Dear Trainer

Why should you look inside this Catalogue?

If you design or run courses on key management skills, then we can help make your training interactive, memorable, effective and fun!

Interactive elements for your courses

We supply off-the-shelf interactive training activities and business simulations for YOUR courses! So if you’re designing a session on, say, communication skills and you want your delegates to ‘have a go’ at practising the skills you’re teaching them (‘learning by doing’), you might want to use a Northgate activity.

Anti-boredom guaranteed + repeat use licence

Our customers tell us that Northgate resources are the perfect antidote to ‘death by PowerPoint’. Once purchased, they’re yours to use and re-use within your organisation as many times as you like!

What’s in a pack?

We have over 70 tried and tested activities each packaged into a small box (or two). We send them to you via courier and each pack comes with:

- all the resources you need for your delegates
- comprehensive instructions on how to introduce, run and debrief the activity
- handouts on key learning points and team reviews
- a licence for repeat use with up to the maximum number of delegates per pack
- a 100% Satisfaction Guarantee (see our no-quibble returns service on unused goods).

If you have any questions please do get in touch – you can use LiveChat on our website northgatetraining.co.uk or call us on +44 (0)1225 484990. We’d love to hear from you.

It’s so easy to order

Take a look at the products in this Catalogue and if you’d like to run them in your courses, you can order online via our secure checkout at northgatetraining.co.uk. Or simply tell us via phone or email what you’d like to order together with your billing and delivery address(es) and we’ll process your order and despatch the goods! We offer next day courier delivery in the UK, and courier delivery within 2-6 days elsewhere.

Any hot training topics we haven’t got covered?

We love developing new activities – so if you have a learning topic that would benefit from a participative activity, let us know and we can get working on it!

All the best

Mike Lynch, Managing Director
Choose from over 70 different activities!

Here are the topics we cover - and please do contact us if you’d like some suggestions, as many of our activities cover multiple learning topics.

Topics Covered

<table>
<thead>
<tr>
<th>NEW Activities</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment</td>
<td>8</td>
</tr>
<tr>
<td>Business Simulations</td>
<td>10</td>
</tr>
<tr>
<td>Change Management</td>
<td>16</td>
</tr>
<tr>
<td>Coaching</td>
<td>18</td>
</tr>
<tr>
<td>Communication</td>
<td>19</td>
</tr>
<tr>
<td>Customer Service</td>
<td>22</td>
</tr>
<tr>
<td>Conferences</td>
<td>23</td>
</tr>
<tr>
<td>Decision-making</td>
<td>25</td>
</tr>
<tr>
<td>Leadership</td>
<td>26</td>
</tr>
<tr>
<td>Management &amp; Interpersonal</td>
<td>31</td>
</tr>
<tr>
<td>Negotiation</td>
<td>34</td>
</tr>
<tr>
<td>Planning</td>
<td>36</td>
</tr>
<tr>
<td>Teamwork</td>
<td>38</td>
</tr>
<tr>
<td>Teamwork Collaborative</td>
<td>44</td>
</tr>
<tr>
<td>Time Management</td>
<td>46</td>
</tr>
<tr>
<td>Problem-solving</td>
<td>48</td>
</tr>
<tr>
<td>Wellbeing at Work</td>
<td>49</td>
</tr>
<tr>
<td>Index &amp; Order Form</td>
<td>51</td>
</tr>
</tbody>
</table>

All prices quoted in this Catalogue are exclusive of VAT (tax).

Delivery Charges

Our delivery charges are: £15 UK Next Day, £29 Europe (1-2 days), £39 Rest of World (2-6 days). We offer a fixed delivery price regardless of the number of activities in your order!

Satisfaction Guaranteed

No Quibble Returns

"Your satisfaction is our number one priority. However if you are not 100% happy we offer a no-quibble returns service on unused goods."

Mike Lynch, Managing Director
Interactive Training Activities For Your Courses!

Why use Northgate activities?

- **Quality products**
  - We spend time and effort designing our materials to look good – and they make you look good too!

- **Speedy delivery**
  - Next day UK delivery, 2-6 days elsewhere

- **Save yourself time**
  - Leave all the design and development work to us

- **Use at all levels**
  - Our activities are great levelers – most can be used at any level

- **Value for money**
  - Use our packs over and over again. One-off cost. Great value for money!

- **No quibble returns**
  - We offer a 100% Satisfaction Guarantee so if you decide the activity isn’t quite right for your needs, we offer a 100% refund on unused goods

- **Easy to use**
  - All our packs come with comprehensive instructions on how to use

- **Connect a diverse workforce**
  - Ensure consistency across multiple sites by using the same activities with different offices

- **Engage your delegates**
  - Make learning memorable, interactive and fun with Northgate

- **Tried & Tested**
  - All our activities are thoroughly tried and tested BEFORE publication

- **Established 1979**
  - Trainers worldwide have been trusting Northgate since 1979, so you can too!

- **Customers First**
  - We offer before and after sales support and we will always put you first – and we’ll get back to you quickly if you have any questions

- **See for yourself**
  - Come along to our Preview Room in Bath for a Demo Day to see the products for yourself!

- **Prefer a Northgate Trainer?**
  - All our packs are designed to be easy to run by you but if you want someone to run the activity for you, just let us know!

“*We LOVE Northgate’s materials. They are so well designed and help make us look ultra professional. But more than that, the team behind the games are fantastically helpful and supportive. Outstanding customer service thank you!!!*”

Nicky McCrudden, Managing Director, McCrudden Training Ltd
The Urgent Order - Team Efficiency

Excellent at bringing together all elements of a sales process - estimating, production, costing, sales quotations and invoicing.

Learning objectives
- Produce high quality work
- Attention to detail
- Constantly review progress
- Need for overall coordinator
- Delegate parts of a task
- Communication within a team
- Customer service

1 hour
For 3-24 participants
£450

About the activity
An urgent order is received by teams who represent the staff and management of an electronics factory. Their task is to manufacture (from plastic pieces) a number of 'computer chips'. The chips must be assembled, 'sprayed' and 'dried' before being neatly packaged, labelled and prepared for despatch. This is a trial order – if it is done well then larger orders may follow. Can the group work together under time pressure to produce the customer order together with an accurate invoice plus a quotation and covering letter? And what will they do when halfway through the activity, teams receive notice of a much larger order coming in – how will they prioritise? There’s no margin for error and no room for shoddy work!

Pack contents: Trainer’s Notes, Team Briefs, Email Sheet, Spray Room / Drying Area Card, Team Resources: Card, Coloured Paper, Plastic Cubes, 60-second Timer, Sticky Tape, Ruler, Scissors.

“Brings out key lessons whilst keeping delegates engaged and entertained. A breeze to run.”
Ted Hall, Director, TBT Associates

Mike says:
It’s all about good communication within the team, attention to detail and sticking to a deadline.
New Activities

Interactive Training Activities For Your Courses!

