

Chinese Tower

Participants will learn:

- how to work in a highly effective team
- to be clear on what the customer wants
- the importance of meeting the customers' needs
- to avoid making assumptions
- the importance of clear objectives

- 🕒 1 hour + debrief
- 👥 For 2, 3, or 4 teams (3-6 per team)
- ❓ Staff at any level
- £ £395 ex vat

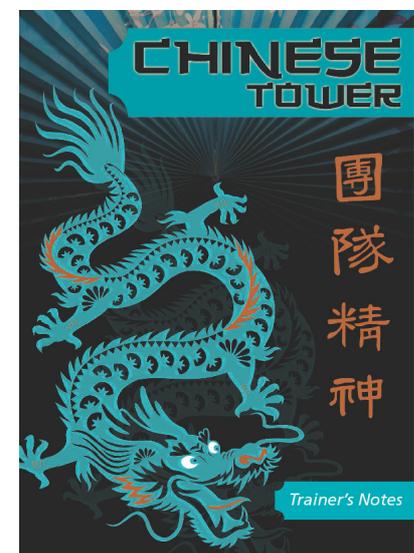
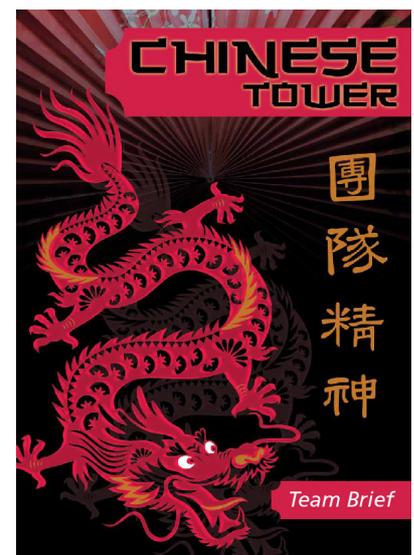
■ In this activity teams are instructed to construct a Chinese Tower using the resources at their disposal. The customer has given specific instructions.

At the start the construction resources are hidden so teams do not know what they have to work with – but they can view them – although it will cost them some points.

Teams start with 250 points and it costs 25 points to send someone to view the resources and report back – is it worth it? Is one visit enough? When teams decide to collect their resources, the clock starts ticking - they forfeit points at a rate of one per minute until the tower is built. Dive in and begin building immediately or simply view the resources and spend free time planning before collecting resources?

Either way, detailed plans of the tower's design are available but cost 75 points and a sketch of the finished structure costs 100 points. The Team Brief *seems* to give enough data to allow you to get started – so why incur unnecessary costs?

The clearly-stated objective in the Brief is to meet the customer's precise specification. It does *not* say anything about retaining maximum points. However, many teams are keen to save points and believe they can succeed in building a satisfactory tower without further clarification. Chances are they should have taken more account of what was required before getting down to work!



Trainer's Role

- 1 The Trainer must initially conceal the resources (possibly outside the training room) but in an accessible place so teams can view them on request.
- 2 Hand out Team Briefs, explain the mechanics of the activity and allow teams time to study the task.
- 3 Stand by to issue further details of the customer specifications, should teams ask for these.
- 4 Complete the Trainer's Log which records exactly what teams ask for and how many points they are expending.
- 5 Observe teams in action and note examples (good and bad) of teamwork, communication and planning skills – and customer focus).
- 6 Bring the session to a close when all teams have completed their constructions. Deduct points for shabby or inaccurate work.
- 7 Compare the different towers, total the scores for each team, announce these and then determine the winning team (which might not be the team with the most points).
- 8 Discuss the key issues that have emerged from the activity.
- 9 Compare what happened in the activity with what typically happens within an organisation.
- 10 (Optional) Ask teams to complete an Action Plan for introducing specific and real changes back at work.

Testimonials



P Mistretta, Center Parcs

In my two trials of this New activity all teams but one showed the need to go that bit further to ensure the customer gets what was asked for. Positive feedback from all delegates!



M Lynch, Northgate Training

Clearly identifies teams that ensure they do what is required for the customer – while at the same time keeping an eye on 'the cost'.

Pack Contents

- Trainer's Notes
- Trainer's Log - A4 pad
- Team Briefs x16
- Set of Instructions Cards x 4 sets
- Handout: Key Points - A4 pad
- Resources:
 - Card Sheets x8
 - Scissors x8
 - Tape x4
 - Ruler x4
 - Straws x12
 - Piece modelling clay x4

Purchasers

- Magnet Group
- Vanquis Bank
- MetLife Alico Gulf
- Rexel UK
- Organisational Health
- KeTech Systems
- Southeastern Railways
- Hull College
- Hilton Hotels
- Weightmans
- Cushman & Wakefield
- QC Training Intl
- UL Intl

Ordering

■ Phone 01225 484990 ■ Fax 01225 484399 ■ Email sales@northgatetraining.co.uk ■ Web www.northgatetraining.co.uk

Delivery UK usually next working day, elsewhere 1-6 working days depending on location

