

## **Minidialys AB™ - a simulation program for training of small business counsellors in managing the business development process.**

Successful counselling of small businesses requires a multitude of abilities. General knowledge of the business conditions and in particular the situation in the company in question are basic requirements, but equally important are the ability to listen; to create confidence and trust; to quickly analyse and if necessary make swift decisions and to realise the possibilities and limitations of the counsellors role.

In order to develop the competence of their business consultants and make it more uniform ALMI Företagspartner AB in 1998 commissioned Process Simulation - ProSim AB to develop a simulation program for training of business consultants which focuses on the process consultant role. The simulation program - Minidialys AB™ - was tested and approved in November 1998.

Simulation has a strong impact on attitudes and creates a more profound understanding as compared to traditional lecturing. During a simulation the participants have to utilise their theoretical knowledge and exercise co-operation within the group. Frequent feed-back discussions and evaluations of the participants performance during the simulation gives rich opportunities to reflect on the learning process. The participants will acquire a deeper insight in the characteristics and dynamics of the situations, processes or courses of events that are simulated and how different actors think and act. A spin-off-effect of a simulation is the shared experience which gives the participants a common point of reference and creates a positive group identity. The simulation is controlled by an experienced simulation leader. Process simulation is not a game with random factors but a controlled chain of typical and educational events and actions. The results can always be derived from the participants actions and decisions

The program Minidialys AB™ in its basic form takes three days, but allows also for a quicker pace if necessary. The optimal number of participants in each group is 5-7. Several groups can work parallelly.

In the program the first 2-5 years of a small business development process is simulated. It starts with a credible scenario and contains a number of typical situations and strategic choices in the development process. The possibility of alternative outcome due to the participants decisions and actions makes the simulation dynamic. Depending on the participants previous training, experience and personality they are given different instructions, roles and tasks to be solved individually or groupwise. Conflicting interests and ethical conflicts are illustrated.

Minidialys AB™ is based on the latest scientific research results regarding growing small businesses and the typical critical features of the growth process as well a typical critical situations in the counselling process.

Fore more information on Minidialys AB™ or other simulation programs please contact Kristofer Erlandsson +46-8-562 262 90 or email: ke@prosim.se