Strike it Rich! - A Risky Business

Rubinium Ore is the key to efficient solar panels. It's worth a fortune!

Learning objectives

- How to assess risk
- Handling complex data
- Assessing return on investment
- Lateral thinking skills
- Attention to detail
- Calculating costs and profits
- Business acumen

About the activity

Teams are trying to locate a precious mineral called rubinium. They have a map and some geological data but a lot of information has been lost and teams must think outside the box to piece together the few clues that exist. If all else fails they can purchase answers, but this adds to their investment cost and can alter their rate of return.

Having located some reserves of rubinium, teams must bid for a plot of land and if successful, establish a mine. They must be careful not to overinvest at this early stage! Teams must then calculate their return for Year 1 which will depend on several factors including: how much rubinium they can extract, the extraction and transportation costs, the risk of natural events such as flooding and earthquakes and the price they can get for their rubinium. It's a risky business! To succeed teams must demonstrate clear thinking, a bit of creativity, accurate calculations and efficient teamwork. Are your teams up for the challenge?!

Pack contents: Trainer’s Notes, PowerPoint, Team Folders, Trainer’s Auction Form, Trainer’s Reference Form.

Mike says:
All about making risky decisions when you are uncertain or don’t have all the data. Just like at work!

“Northgate Training resources make training courses more interactive and always generate consistently high learner feedback.”

Amy Mellor, Learning Consultant, First Rate Exchange Services Ltd

1.5 hours
For 12-156 participants
£395
4 team version
£850
5-10 team version
£1,800
11-26 team version

Rubinium Ore is the key to efficient solar panels. It’s worth a fortune!

£395
4 team version
£850
5-10 team version
£1,800
11-26 team version

For 12-156 participants

ORDER ONLINE! northgatetraining.co.uk or REQUEST an INVOICE sales@northgatetraining.co.uk
A Taste of Teamwork - Planning is Everything!

Things could go badly wrong at Fawlty’s Bakery, but if you can get your act together you could just save the day!

Learning objectives
- Inter-team cooperation
- Free and open communication
- Organisation strategies
- Attention to detail
- The importance of working as one big team
- Meeting a deadline

1 hour
For 6-12 participants (in two teams)
£395
(4-team version £595 for up to 24 participants)

About the activity
Two teams jointly represent the “Packing & Despatch Department” of a bakery supplying pies to retail outlets. The task involves ordering different kinds of pies from the baking department, processing customer orders, invoicing and packing up the orders, ready for despatch. Sounds easy?

But carrying it out - on time and accurately - is a bit of a challenge! Things can so easily be overlooked, misinterpreted or mixed up. What’s needed is an overall process, clear communication, inbuilt checks and balances and everyone onboard! Great fun, full of learning - and easy to facilitate.


“Good insights into people’s ability to collaborate, prioritise, manage, coach, influence and communicate. Very easy to run.”

HR Manager, Legal & General
Interactive Training Activities For Your Courses!

4-in-1: Assessing Key Competencies - Team Assessment

Outstanding value! Four stand-alone activities in ONE pack. Identify key competencies in staff and provide routes to improved performance.

Learning objectives
- Activity 1: Leadership
- Activity 2: Teamwork & interpersonal skills
- Activity 3: Group decision-making
- Activity 4: Time management

About the activity
In the first activity a manager/leader discusses a contentious office issue with a number of employees. How well does the manager handle the situation? In the second, team members, each with individual viewpoints, discuss ideas for the new company logo. Can they pull together to reach a harmonious conclusion? In the third, a ranking activity clearly shows that some decisions benefit from a group response. And the fourth challenges a manager to get his or her team to complete a task within 30 minutes. It can be done three times over in the time but few teams succeed in doing it once! Tailored observer’s forms, questionnaires, assessment forms and score sheets are supplied for each activity.

Pack contents: Trainer’s Notes, Team Briefs (supplied digitally), Team Resources (scissors, tape, A4 card), Observer Forms, Team Assessment Forms and Handouts (supplied digitally).

5-in-1: Assess That Team! - Great Value!

The fantastic value pack! Five substantial team activities, all in a single pack!

Learning objectives
- Teamwork (forming, storming...)
- Leadership
- Set team objectives
- Work within a time frame
- Allocate tasks to optimise the group’s skills
- Monitor progress

About the activity
Assess That Team! is a great pack to have in any training resource library as it has so many applications - and with all the team briefs supplied electronically you can print as many copies as and when you need them. By rotating the leadership role a small team can experience different leaders and gain valuable insights into the leader’s role and what works. The tasks are ideal for assessment centres or recruitment. Straightforward but revealing in terms of team performance and individual behaviours. Observation forms are supplied as are all the necessary components for the more practical activities - blindfolds, dice, ‘game’ pieces etc.

Pack contents: Trainer’s Notes, Team Materials, Handouts & Observer Forms (supplied as PDFs), Team Resources: Dice, Playing Pieces, Eye Covers, Rulers, Scissors, Sticky Tape.
AirLift! - For High Fliers!

Emergency airdrop required! Teams have to make crates, pack life-saving equipment in them, load in a cargo hold and plan a flightpath. Fuel supplies are low!

**Learning objectives**
- Breaking a task into component parts
- Maximising resources
- Logical problem-solving
- Need to keep everyone updated
- Focus on time management skills

**1 hour**
- For 3-24 participants
- £450

**About the activity**
Teams must coordinate an airlift of tents, food and medicines, in various combinations and quantities, to eight isolated villages after a devastating sandstorm. Special crates must be prepared, packed with the correct supplies (represented by coloured blocks), labelled and loaded into the cargo hold. If teams don’t match their chosen route with the order in which crates go in the hold, then supplies are dropped to the wrong villages. There’s only one way to pack the cargo hold – and limited fuel prevents any re-routing of the flight! Teams complete a ‘pilot’s log’ and their solutions are assessed.

**Pack contents:** Trainer’s Notes, Computer Program (optional), PowerPoint, Team Briefs, Cargo Holds, Pilot’s Log Sheets, Routes Table, Wooden Blocks, Team Questionnaire Review, Team Resources: Card, Scissors, Rulers, Sticky Tape.

The Pyramid Game - Get Organised!

A short sharp team task requiring everyone to work together, communicate, assess risks and show some numerical skills.

**Learning objectives**
- Group organisational skills
- Team communications
- Time management
- Risk assessment
- Creativity
- Presentations

**1 hour**
- For 3-24 participants
- £295

**About the activity**
Teams are quoting to build either one or two pyramids for Pharaoh. He is not in the best of health and wants to see the completion of the work, so timing is an issue. As is cost – Pharaoh has asked for competing tenders. Different quarries come with different risks and the time taken to transport the blocks is critical. Teams need to know how much manpower will be required and the total wage bill. They also have to provide a scale model of their construction – and come up with a suitable sales slogan.

