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# Clinging to a cliff, riding the rapids or free-falling from 9,000 feet, staff adventures build teamwork and boost morale

By Anne Kerven

It's Monday morning, 7 a.m. The regular company staff meeting — in the conference room — is set to commence. It's hot. Stuffy. On the table in front of the rather glazed-looking managers is the usual dozen doughnuts.

Ernest Embeeay, the assistant sales manager, is about to launch into the weekly dissertation on his own self importance.

It will, as usual, be a long week.

Meanwhile, 9,000 feet over the Loveland-Fort Collins airport, another company's staff managers are each involved in very personal stock-taking concerning the meaning of their lives. Garbed in jump suits and helmets, these managers are clinging tightly to what will, in a matter of moments, be their sole life support: a rip cord.

The door is open. Nonverbal farewells exchanged. "Okay," says the meeting coordinator. "Jump."

This will not be usual and, frankly, every one of the managers would be grateful for a long week.

Where one manager meanders down the hall trying not to spill the first cup of coffee that morning, the next may be making his or her way to a similar staff meeting free-falling through ether. The purpose of both get-togethers is to get all members of the company staff striving for the same goals in the same way. But there's been a change in thinking lately about the kind of meeting activity that can build teamwork, foster risk-taking, teach cooperation and nurture mutual respect.

Not that the standard conference room meeting is being replaced entirely. But from time to time, some companies are beginning to opt for more, well, colorful meeting fare that just might bind a staff together enough to liven up the usual. It's a new trend in business meetings that takes executives out of the office and into adventure — and perhaps teaches them to be better executives in the process.

"It gets them out of their comfort zone," says Dale Whyte, associate program director at Outward Bound's professional development section.

Welcome to the company meeting from hell!

### Not cheap thrills

Indeed, so prevalent is the demand for alternative corporate meetings — adventure by day, meetings or seminars by night — that adventure brokers have structured entire programs around the idea. Costs usually depend on the pro-



gram and its length, but can run from \$1,000 to \$1,500 a person. And corporate powers, having tasted the thrill of adventure and its results, have taken the methods of the pros and tailored their own in-house programs.

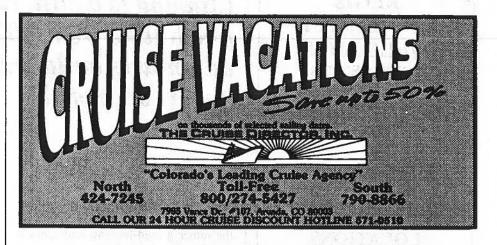
Activities can range from renting an ice-skating rink for relay races, raft trips, jeep tours and taking helicopters to a mountain top and skiing down. There are also relatively leisurely hikes and arduous mountain climbs, says Eve Dreher, senior meeting coordinator at Professional Travel Corp. in Denver.

And, aside from learning such lessons as team work, communication and leadership, the adventure jaunt usually involves discussing some kind of business in some hair-raising places.

A little rope and a lot of trust in co-workers leeps this executive from a perilous drop.

SPENCER SWANGER







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One by one, amployees took a turn dimbing the tree and falling out backwards with eyes closed.

Denver radio station KBX (now KNUS), once sent its employees on a parachute jump, says Mike Driver, wher of Spacewalk Enterprises of Denver, which works out of the Loveland-Fort Collins airport. KBX sent bout 20 employees largely as a perk, be says, but also felt the jump would set its sales people "out of their comfort zone" and teach them confidence.

Driver takes groups of any size through Spacewalk Enterprises' first-jump course. Novice jumpers get 30 minutes of ground school, then a 30-econd free-fall in tandem with an instructor.

They're physically attached," he ye, with the student in the front and the instructor in back.

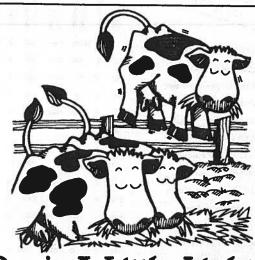
Are most people scared to jump? "Oh absolutely," he says.

## Teamwork

Other firms have tried different kinds of jumping. To create an attitude of trust and mutual respect among its workers, Coors Brewing Co. had its western region employees divide into six groups of 10 people. Each group the joined hands under a tree. One by one, employees took a turn climbing the tree and falling out backwards with every closed, trusting that co-workers would break the 12-foot fall.

