s maximum Flow-potential during the Game.

4.6. YOUR COLLEAGUES' FINAL POSITIONS ON THE FLOW MAP

OPTIMAL THEORETICAL MAXIMUM POSITIONS AT THE END OF THE GAME



POSITIONS BASED ON YOUR DECISIONS AT THE END OF THE GAME



By the end of the Game, all your team members had arrived at their latest destination on the Flow Map. One feedback you might be interested in is the extent to which their locations on the Flow Map had approached their highest reachable position on the Map. The greater the attention you paid, and the higher priority you gave in your decisions to move your colleagues into or toward Flow, the “best” would be their ending “mood” position on the Flow Map.

It is important to note that members of your team had conflicting motivations and interests. Thus, it was simply not possible to move all your team members into or toward the Flow state. Therefore, in making decisions, you often had to choose which of the two opponents, or perhaps neither of them, should be moved toward Flow.

Illustration above shows the final Flow Map status of each of your team members, decided by the successive combinations of decisions you made throughout the Game. The first part of the Illustration shows the theoretical maximum (but de facto unattainable) Flow state of your team members.

4.7. THE 29 LEADERSHIP SKILLS: DEFINITIONS

1. Active listening – Active listening is a way of responding to another person that improves mutual understanding. This is a method of listening that involves understanding the content of a message as well as the intent of the sender and the circumstances under which the message is given. Active listening is a structured form of listening and responding that focuses the attention on the speaker. The listener does not have to agree with the speaker – he or she must simply state what he or she thinks the speaker said.

2. Analytical skill – Analytical skill is the readiness to visualize, articulate, and solve complex problems and concepts and make decisions that are sensible based on the available information. Such skills include demonstration of the ability to apply logical thinking to gathering and analyzing information, designing and testing solutions to problems, and formulating plans.

3. Assertiveness – Assertiveness is the readiness to express your emotions and needs without violating the rights of others and without being aggressive. Assertiveness is the behavior which enables you to act in your own best interests, to stand up for yourself without undue anxiety, to express your honest feelings comfortably, or to exercise your own rights without denying the rights of others.

4. Balancing skill – Balancing skill is the readiness to maintain the same importance between things, considering them in the same way. Effective leadership is about balance. A balance between challenges and skills is necessary for Flow. It is easier to become completely involved in a task if we believe it is doable. If it appears to be beyond our capacity we tend to respond to it by feeling anxious; if the task is too easy we get bored. In either case attention shifts from what needs to be accomplished—the anxious person is distracted by worries about the outcome, while the bored one starts searching for other things to do. The ideal condition can be expressed by the simple formula: Flow occurs when both challenges and skills are high and equal to each other.

5. Engagement and trust – Building engagement is the readiness to create trust and a positive, fulfilling, work-related state of mind that is characterized by dedication. Dedication refers to being strongly involved in one's work and experiencing a sense of significance, enthusiasm, and challenge. Building someone's (the colleagues, the community) confidence in or reliance on some quality or attribute of a person or a thing, or the truth in a statement.

6. Business-oriented thinking – Business-oriented thinking is the readiness to manage situations and solve problems in order to create added value to the company and in the end, create value for the shareholders/stakeholders. To be successful in business development you need to manage the opportunities and threats of the corporate environment and to recognize organizational weaknesses to avoid, and strengths to build upon.

7. Communication – Communication skills are the set of skills that enables a person to convey information so that it is received and understood. Communication skills refer to the repertoire of interpersonal behavior.

8. Conflict-management – Conflict-management is the practice of identifying and handling conflicts in a sensible, fair, and efficient manner. Conflict management is the principle that all conflicts cannot necessarily be resolved, but learning how to manage conflicts can decrease the odds of nonproductive escalation.

9. Delegating – Delegation is the readiness to confer functions or powers on another person so he or she can act on behalf of the manager. Delegation empowers a subordinate to make decisions, i.e. it is a shift of decision-making authority from one organizational level to a lower one.

10. Diplomacy – Diplomacy is the readiness to take into account the varying interests and values of the other parties involved in the negotiation, treating those differences with respect and dealing with people in a tactful manner.

11. Emotional intelligence – Emotional intelligence is the capacity and readiness to understand, express and regulate emotions in oneself and in others.