**Pack contents:** Trainer’s Notes, Team Briefing Sheets, Pyramid Template, Observer Forms, Builder’s Message, Team Review Form.
Interactive Training Activities For Your Courses!

Introduction

The business activities in this section all give participants an opportunity to make real business decisions in a risk-free environment. Delegates will see the impact of changing variables and learn immediately from costly mistakes. If you’ve never used a business simulation before we recommend starting with Going for Profit! (see opposite). Ideal for a half or full day’s training and popular on Conferences and Away Days. Great for teamwork and decision-making too. Thoroughly motivating!

Key lessons of business simulations:
- Teams need to set a strategy for their business - but will they stick to it or be blown off course by changing circumstances?
- Decisions are required on staffing, pricing, marketing and investment - but costs need to be covered by sales revenue. Can teams get control of the figures?
- Making business decisions is not easy. Diversify or stick to the core business? Expand or stay safe? Will all team members agree on the best way forward?

Businesses depend on people. Teams need to analyse the data, resolve conflicts, reach agreement and be committed to the business - and to each other!

The Sandwich Shop - Basic Simulation

A basic business simulation. Ideal for teamwork and decision-making as well as learning about being an entrepreneur.

Learning objectives
- Basic finance
- Quality issues
- Making a profit
- Learning from results
- Business decisions

About the activity
Teams run a simple sandwich business. Should they sell freshly made or pre-made sandwiches, what price should they charge, should they open at weekends? Lots of decisions to make and then there are opportunities and threats to deal with. There’s also lots of advice from two seemingly helpful people. Everyone seems to know how the business can prosper. But should teams take the advice or ignore it?

Pack contents: Trainer’s Notes, Computer Program, Score Sheets, Team Briefs with information on: The Premises, Overheads, Selling Price, Marketing, Staffing, Quality, Market Research.

£ £450
For 3-24 participants
Computer and printer required

“Worked extremely well and the learners were very engaged throughout.”
Emma Adams, Management Development Specialist PD&T, Network Rail

“A great success!”
Hazel Sia, Certified Trainer, Comsolutions Sdn Bhd, Malaysia
Going for Profit! - Know Your Market!

A chance to run a small business - a pizza takeaway. There are decisions and surprises galore and it may not be as simple as it looks! Great for teamwork!

Learning objectives
- Analyse business data
- Understand your market
- Computer analysis
- Teamwork
- Forecast demand
- Creativity in advertising

About the activity
Teams are based in historic Villeburg which does not have a pizza takeaway. They bid for one of four sites and then attempt to run their business over six ‘quarters’. It is fully interactive so teams can (and do!) steal sales from one another. They need to identify their target market and go after it. One team is in the ‘posh’ part of town, another in the student area and two are in the tourist belt. Decisions come thick and fast on whether to have motorcycle delivery, whether to expand, to diversify and how to deal with the health scare. Great fun and lots to observe on how the teams reach decisions and deal with setbacks!


3-4 hours
For 6-24 participants
Computer and printer required
£695

“Went very well with apprentices from the Skills Funding Agency. They loved the opportunity to be competitive.”

Justin Smith-Essex, Group Managing Director, Ted Learning Limited

“IT went down a storm! Extremely positive feedback from everyone involved. Many thanks indeed – a great product!”

Colin Guest, Senior Business Architect, Lloyds Banking Group
Interactive Training Activities For Your Courses!

Business Simulations

Winning Strategies - *SWOT Analysis*

A good test of a team’s business analysis skills. An inflatable boat company is on the rocks! In the role of consultants, teams put forward their strategy for survival.

**Learning objectives**

- SWOT procedure
- Interpretation of figures
- Importance of knowing the facts
- Strategic decision-making
- Logic in business decisions
- Detailed analysis rewarded

**About the activity**

Teams study the company files - finance, sales, production capacity, staffing. They work on a presentation to cover the company’s strengths and weaknesses together with the opportunities and threats facing the organisation. Next, they study six possible future strategies and make their recommendation to the Board. Teams enjoy the challenge of analysing a company and presenting their plans for its future.


**£495**

The Wine Bar Game - *Profits & Stock*

Which team sets up the best new wine bar? Forecasting demand, pricing, staffing are just some of the initial issues. An interactive way to highlight basic business principles.

**Learning objectives**

- Analysis of business data
- Stock control
- To diversify or not?
- Quality issues
- Forecasting demand
- Presentation skills (optional)

**About the activity**

In a busy wine bar, there are lots of issues – storage, stock, marketing and staff pay (you want to avoid that theft from the till). And teams need to be customer-focused. Should they develop the garden? Or diversify into cocktails? As the management team, participants have a lot on their plate – perhaps they need to relax with a glass of wine!


**£695**

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“An excellent activity! Gives delegates a real understanding of what is involved in sustaining a successful business.”

Rob Chilcott, Learning & Development Manager, Claims Consortium Group

“Highly recommend this game. Great fun, very interactive, it ticked all the boxes!”

Carol Morgan, L&D Business Partner, Southern Water

“Absolutely fabulous and everyone who played it had a heap of fun!”

Anton Derham, Learning & Development Manager, Mantra Group, Australia

ORDER ONLINE! northgatetraining.co.uk or REQUEST an INVOICE sales@northgatetraining.co.uk
Hotel - Room for Improvement!

Running a successful hotel is all about exceeding customer expectations while keeping room occupancy high. Two sides of the same coin!

Learning objectives
- Know your target market
- Match the hotel to the market
- Set prices and wages
- Forecast income stream
- Opportunities and threats
- Crisis management

3-4 hours
For 6-24 participants
Computer and printer required
£795

About the activity
There are four hotels available and teams bid to run one of them. Bid high and you will get the hotel you want but you may overspend and have high repayments throughout the game! Once you have secured your hotel you make a series of decisions over six rounds. Room price, staff numbers, staff wages, market research, advertising etc. The aim is to make the most profit. At the start each hotel is making a loss. Can teams make the right decisions to turn things round and will they seize the opportunities they are given or will they play safe?


“There brings out fantastic learning objectives, easy to facilitate and the supporting materials are great!”
Sam Holland, Head of L&D, Talarius Ltd

“Hotel went down a storm with the delegates! They really enjoyed it! Thanks for a quality product.”
Stuart Warner, Training Consultant, Financial Fluency Ltd
Interactive Training Activities For Your Courses!

**Robot - International Markets**

A sophisticated business simulation featuring domestic robots with P&Ls and Balance Sheets.

**Learning objectives**
- Running a business
- Staff planning
- Choosing suppliers
- Expansion
- Stock control
- Innovation

**About the activity**
Teams take over a factory manufacturing domestic robots. Various components have to be ordered and made up into finished products for sale. The Production Department is key and needs the right number of staff to maximise production. But the sales team needs orders to keep coming in. Too many finished goods suggest Sales Department is not performing; too many unfinished goods suggest production is inefficient or under-manned. Should the company expand into new markets? Have they chosen the right suppliers? How will they handle a recall of goods? What should their robots look like? There’s a lot to think about! Includes P&Ls and Balance Sheets.


