

## COMMUNICATION

FOR FACE-TO-FACE TRAINING

# Communication is the Key!


Great team activity to highlight the common pitfalls to good communications - and how best to avoid them.

 1.5 hours + debrief

 6-12 (2 teams of 3-6 per team)

 For staff at any level

 Includes computer program (internet access required)

 495 (hard & digital copy) or 445 (digital copy) ex VAT



## FACTSHEET

# Communication is the Key!

Pack contents



Clarity,  
precision,  
logic - are  
your teams  
up to it?

## Learning objectives

- to show how seemingly straightforward communications can be unclear
- the dangers of making assumptions
- the importance of attention to detail, clarity and accuracy
- keeping emotions under control - as people can read things into written words
- the importance of planning and agreeing agendas for meetings
- keeping a level head and spirit of cooperation in all communications

## About the activity

Two participating teams receive Team Folders. Although the folders are similar they are not identical. Teams also get a map showing a number of hostelrys. One team's task is to plan how best to collect (empty) water bottles from the hostelrys, for which they get points. The other team's task is to collect water in order to get points. Teams do not know each other's tasks but they do know that their *joint* score is what counts at the end. It's a clear hint that they need to help each other and freely exchange information, but will they take note? Probably not.

The sooner communication *between* teams begins, the better the chance of teams seeing the full picture. To avoid making misleading assumptions and heading off on a wrong tack, accuracy and attention to detail are paramount. Teams can communicate in two ways: they can send unlimited emails (via a central computer) and they can hold short meetings every half hour - at which one person from each team can speak while the rest silently observe. As well as getting points for the task, teams win bonus points for an accurate drawing of their team flag. Unfortunately the only image of Team 1's flag is held by Team 2 - and vice versa. Are teams willing to communicate the details to each other - and will they do it accurately? At the end the two teams often have no idea of what the other team was doing!

## Five-year repeat use licence

This Northgate training activity comes with a five-year licence for repeat use with up to 12 participants. A licence is required for each site (or remote hub). To use with larger groups or for multiple site licences please contact us for a quote.

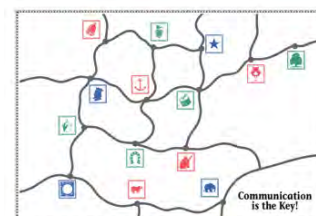
## Pack contents

- Trainer's Notes
- Computer Program (internet access required)
- Trainer's PowerPoint
- Team One Briefing Folder
- Team Two Briefing Folder
- Maps
- Planning Sheets
- Review Forms
- Felt Pen Sets

This activity is for face-to-face training. It is supplied as a hard copy pack and the digital files are supplied via the Northgate Trainerhub (or you can purchase the digital copy & source the resources yourself).

## Ideally suited to

Smaller groups to test a whole raft of common-sense skills required for good verbal and email communications.



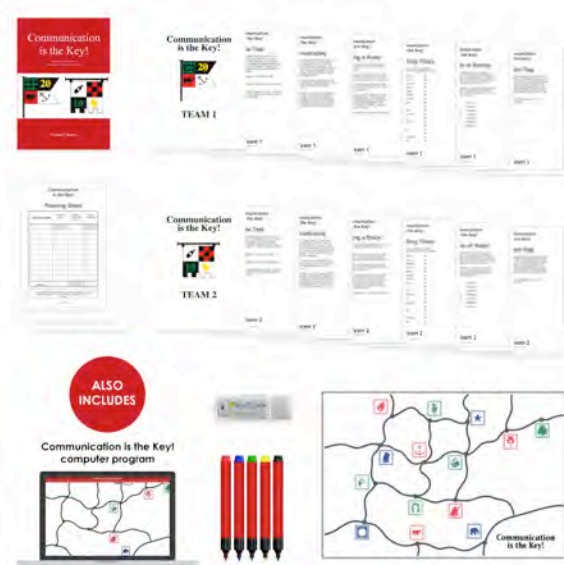
# Communication is the Key!

# FACTSHEET

## Customer reviews

“ Communication is the Key! is great for *highlighting the challenges* for managers and team members when working remotely.  
**Dr Ben Hardy, SOAS, University of London**

“ Communication is the Key! has been *great* – we have been playing it between different teams and we are doing a managers' session this month. Our delegates found it *challenging* at first but it led to some *great conversations* afterwards in regards to communication which we are all putting in to practice! I would definitely *recommend* Northgate Training!  
**Jess Brosnan, Training Manager, hireful Ltd**



## Trainer's role (full guidance supplied in Trainer's Notes)

- Divide the group into two teams and place one computer between them.
- Explain the task in general terms and the (simple) mechanics of the computer program (Introductory PowerPoint provided).
- Issue the Team Folders, sketch maps and colour pens and explain teams have 90 minutes to complete the task - but if it's completed in less time they win bonus points.
- Observe teams at work and stand by to arrange and oversee the meetings (where only one member from each team can speak although all team members can be silent observers).
- Oversee teams inputting their plans on computer and printing their results. Remember, it is the teams' joint score that counts.
- Hold a Debrief (where many teams are amazed to learn what the other team's task was). All misunderstandings are revealed and the lessons can be related to real examples from the workplace.
- Finally issue the 'Top Ten Rules' handout for participants to take away.

## Northgate says...

One of our most successful activities, often described by delegates as the highlight of the course and by Trainers as a versatile and 'most used' activity in their resource box.

## Ordering is easy!

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- ☎ +44 (0)1225 484990
- ✉ sales@northgatetraining.co.uk

## Fast delivery

Digital files are accessed via our online Trainerhub and the hard copy pack is sent via courier:  
£15 UK (next working day)  
£29 Europe (1-3 working days)  
£39 International (1-5 working days)

## Our guarantee

If you are not 100% happy we offer a 30-day no-quibble returns service on unused goods.



## Northgate customers