While Coors didn't require the activity neither did its people fall all over themselves to take the plunge. Each signed a disclaimer stating that employeculd back out at any time. Yet only o out. of 60 employees wouldn't ake the drop, says Hank Doss, Coors' scional director for the West, who runs

PLEASE TURN TO PAGE 30



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Hell CONTINUED FROM PAGE 27

the Oakland, Calif., excursions. The end result: workers found that, regardless of one's position in the company each was important and held the respect of others.

Also during the one-day retreat Doss blindfolded all participants, the instructed the teams to find their way to a central command post, using only walkie-talkies. The exercise, says Dos taught camaraderie and mutual respect.

Next from the imaginative mind management is the Coors' spider web a sort of rope maze strung in trees and anchored on the ground. The ropes are strung revealing several holes of various sizes and acclimated at various angles. Teams of employees are give 10 minutes to work their ways to the center of the web — without touching the ropes in any way. Those who burn one start over.

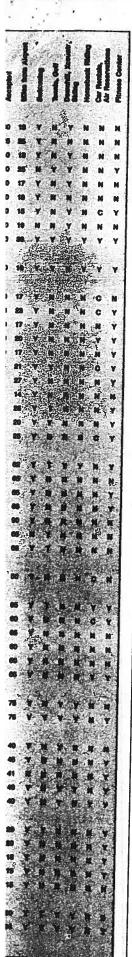
The spider web forced the climber to strategically look and plan her they'd get through, say, a hole six fee up. It was interesting to watch how ideas formed, says Doss. Tall player would lift shorter ones through sint then go themselves, says Doss.

#### **Trailblazers**

Many believe that the trend town such business meetings began with Outward Bound, a nonprofit school dedicated to teaching outdoor survival skills.

Employees may find themselves backpacking, rappelling or white-water rafting courtesy of the professional development program.

The roaring rapids
drag hapless
managers along while
hiding trecherous
phialls—just like the
business world.





Out of a Leadville base camp, Outward Bound gives corporations several options for their meetings — hold the entire meeting on-site and use the meal tent; hold half in the base camp and half out in the wilds; or hold one that's entirely mobile, such as a multiday backpacking or raft trip.

An employee, armed only

with a rope, a tree and coworkers, must retrieve the cure for his blindness from the center of an imaginary 30-foot-wide toxic waste pit—without touching the ground.

When a company and the school meet about an excursion, they determine the goals and set up programs to reach them. Most companies seek adventure to build teamwork and communication among managers.

The perceived danger, says Outward Bound's Whyte, teaches leadership and team effectiveness through metaphors.

In river rafting, for example, the roaring rapids of the Arkansas drag hapless managers along in their pitifully flimsy protection while hiding treacherous pitfalls — just like the business world. Riding the current of either — means making quick decisions, scouting out potential dangers further down, planning for them and putting the plan into action as a team. If they fail, says Whyte, they've "screwed up big, just like in business."

ikewise, depending on co-workers the someone from falling off a cliff ring rappelling exercises teaches and communication. People get the comfortable when faced with a contain or a set of rapids, she adds.

Jutward Bound instructors—
Ined in using the adventures as
Raphors—acknowledge that fear
point out that the activity actually
site. But the experience jolts comtent workers out of their comfort
and creates a supportive environthat, ideally, gets taken back to
office.

#### ward bound

ome companies, after discovering benefits of such in-the-field proms, work out their own in-house

Denyer's Porter Memorial Hospital Patched a crew of department manto Outward Bound three years says Dave Christiansen, director of the lines and the one in charge of the 'a adventure programs. Since Porter has launched its own







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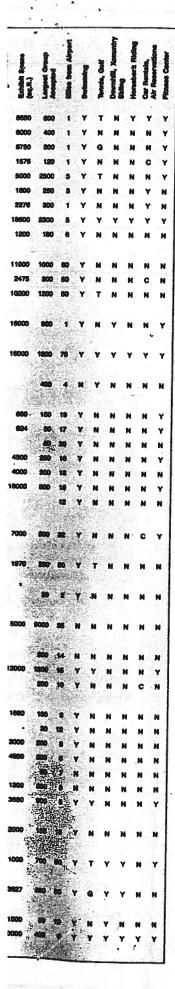
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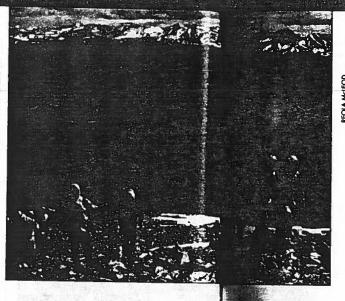


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The perfect meeting spot overlooks the Arkansas Valley and the Mosquito Range.

adventure meeting programs that range from a few days at vacation homes in a canyon, to a specially designed obstacle course.