£895

For 6-24 participants

4-6 hours

Computer and printer required


**Make a Million! - A Complex Simulation**

A tough simulation which will put teams’ business and financial management skills to the test!

**Learning objectives**
- Running a sophisticated hi-tech business
- Understanding a competitive strategy
- Monitoring warehouse capacity
- Need for market research
- Operating Statements, Balance Sheets, P&L Accounts

**About the activity**
Teams market a handset that downloads information from the internet. All teams are initially based in the UK in the Sport's Information sector and they must decide which markets to enter as they strive to make the biggest cumulative profit. Some decisions are crucial... will teams make the right ones?!


£795

For 9-25 participants

4-5 hours

Computer and printer required


“Simply brilliant.
A dynamic and exciting simulation.”

Barry Goodall, MD, Dark Blue Training & Development

“The greatest learning points were that any team needs to spend time planning, selecting a strategy and building a structured approach, ensuring that everyone is clear on what has to be achieved.”

Mohammad Al Assal, Managing Partner, Better Consulting, Egypt

Mike says:
A great simulation at the more complex end of our business simulations.
The Gym - Capital Investment

Teams run a leisure club for a simulated three-year period to see who manages it best. Use to assess business acumen and in particular the need for innovation in successful organisations - and teamwork. Includes P&Ls and Balance Sheets.

Learning objectives
- Assess the state of a business
- Listen to what customers are saying
- Capital investment
- Know the competition
- Innovation is crucial
- Understanding P&L and Balance Sheets

About the activity
Teams receive details of a slightly run-down leisure centre. While it still has reasonable levels of membership there have been no new facilities in recent years and current management is weak. Something needs to be done - and quickly. Teams complete a Decision Form each period on key variables (membership fees, marketing spend, staff numbers and pay) and can add new facilities such as tennis or squash courts, a spa or crèche. Market research on competitors is available.

Financial reports are printed for each team every period - plus customer feedback and staff problems. Running a successful business is never easy!


- 3-4 hours
- For 6-24 participants
- Computer and printer required
- £795

“We have been using The Gym with great success! It has gone down really well.”
Helen McMullan, Head of Organisation Development & Training, NHS Professionals

“One of the best real-world simulations I have ever used.”
Training Consultant, InRoads Inc USA
Interactive Training Activities For Your Courses!

**Introducing Change - Communicating Change**

Everyone knows people hate change. So, when you need to make changes at work what is the best approach?

**Learning objectives**
- Misconceptions about change
- Fears and worries
- Plan for change
- Problems when making changes
- Key issues of change management

**About the activity**
Teams represent managers who wish to implement a number of changes and are about to address a company workforce. They can decide how they are going to introduce the changes, when and what issues they will take account of. Once they have made a plan they then prepare and deliver a presentation as if to the workforce. Have they identified the correct issues, have they picked change sponsors who may help with the implementation, have they taken account of the ‘fear of change’, the uncertainty amongst staff? Have they managed their communications prior to the presentation itself? Have they conducted a staff survey? Have they put themselves in other people’s shoes? Ideal practice for managers who may have to introduce change to their staff and want to avoid the obvious pitfalls.

**Pack contents:** Trainer’s Notes, Team Briefs, Change Questionnaire, The Survey, Handout: Key Points.

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**All Change - Planning for Change**

A simple office move means things are going to change. It isn’t going to suit everyone – and for a variety of reasons.

**Learning objectives**
- Cope with change
- Plan for change
- Communicate about change
- Change agents
- Manage the change process

**About the activity**
A company is about to move premises and all the staff will be affected one way or another. Whether it is new commuting distances, new technology or new roles. What is the best way to prepare for such a major change? When is the best time to communicate and how should this be managed? Teams can look at the situation from either the employee’s point of view, or from the manager’s viewpoint or from both. Ideal for putting into practice some of the theory about change management.

**Pack contents:** Trainer’s Notes, Team Brief, Handout 1: Key Points, Handout 2: Seven Key Steps to Effective Change.
### Innovation & Change - Change Awareness

It’s all too easy to accept the status quo and stay in a comfortable rut. But innovation and change can be fun and productive.

<table>
<thead>
<tr>
<th>Learning objectives</th>
<th>1 hour</th>
<th>For 3-24 participants</th>
<th>£295</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benefits of change</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Positive outlook</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Plan for innovation</td>
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<td></td>
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<td>Continuous improvement</td>
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<td></td>
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<td>Take a fresh look</td>
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</tbody>
</table>

**About the activity**

Teams study the photographs of a small business (a sandwich shop) and, together with details of the owner, assess the current state of the business. What do the photographs reveal about how the business is run? What innovations could be introduced, what changes made? After a brief discussion of views teams are issued with a new set of photographs showing what actually happened when innovation and change was introduced. How many of their ideas were taken up? Has there been an overall improvement? Teams then use this experience to focus on their own situation – what can they change, what innovations can they make to improve performance?

**Pack contents:** Trainer’s Notes, Team Briefs, Photographs – before, Photographs – after, Handout: Questionnaire Results, Handout: Key Points, Handout: Action Plan.

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### Improve That Process! - LEAN Process

Communication is poor. You’re under-staffed. Customer service is weak. Orders are late. Sound familiar? Teams CAN change things but how far will they go?

<table>
<thead>
<tr>
<th>Learning objectives</th>
<th>3 hours</th>
<th>For 10-15 participants</th>
<th>£595</th>
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</thead>
<tbody>
<tr>
<td>Benefits of cross-functional teams</td>
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<tr>
<td>Open communication networks</td>
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<td>Continuous improvement</td>
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<tr>
<td>Embrace change</td>
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<td>Pro-activeness</td>
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<td>Think outside the box</td>
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<td>Empowerment</td>
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</table>

**About the activity**

Participants work in five departments of a pharmaceutical company. Their task is to get orders out on time. But the system is hierarchical and clumsy. Teams are given the chance to SCRUM – share their ideas for change and develop news way of working. But will they make significant changes and will their changes work? It’s put to the test and teams compare ‘before’ and ‘after’ results.

**Pack contents:** Trainer’s Notes, PowerPoint, Briefs for Teams A, B, C, D & E, Team In-Trays, Post Tray, List of Orders (Day 1 & Day 2).
Interactive Training Activities For Your Courses!

The Coaching Game - Basic Coaching Skills

A basic introduction. Allows teams to learn some fundamental skills and puts coaching theory into practice in a non-threatening way.