12. Empowerment – Empowerment is a skill of sharing information, rewards, and power with employees so that they can take initiative and make decisions to solve problems and improve service and performance.

13. Entrepreneurship – Entrepreneurship is a capacity and willingness to undertake conception, organization, and management of a productive venture with all attendant risks, while seeking profit as a reward. Entrepreneurial spirit is characterized by innovation and risk-taking, and an essential component to succeed in an ever changing and more competitive global marketplace.

14. Execution – Execution is the act of performing, the completion of managerial tasks (execution of a plan, a task, etc.), and the readiness of doing something successfully. Managing the business aligned with the common values. Executing strategic goals is by far the greatest challenge in business today.

15. Feedback – Feedback to employees is information regarding their performance that they can also act on. Feedback must be shared in a manner that is understandable and perceived by them as being provided in a highly respectful manner. As an organization seeks to improve its performance, feedback helps it to make the required adjustments. Feedback is immediate. It is difficult for people to stay absorbed in any activity unless they get timely, "online" information about how well they are doing. The sense of total involvement of the flow experience derives in large part from knowing that what one does matters and has consequences.

Feedback may come from colleagues or supervisors who comment on performance, but preferably it is the activity itself that will provide this information.

16. Future orientation – Future orientation is the readiness to think in long terms. This is the skill of “forward-looking”.

17. Information gathering – Information gathering is the readiness to collect adequate information to perform the next step based on this information. Managers must know what information to gather, where to find it, how to collect it, and ultimately how to process the collected information.

18. Intuitive thinking – Intuitive thinking is a way of thinking that does not use rational processes such as facts and data. It is unfocused, nonlinear, sees many things at once, views the big picture and contains perspective. Good intuition comes from years of knowledge and experience that allows you to understand how people and the world works. Its strength is that it can produce a rapid result. It is acting on feelings or hunches. It can also be guided by emotions.

19. Involvement – Involvement is the readiness to participate in the activities of formal or informal teams/groups, all the way to the execution process.

20. Motivation – Motivational skills are those that enable a person to become motivated and work toward achieving goals. This is the readiness to understand what causes a person to become motivated and stay that way. It helps with making sure people are the most productive that they can be.

21. Organizing – Organizing is the readiness to initiate, arrange and manage several elements into a purposeful structure. This is the ability to create throughout the organization a network of people who can help solve implementation problems as they occur. Good implementers customize this network to include individuals who can handle the special types of problems anticipated in the implementation of a particular strategy.

22. Prioritizing – Prioritization is the readiness to evaluate a group of items and ranking them in their order of importance or urgency.

23. Time-pressured decisions – Decision-making under time pressure is a readiness that enables effective decision-making when limited time and inadequate information is available. This is the skill to decide authoritatively and to be consistent with ones decisions.

24. Personal strengths – Recognizing and applying personal strengths is the readiness to discover and to put to good use those personal strengths of others’ that are not immediately obvious. It is the realization that those strengths can potentially induce flow states in that other person and thus benefit the organization.

25. Social dynamics – An awareness of the complexity of many situations and the social dynamics that govern them. This skill can be used to advance one’s own interest – for the good or otherwise – and/or that of the organization.

26. Stakeholder management – Stakeholder management is the ability to manage the business process, often involving trade-off, so as to have a positive impact on the organizations' stakeholders, including that of society at large.

27. Strategic thinking – Strategic thinking helps managers to set goals, to determine priorities, to review policy issues, and to perform long term planning. Clear goals are necessary to reach the flow-state. For a person to become deeply involved in any activity it is essential that he or she knows precisely what tasks he or she must accomplish moment by moment. Of course the ultimate goals of an activity are also important but true enjoyment comes from the steps one takes toward attaining a goal, not from actually reaching it.

28. Teamwork management – Teamwork management is the readiness to form, facilitate and monitor teamwork and teams.

29. Time management – Time management is a readiness of systematic, priority-based structuring of time allocation and distribution among competing demands.

4.8. MR. FLIGBY'S NO-PUNCHES-PULLED OPINION ON YOU AS A LEADER

Hello Chris!

