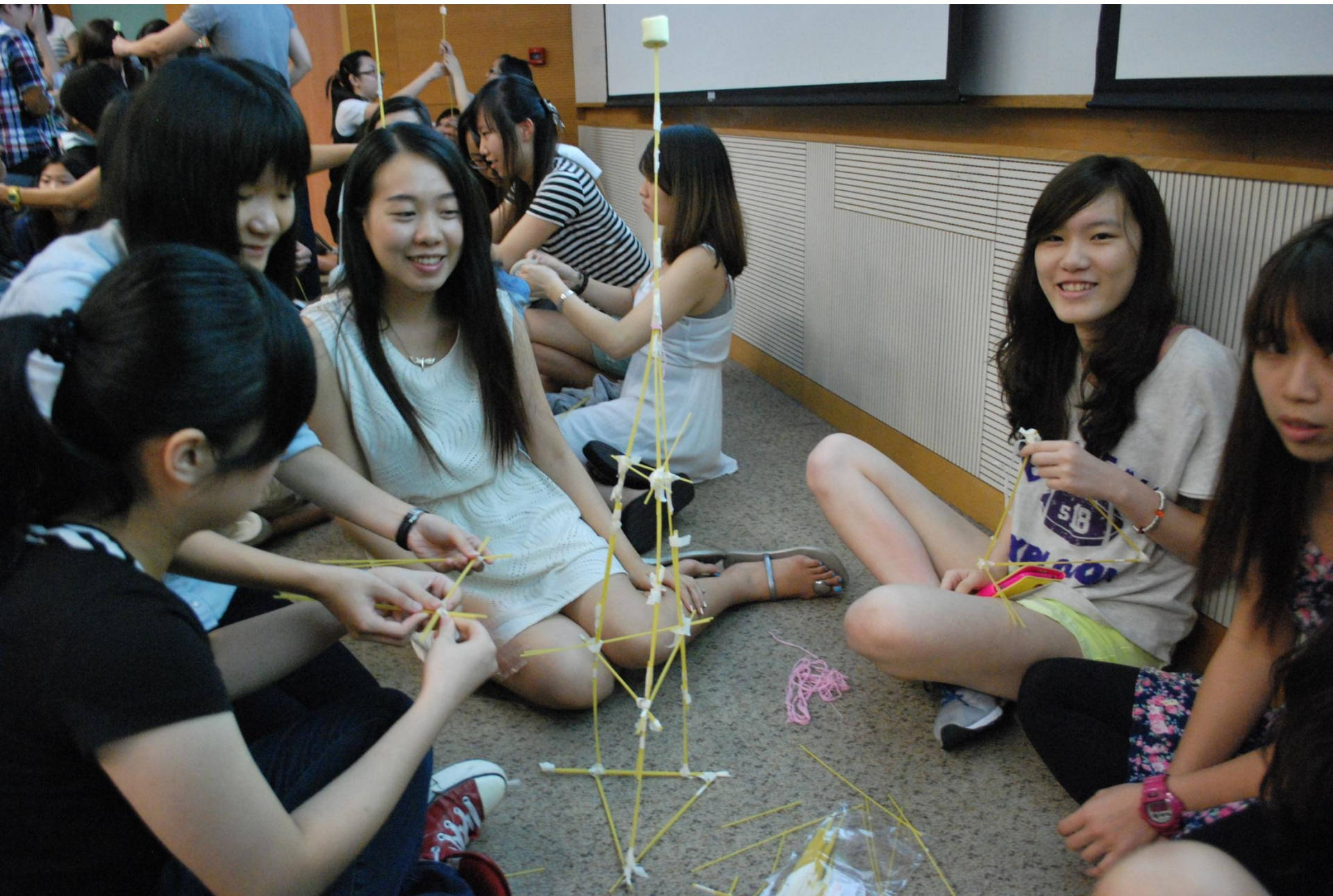


Marshmallow Game for Service Leadership

- Below are photos of Marshmallow Game, which involves students working in groups to create the highest structure using raw spaghetti, sticky tapes, threads, and a marshmallow on the top. The tallest structure wins an award. It tests students creativity, leadership, communication, problem solving, team work, working within constraints – all the required ingredients to succeed in today's service-dominated economy. It was played during the 1st lecture to “break the ice” and ended with a briefing session and Q&A session to reflect the meaning behind the game. Students loved the game. The game has been played worldwide, but not in the context of Service Leadership. The course examiner (Dr Yanto Chandra) develops and brings this game into the class in a way that supports the aims and mission of the course to create “service leaders” and fulfills the SLI & SLAM framework on service leadership. This course is called GE1220: Enhancing Your Service Leadership in the 21st Century.









Lessons in Leadership

- What were the communication flow in your group?
- How was the communication flow in your group?
- Was there any disagreement? How were they resolved?
- Was there any team where only one person does the work?
- What and how would you do better next time?

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