Learning objectives
- Insight into basic coaching
- Avoid being judgemental
- Establish rapport
- Encourage people to find own solutions
- Ask, not tell
- Active listening

About the activity
There are two game boards in the pack – ideal for six players at each. Individuals move around the board picking up cards that give hints and tips. They also identify areas where they may benefit from coaching and in the course of the activity receive mini coaching sessions from each other. Gets across some key issues – it’s a two-way process; it involves ‘open’ questions; a person’s feelings must be acknowledged; do not tell; do not judge. An ideal basic introduction to this important and popular topic.

Pack contents: Trainer’s Notes, PowerPoint, Game Boards x2, How to Play Instructions, Playing Pieces, Timer, Coaching Opportunities Forms, Problem Cards, Coaching Tips Cards, What to Say Cards.

Coaching & Mentoring - Encouraging not Telling!

A chance to engage in real life coaching while being assessed by an Observer. Puts the person being coached at the centre of the coaching process.

Learning objectives
- Coaching skills
- Learn not to ‘tell’
- Encourage the learner
- Avoid ‘showing’
- Build on the learner’s experience

About the activity
This activity is run in threes. One person is the coach, one the person being coached and the third is an Observer. There are a set of coloured blocks on the table. They can be used as a counting system from 1-100. For example, a yellow block represents 10 and two yellow blocks stacked one on top of the other represent 20. The challenge is for the coach to get the person being coached to understand the system – but the coach cannot TELL how it works. The coach must use questions and encouragement to promote learning – AND they cannot touch the blocks. The Observer enforces this difficult-to-obey rule and gives feedback on the process.

Pack contents: Trainer’s Notes, Coaches’ Briefs, Individuals’ Briefs, Observers’ Briefs, Test Numbers Card, Handout: Key Points, Sets of Wood Cubes.

“I works really well.”
Jane Crossman, L&D Business Partner, VolkerWessels UK

“It love this activity! So difficult to not give direct answers on this which is a great practical activity.”
Lisa Gritton, Head of Talent & Development, Nobia UK

“The art of asking questions rather than telling really came out well.”
Parul Kaushal, L&D Business Partner, Hymans Robertson LLP
Listening Skills - Active Listening

Active listening is the key to delegation, good communication and efficiency. Too many people concentrate on what THEY are saying!

**Learning objectives**
- Active listening
- Meeting skills
- Mental focus
- Listening assessment

**About the activity**
The individuals of each team are given a role and name card and a Brief. Their task – to prepare for a short meeting. The meeting begins. The Briefs are constructed so that individuals have information the others at the meeting need, so interaction is assured. Everyone has 10 counters. To speak they must put a counter in a central pot. They then have the floor. To stop someone all you do is put one of your counters in the pot. No counters left, no speaking! After the meeting teams undergo a short test to see how much they were listening and how much they were concentrating on what THEY wanted to say.

**Pack contents:** Trainer’s Notes, Sets of Briefs, Name Plates, Counter Cups, Sets of Counters, Observer’s Forms, Sets of Highlighter Pens, Analysis Sheets, Handout: Tips for Better Listening.

Meetings! Meetings! - Best Practice

Avoid dull, pointless, costly time-wasting meetings... make them motivating and worthwhile!

**Learning objectives**
- Identify what is so often wrong with meetings
- Importance of planning
- Agenda setting
- Need for chairperson
- ‘Bringing in’ all members of the meeting

**About the activity**
Each participant represents one of six managers from a hotel chain, about to attend a weekly management meeting. Each participant has a Management Card listing issues which individuals first prioritise. Watch as the typical issues emerge – lack of agenda, mini meetings at the table, dominant individuals. All makes for a great debrief!

**Pack contents:** Trainer’s Notes, Team Briefing Sheets, Sets of Six Cards, Arranging the Meeting Form, Participating at the Meeting Form, Memo Sheets.

“Great fun and turns a soft skill from subjective feelings into hard data.”
David Schofield, Lloyds TSB

“Delegates thoroughly enjoy it and ‘grow’ into the roles.”
Ted Hall, Director, TBT Associates

SEE ALSO Feedback! on website
Interactive Training Activities For Your Courses!

Difficult Conversations - *Planning is Paramount!*

Teams are given details of a member of staff who has an issue. Managers may want to procrastinate! This activity shows that the way forward is immediate action – but it must be planned, purposeful and private.

**Learning objectives**
- Overcome fears of confrontation
- Identify problems early
- Plan honest conversations
- Identify specifics
- Prepare the interview
- Ask and listen

**About the activity**
Many managers are fearful of initiating so-called difficult conversations. Such conversations can be uncomfortable, even emotional and managers often put off such conversations with all the disadvantages this can unleash. A better term might be ‘honest’ conversations which gets to the nub of what they are all about.

**Pack contents:** Trainer’s Notes, Profile Cards: Aneesha & Lucas, Handout 1: Questionnaire, Handout 2: Planning the Conversation, Handout 3: Key Points Checklist, Alternative Profile Cards: Peter / Chloe, Role Play Option: Raja.

---

Communication is the Key! - *Avoid Assumptions*

Team communication skills within and between TWO teams are thoroughly tested but sooner or later it’s apparent that the right hand doesn’t know what the left hand is doing!

**Learning objectives**
- Listening
- Questioning
- Importance of clarity
- Written and verbal communication
- Cooperative teamwork
- Email clarity

**About the activity**
The objective, for both teams, is to plan a route around a number of collection points on a map to maximise their joint score of points. While one team collects empty bottles, the other collects full ones. However, at the start neither team knows what the other is up to! Just how long will it take them to realise the vital point that their tasks are slightly different? Communication is either by email, using a single computer placed between the two groups, or through face-to-face meetings every 30 minutes. This activity illustrates the pitfalls of making assumptions in what we read and hear and the dangers of failing to think carefully about the messages we send.

**Pack contents:** Trainer’s Notes, Computer Program, PowerPoint, Team One Briefing Folder, Team Two Briefing Folder, Maps, Planning Forms, Felt Pen Sets.

---

"Generated valuable discussions."
Julia Latimer, Leadership & Management Development Consultant, Network Rail

"Identified as the ‘best part of the training’!"
Vassos Chrysostomou, Partner, IBE Training

ORDER ONLINE! [northgatetraining.co.uk](http://northgatetraining.co.uk) or REQUEST an INVOICE [sales@northgatetraining.co.uk](mailto:sales@northgatetraining.co.uk)
Mission Improbable - Communicate for Success

Teams plan an improbable mission - carrying eggs across hilly country without breaking them! A table-top planning activity that requires teamwork, communication and efficiency.

Learning objectives
- Dangers of assumptions
- Benefits of supporting colleagues
- Give information freely
- Communicate in a disciplined manner
- Trust and confidence
- Collaborative team skills

1 hour
For 6-24 participants
£395

About the activity
Each team has to transport eggs using a stretcher-like device. The two teams are linked by walkie-talkies (supplied with pack). Each has information about the other team’s destination and to encourage cooperation each team is told that it’s their COMBINED total score that counts. Supportive communication between the two teams is essential – but doesn’t always take place. The two teams’ natural urge to compete, be suspicious, even hostile – all get in the way of objective planning. Teams that stand any chance of success understand the need for cooperation and how to manage an effective communication system. In this updated version you can run two games in parallel with one pair of teams using the walkie talkies and the other pair holding meetings and sending notes. Which is more successful?