You remember, we are sure, that Mr. (Frederick Joseph) Fligby was your virtual consultant when you were Turul Winery's new GM during gameplay. Mr. Fligby did not hide his personal opinions about your decisions at the end of each Scene. The wording of his opinions and advice was sometime harsh, as befits his headstrong but basically knowledgeable and well-meaning personality.

Here he is, back again, with his no-holds-barred personal statements about each of your 29 skills. He makes them – opinionated as they are – on the basis of the level and the quality of your skills, measured during your gameplay. In some sentences he praises you; in others (referring to other skills) he is scolding. Don't interpret those as contradictions, but as complementarities; shades of you as a complex person, that we all are.

All leadership skills can be improved. We wish you success in your career.

The game-design team

And now we turn it over to Mr. Fligby.



Mr. (Frederick Joseph) Fligby

to Chris Sample

Hello Chris,

- *During conversations, you seem to be paying scant attention to your partner; instead, you appear to be focusing on your own thoughts. Thus, you miss out on a lot of information.*
- *In your view, planning and analyses are an integral part of success; you are interested in relevant details.*
- *According to you the organization's performance is pulled down by the weakest link in the chain; this implies that challenges can best be met by working with colleagues of similar abilities and drives.*
- *You realize that super performance requires suitable circumstances and environments. Therefore, you aim to achieve this by matching challenges with appropriate skills for your employees.*

- *If you continue to believe that only two things are important at the workplace – the quality and quantity of output – then you still have a lot to learn about leadership.*
- *You are not afraid of dealing with the problems of managing a business; you steer well when dealing with internal and external challenges.*
- *You communicate by expressing your thoughts easily and clearly; you pay attention to the listening skills of your partners or audience.*
- *In case of conflicts you tend to remain detached; generally not in favor of escalation.*
- *Allowing others to make certain decisions that are ultimately your responsibility could free up resources at no cost to the organization.*
- *In negotiating situations you recognize differences among the parties and occasionally can even take advantage of the differences.*
- *Emotional intelligence can smooth problems that often crop up at the workplace; your recognition of this is one aspect of your leadership success.*
- *You are not sure whether your co-workers would employ any power you'd decide to delegate to them in the common interest of the organization.*
- *Modest risk yields modest returns, while the return on high-risk ventures is uncertain; therefore, "be careful" is your mantra.*
- *You recognize that leading means not only assigning specific tasks to your subordinates but also complying with the expectations of the leaders above you.*
- *By providing understanding feedback, you offer essential information and help create an ambient workplace.*
- *"The future is never a simple trend extrapolation of the past"; you feel comfortable in trying to convert future probabilities into a strategic plan.*
- *You seek and make sure you receive the information you need and then interpret what it all means.*

- *You sense what motivates people and try to take those into account when making decisions.*
- *You avoid, whenever possible, membership in a team.*
- *You instinctively trust in giving good examples; quite a few others are ready to follow you.*
- *Your approach to organizing/managing things is typically done in a routine way; anticipating future hitches is not your strength.*
- *You stand for clear structure, order, and transparent procedures.*
- *If a situation demands it, you are aware of the pressure of time and don't complain about having insufficient information.*
- *You recognize the importance of your colleagues' exceptional skills and support their productive use at the workplace.*
- *You perceive well, even when not verbally stated, the emotions of individuals as well as the "corporate atmosphere" and try to be intelligently helpful.*
- *In connection with a corporation's social responsibility, you seem to have the view that it can cause "the cost of the soup to exceed that of the main entre".*
- *As Turul Winery owner Bob Turul believes, quoting one of Hungary's great playwrights (Madach): "Man's destiny is death, his life is a struggle, and his task is to struggle till the end".*
- *Coming up with the consensus objectives of the members of a team is difficult; therefore, you prefer establishing rules and expect team members to report on their compliance with them.*
- *Your motto, "my time – my life", means that you are in charge of managing your time, which you do well: everyone and everything receives just the right amount of quality time from you; you are an optimistic and well-balanced person.*

Your tongue-in-cheek,
Frederick Joseph Fligby

Hello Chris!

This Report was brought to you by FLIGBY's Architects. For years, our abiding commitment has been to teach and advance Prof. Mihaly Csikszentmihalyi's concept of Flow and Flow-promoting leadership, both designed to make people happier, organizations more effective, and societies more just.

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