The obstacle course sits on fixed and mobile sites and includes 12 activities. such as "The Wall," a 12-foot monolith without ropes, that obstacle runners must scale.

The hospital also sends its employees down the river — the Arkansas River, that is — in rafts. Christiansen says he contacts river-rafting companies that have experience with the river and with groups. Porter employees however, man the oars.

"It's the difference between being taken down the river riding in a paddle boat and all members being responsible. It only works if everyone works together," he says. The objective: team building and communication.

The programs also "fit the culture of the hospital," Christiansen says. "They're health-oriented."

Other organizations use a mix of inhouse and contract programs to create their own unique experience.

The University of Denver, for instance, sends out its business graduate students before they even feel the satisfaction of becoming too complacent in a job. At the Institute for Professional Excellence, grad students going for an MBA take a four-point program that begins the day they hit the campus.

According to Dr. Thomas Watkinsdean of graduate business studies and director of the Institute for Professional Excellence, the program — founded and funded by cable-TV king Bill Daniels, who felt that business schools turn out good technicians but poor leaders — includes: Four days of Outward Bound activities, two days of self-

essment that includes the Myersggs personality test, and one day of appersonal skills.

The Outward Bound section sounds than it is, says Watkins.

They aren't eating berries or killing soits (for food)." Nevertheless, with24 hours of arriving on campus, stu15 are "shipped off" to Outward ound's Leadville facility. There, the states are such challenges as build15 and getting them to midlake.
16 however, instructors give each of groups one material necessary for structing the raft (pontoons, ropes, soit, etc.). Groups negotiate until each still the materials to build. The activ15 barallels management problems, he

DU program also entails:

Bighty hours of workshops on leadership and creativity.

Thirty hours of community service ungh the Graduates Involved in Volume Efforts (GIVE) program, learnable connections between profit and profit business.

The "Boot Camp," an intensive, week refocus of the three proparts. Students haul themselves fourteener — a one-day trip up a itto-foot-plus mountain — and take minars by such luminaries as Mark formack, author of "What They Teach You at Harvard Business tol," and Letitia Baldrige, etiquette Baldrige, Watkins says, teaches niceties as writing letters and how diress them, how and when to order at a business lunch, and basically, not to be a dufus."

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railblazers, returning from a trip

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spry and glad to be alive. The company measures what they've learned. Mos are tested on their skills before leaving then observed throughout the trip, and tested again upon their return.

Some will measure results — Coorsills out evaluation forms on returning employees — but the most obvious results usually show in day-to-day work habits.

At a regional meeting, for example Coors attendees stuck together more says Doss. They worked as a team, giving advice to each other, and generally showed increased self-worth and a positive attitude.

Porter Hospital records employee actions — how they make decisions, who socialized more than others, who expressed ideas that no one listened to the first time — things that give an indication of what to watch for in the office.

Likewise, the DU graduate school pre-measures the students on self confidence in meeting goals — then measures again after the program.

"It makes new people out of them? says Watkins. They "learn when to talk when to listen" and whether to use a random solution to a problem or one that's more thought out.

And, adds Outward Bound's Whyte, participants define their own success. No one tells them, "it's supposed to look like this.

"It comes down to what they re learned about themselves," she says, as well as how they deal with challenge or newness. They grow and learn through interaction.

And, says Coors' Doss, with the right attitude, the benefits are immersurable. If even 10 percent of the attendees come away recharged, it infuse the morale of an entire group.

#### To hell and back

As trends go, the unusual company meeting movement may be only just beginning. Managers honing outback skills might just as well note the increasing popularity of cattle drives and start brushing up on their lasso skills.

And take note: pre- and post-adverture monitoring tests indicate that executives seem to enjoy their trip to hell and back. In fact, the experience usually wasn't hellish at all.

Of course, not many of them are looking forward to next Monday meeting in the conference room.

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