Pack contents: Trainer’s Notes, Team Briefing Sheets, OS Maps, Map Measurers, Sketch Maps, Walkie-Talkies & Batteries.
Customer Service

Interactive Training Activities For Your Courses!

Customer Service Cards - Customer Always Right?
A set of 30 cards shared and discussed within teams. Allows for in-depth discussion about current customer service practices and protocol.

Learning objectives
- Customer relations
- Internal customers
- Handle customer complaints
- Exceed expectations
- Identify top customers
- Go the extra mile

About the activity
On any training course that touches on customer service, simply place the pack of 30 cards in front of each team. One person picks the top card and reads it out. The team discuss it and make notes on their response to it. The process gets groups fully engrossed in useful, reflective discussion and ACTION. Some cards are True/False, some give Real Situations to discuss, others are Activity cards.


£250
30-50 minutes
For 3-18 participants

£395
1 hour
For 6-24 participants

Chinese Tower - Check Customer Requirement
A team activity with a strong focus on customer service and a message about not jumping to conclusions. Most teams jump in and come a cropper!

Learning objectives
- Identify customer needs
- Danger of assumptions
- Importance of checking
- Team skills
- Attention to detail

About the activity
A customer wants a ‘chinese tower’. Resources for building the tower are hidden from teams but they can send a representative to view them and report back. Each visit costs points. Once teams know what resources they have they can begin construction. More data on exactly what the customer wants is available – but at a cost of points. Teams believe they have all the information they need and plunge straight into construction. Wouldn’t it be safer to check? Most teams think ‘probably not!’ Big mistake!

Pack contents: Trainer’s Notes, Trainer’s Log, Team Briefs, Instructions Cards, Handout: Key Points, Team Resources: Card, Scissors, Sticky Tape, Rulers, Straws, Modelling Clay.
Eldorado! - Conference Winner!

An activity for large groups that gets across a vital message – we are ONE BIG team and cooperation is the key!

Learning objectives
- Team cooperation
- Sharing information
- Being ONE BIG TEAM
- Communication
- Honesty and integrity
- Problem-solving

1.5 hours
For 24-60 participants
£1,250
(6 team version for 18-36 participants £750)

About the activity
Ideal for conferences and awaydays Eldorado! is for large numbers. You can use the activity with 24-60 participants (more with additional packs). Teams have to find the location of the fabled treasure of Eldorado!, identify the right key to open the treasure chest and solve six tasks. What could possibly go wrong? The main issue is that to succeed teams need to swap information. They need to work together – and be honest in their dealings. Strangely neither the working together nor the honesty seems to be natural to teams. They are much more likely to try to compete and tell porkies. When this happens at work between departments it’s a disaster which is why teams need Eldorado! to remind them of the right way to behave! They need to be part of ONE BIG team all working for each other and putting inter-departmental rivalry to one side.


GOOD TO KNOW!
You can use multiple packs to run this activity with large delegate numbers

"An excellent game. Thank you!"
Lisa Barry,
Head of Learning & Organisation Development, Cats Protection

"It was a triumph! Superb! Best big-team event ever – thank you for a great game!"
Simon Derry, Consultant,
Rainmaker Coaching (a brand owned by Re-thinking Ltd)

"It went really well. Many thanks Northgate!"
Lucy Dinsdale,
Senior Talent Manager, L&D Lead,
EMIA, AECOM

POPULAR CHOICE!

Eldorado!
Silo-busting guaranteed!

"An excellent game. Thank you!"
Lisa Barry,
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EMIA, AECOM

GOOD TO KNOW!
You can use multiple packs to run this activity with large delegate numbers
Interactive Training Activities For Your Courses!

The Escape Room - 10 team version
- Collaboration is the Key!

A 10 team version of our bestselling activity! Ideal for large groups and conferences. Exciting, challenging and fun!

**Learning objectives**
- Ideal for conferences
- Challenge silo-thinking
- Test teams under pressure
- Problem-solving
- Collaborative teamwork

**About the activity**
With just 60 minutes to escape, can teams work together, avoid time penalties and crack the code to unlock the doors?! To ensure they solve the problems correctly, teams need to work with each other rather than competing. Wrong answers incur time penalties at a cost of 5 minutes per wrong answer! A great energiser for large groups. 4 team version also available (see page 44).

**Pack contents:** Trainer’s Notes, Locks & Chains Door Posters, Team Briefs, Trainer’s Checklists, Tape Measure, Card, Team Resources: Straws, Fibre Pens, Paper, Sticky Tape & Rulers.

**£850**
1 hour
For 12-60 participants

TeamBuild! - Puzzles Galore!

Fast and furious, this fun activity brings teams together to solve problems and work together for a common goal.

**Learning objectives**
- What makes a good team
- Setting clear objectives
- Importance of double-checking to avoid errors
- Problem-solving skills
- Need for good administration

**About the activity**
First teams receive a Team Brief and a set of conundrums and puzzles. Maximum points are only available for getting it right first time so attention to detail and checking are both crucial. Teams use their unique PIN number to access a computer program and enter their answers. When correct, the computer awards points and reveals a letter of the alphabet. The letters (16 in all) can be arranged to spell out an instruction. This is the second stage of the activity which involves a ‘construction’. Teams race against time – and the other competing teams!

**Pack contents:** Trainer’s Notes, Computer Program, PowerPoint, Team Briefs, Trainer’s Checklists, Tape Measure, Card, Team Resources: Sticky Tape & Scissors, Tape Measure.

**£395**
1.5 hours
For 3-30 participants
Computer required

GOOD TO KNOW!
You can use multiple packs to run the activities on this page with large delegate numbers

SEE ALSO
Strike it Rich! on page 6!

“Works brilliantly each time! Highly recommend!”
Nazareen Johnson, Head of Learning & Development, Pets At Home

“Challenging and fun! Great work Northgate!”
Carl Dearden, Education Development Practitioner, East Lancashire Hospitals NHS Trust

“Lots of fun and we were able to assess skills and behaviour very well.”
Samantha Plant, HR Advisor, Hitachi Rail Europe

“Lots of fun and very challenging!”
Workforce Development, London Borough of Croydon

“Works brilliantly each time! Highly recommend!”
Nazareen Johnson, Head of Learning & Development, Pets At Home

“Excellent! Highly recommend!”
Sue, Learning & Development Coordinator, Thames Water

“Works excellently – good for large groups!”
David, Training Specialist, Nationwide

“Great and challenging!”
Rachel, Training & Development Project Manager, Nationwide

“Great! We all really enjoyed the activity.”
Sarah, Training & Development Manager, Npower

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Samantha Plant, HR Advisor, Hitachi Rail Europe
5 Steps to Good Decisions! - Assessing Alternatives

Practise putting decisions theory into practice with this exciting decision-making activity.

Learning objectives
- Define the problem
- Generate alternative solutions
- Evaluate the options
- Implement the decision
- Learn from the consequences

1.5 hours
For 3-24 participants
£395

About the activity
Teams are in charge of a stretch of African coastline that is environmentally sensitive and in potential danger from passing oil tankers laden with crude oil. Having requested information on the different methods of dealing with oil spills, teams need to consider the data and decide which method or combination of methods they will purchase. Armed with their equipment they are then faced with a real spill and must deal with it using the method, or methods, they chose. They plot the track of the oil and put their plans into action. Have they made the right critical decisions?

Pack contents: Trainer’s Notes, Team Briefs & Rulers, Sets of Datacards, Trainer’s Datacard Record Sheets, Data Request Forms, Anti-Pollution Planning Forms, Incident Response Forms, Handout: Team Review Form.

Decisions! Decisions! - Profit vs Customer Satisfaction

Customers can often be demanding. Just how far will you go to satisfy their needs? Make huge profits and have no customers or have happy customers and go BUST!!?

Learning objectives
- Consensus decision-making
- Listening to individual contributions
- Balancing profit and customer service
- Need for a decisions process
- Valuing your customers

1 hour
For 4-24 participants
Computer and printer required
£450

About the activity
Teams represent the senior management of Extreme Holidays Ltd currently overseeing a trek in Borneo consisting of 17 clients. Courier, Dirk Hanson, sends a series of emails demanding decisions on problems he is facing. Teams evaluate the problems and choose how to respond. The chosen option is entered into a computer that prints the consequences of the decision. Spending money cuts into profits; not spending dents customer morale. Teams receive a final report with customer feedback, profit figures and a score.


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Introduction to Leadership - Basic Leadership

Gets groups interacting and exploring some basic ideas about leadership, leadership traits and situational leadership (delivered electronically).

Learning objectives
- Identify typical leadership skills
- Recognise six leadership styles
- Concept of situational leadership
- What makes a good leader

About the activity
Very easy to run, this activity is in two parts. First, each team receives brief details of six individuals. Then, they are given details of six typical leadership styles. Their task: to match styles to individuals. In part two teams are given six situations to match to the six leaders. Which leadership style is best? Ideal for opening up a basic discussion about situational leadership, the need for flexibility in leaders and a range of leadership approaches.

Pack contents: (supplied electronically) Trainer’s Notes, Team Brief, Form A, Form B.

Demonstrating Leadership - Test of a Leader

An opportunity for one member of the team to experience the leadership role and for the rest of the team to assess his or her performance - as well as their own.

Learning objectives
- Importance of giving followers a vision
- Preparation is the key
- Brief a team
- Set clear objectives
- Monitor progress
- Leadership skills in action

About the activity
Each team in this activity first chooses someone to be their leader. The leaders are given details of a task they have to achieve with their team. Meanwhile the team list the key qualities of a leader - a list they will use later to assess how well their leader performed. The leader then briefs the team on the task which involves building a model and photographing it for a magazine article. The photographs are then compared and evaluated by the whole group. Which team fulfilled the task best and what effect did the leaders have on the outcome? Ideal to start a conversation about what effective leadership is all about.


“Created a lot of discussion around the different types of leadership.”
Maxine Knight, Management Development Trainer, Norwood

“We find all Northgate activities very intuitive and easy to work with.”
Steve Penson, Operations Director, Alisar Ltd

ORDER ONLINE! northgatetraining.co.uk or REQUEST an INVOICE sales@northgatetraining.co.uk
Astronaut Rescue Mission - *Have teams the right stuff?*

Teams represent a group of astronauts undergoing a leadership test to see if they have ‘the right stuff’.

**Learning objectives**
- Leading a team
- Supporting group decision-making
- Problem-solving
- Working under pressure
- Assessing options
- Assessing competencies

**About the activity**
Teams represent a group of astronauts on a training mission. They are to imagine they have evacuated the Space Station and landed in a remote area back on Earth. Their task is to camp overnight before calling a satellite for help and rescue. There are four locations on a map they can signal from. Teams must locate the four places and then make their way to one of them, having first chosen what kit to carry with them. They choose from a set of equipment photographs. Within the activity are 10 leadership ‘triggers’ which the Trainer can use to assess who has what it takes to be a group leader.

**Pack contents**: Trainer’s Notes, Team Briefs, Koruk Mountains Maps, Handout: Planning Form, Handout: Team Review Form.

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“Very versatile and engaging.”
Mark Higgins, Director, BFL Training

“Worked well and the debrief was fun and enlightening!”
Jo Kehoe, Director, JK Training Ltd

SEE ALSO
Influencing Others on page 32!

FREE Trainer Helpline +44 (0)1225 484990
Interactive Training Activities For Your Courses!

Leadership Style - Four Different Styles

A fun team task to study leadership styles. Teams compare and evaluate four very different styles of leadership.

Learning objectives
- Types of leadership
- Situational leadership
- Oversee a task
- Motivate a team
- What makes a good leader?

About the activity
Four teams nominate leaders who are then briefed on a different style and given details of a task for the team... which they will be leading! Leaders must motivate their teams to construct a tower. Teams then review their own and their leader's performance and compare leadership styles by way of review forms and questionnaires. The pros and cons of different leadership styles are revealed.


Mayhem! - Fun Chaos

When put in teams, individuals often display suspicion and hostility to other teams. This default position needs to be reversed if a shared task is to be completed successfully. Not easy!

Learning objectives
- Value of cooperation
- Maintain performance under pressure
- Need for command and control
- Measured approach works best
- Clarity and agreed objectives
- Listening
- Leadership

About the activity
The title says it all. This activity can degenerate into chaos but it brings out key lessons about how to cooperate. Ideal starter to a longer activity (such as Houston, we have a problem... see page 45) or use on its own. Each team nominates a leader who reads their instructions and then briefs their team on the task. The teams have 15 minutes planning time during which they can ask three questions of the Trainer. On a table are six packs of circular playing cards randomly mixed. These are the shared resources each team needs to fulfill its own task. After planning, teams have 20 minutes to complete their task but as everyone wants the same resources the stage is set for – well, MAYHEM!

Pack contents: Trainer’s Notes, Leader Briefs, Pack of Red Circular Cards x6, Pack of Blue Circular Cards x6, Team Review Forms.
Leadership Challenge - *Test of Leadership Qualities*

Choose a leader and watch how they get a grip on the task and brief their team. Can they communicate a vision of the task? Do they support, motivate, inspire the team to achieve its objectives? Tests and evaluates leadership and leadership styles.

**Learning objectives**
- Leadership in action
- Qualities of good leadership
- Importance of effective team briefing
- Need for clear objective-setting
- Platform to discuss leadership styles

![Image](image.jpg)

<table>
<thead>
<tr>
<th><strong>2 hours</strong></th>
<th><strong>For 3-24 participants</strong></th>
<th><strong>£450</strong></th>
</tr>
</thead>
</table>

**About the activity**
In this table-top simulation teams choose a leader. Each leader has a budget, a map and 10 minutes to familiarise themselves with the Brief. During this period the rest of the team complete a questionnaire about leadership qualities - for discussion later. Leaders, with their own style of leadership, brief their teams and oversee the activity. All necessary information is available on request from the Trainer - but information costs money - and eats into a tight budget!

**Pack contents:** Trainer’s Notes, PowerPoint, Leaders’ Folders incl. Sketch Maps, Additional Information Sheet, Route Planner Form, Possible Routes Card, Handout: What Makes a Good Leader?

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**Mike says:**
Shows people what being a leader is all about!

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**“Great fun, great learnings! Thank you very much!”**
Alexander Teixeira de Mattos, Managing Partner, Guideline International, Belgium

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**“An excellent activity for individual teams to focus, plan and achieve the goal whilst the Leader encourages and motivates throughout the exercise.”**
Jim Murphy, Training Manager, Iceland Foods Ltd
Interactive Training Activities For Your Courses!

Leadership in Action!
- Making Leadership Decisions

Check out whether your teams have leadership potential – can they step up to the plate when it matters?

Learning objectives
- Critical decision-making
- Having a vision
- Keeping up team morale
- Being a role model
- Honesty and integrity
- Risk assessment

About the activity
Representing a team leader, each team is faced with challenges that need a decision. Each challenge comes with four or five possible solutions. Teams discuss the options and decide what to do. Their responses are scored and they receive information on how the morale of the team they are leading has been affected by their decision. Have they got what it takes to be a strong and capable leader making the right decisions in tricky situations where the consequences can be serious? Ideal to focus on what being a leader is all about and how team members can carry the lessons back to the workplace.

Pack contents:
- Trainer’s Notes
- Team Briefs
- Decisions Forms
- Computer Program
- Handout 1: Team Review Form
- Handout 2: Key Leadership Skills

“Helped all to appreciate the complexities of leadership. Great day, thank you!”
Carolyn Sanders, Manager, Northampton County Council

“Excellent! It really challenges people and shows the impact of their decisions.”
Rachel Powell & Jenni Brooks, Directors, Enhance & Aspire Ltd

1.5 hours
For 3-24 participants
Computer and printer required
£450

SEE ALSO
Antarctic Challenge on page 36!
The Assertiveness Game - A Board Game

People can be walked all over if they are not assertive. But no-one likes aggressive people. But non-assertive people can learn how to assert themselves more - and this activity shows how.

**Learning objectives**
- Assertive behaviours
- Negative aggressive behaviours
- Passive-aggressiveness
- Non-assertive behaviours
- Importance of self-esteem
- Using the ‘right’ language

**1 hour**
**For 4-12 participants**
**£ £395**

**About the activity**
Participants move across a board and pick up different sets of cards for discussion. What People Say cards focus on language that betrays people’s attitudes; Awareness cards test how much participants understand about the topic and At Work cards pose a number of workplace situations for teams to consider. How would they react to each scenario?

**Pack contents**: Trainer’s Notes, PowerPoint, Game Boards x2, Sets of Assertiveness Cards, Dice & Playing Pieces, Handout: Questionnaire, Handout: Response Forms x3, Handout: Key Points.

“Good fun and learning at the same time.”
Elaine Morrison, HR Manager, Sheraton Hotel

“Used with great results – excellent!”
Jane Crossman, L&D Business Partner, VolkerWessels UK

Mike says:
Identifies the benefits of assertive behaviour and the value of self-esteem while highlighting the disbenefits of aggression and passive-aggression.
Management & Interpersonal

Interactive Training Activities For Your Courses!

Accountability & Performance Improvement - Taking Ownership

High performing teams are proactive, understand their key result areas, have stringent goals and are willing to take responsibility.

**Learning objectives**
- Accountability
- Ownership
- Be pro-active
- Understand your job
- Know the boundaries
- ‘Can-do’ attitude

**About the activity**
All managers need to be accountable. When trying to run an efficient system teams need to be responsible for their actions and take ownership. Far too many staff fail to be proactive leading to dysfunctional departments. It is the responsibility of managers to empower staff and ensure they are rewarded for being proactive. In the activity teams study an organisation where staff are failing to take responsibility for their actions. It’s never their fault, someone else is always to blame. Managers are just as culpable. The solution is clear.


£395
1 or 2 hours
For 4-24 participants

Influencing Others - Persuasion Techniques

Good leaders get things done through others – and they need influencing skills.

**Learning objectives**
- Key types of influence
- Work-based examples
- Situations requiring influencing skills
- How to influence others
- Leadership and influence

**About the activity**
Essentially this is a morning or a day’s course packed with games, activities and a short video. At work we try to influence people all the time whether trying to get someone to do a job for us, negotiating with a supplier or leading a team. This activity examines the basic techniques that help us to get what we want more easily. It also allows teams to practise newly-acquired skills in a fun and confidence-building environment. Three short videos are included to show influencing skills in action – teams assess how well the presenters of a product are getting across their message. What types of influence are they each using? A flexible and useful pack on this important leadership topic.

**Pack contents:** Trainer’s Notes, Three ‘Influencer’ Videos, Team Briefs, Handouts 1, 2, 3 & 4, Set of Six Influence & Persuasion Sheets, Scenarios, Holiday Cards.

£450
1-4 hours
For 6-24 participants

“Fun and interactive!”
Kate Southerby, L&D Manager, Outfit Fashion, Arcadia Group

“Fun and interactive!”
Craig Leonard, Head of HR, Barnsley College

SEE ALSO
Managing the Workforce on website!

ORDER ONLINE! northgatetraining.co.uk or REQUEST an INVOICE sales@northgatetraining.co.uk
The 30-Minute Manager! - Manager Profile

This easy-to-use pack gets participants talking about what management is all about and the skills that effective managers need. Revealing start to any course on management skills.

**Learning objectives**
- Identify key management skills
- Choose between key qualities
- Self-assessment
- Self-improvement
- Highlight training needs

**About the activity**
Do your participants understand what good management is all about? Or what the key attributes of a good manager are? Using a set of cards, teams study statements on the personal, interpersonal and organisational attributes of managers. The aim is to choose key cards that give a profile of the 'ideal manager'. This means rejecting some of the statements (good at golf) and selecting others (always praises staff). Through lively discussion, teams narrow the cards to just 30 (from 62). Each team's ultimate profile of their ideal manager is then scored. Great for discussions on management.

**Pack contents:** Trainer’s Notes, Sets of 62 Cards, Sets of 4 Desk Plates, Profile Forms, Handout: The Ideal Profile.

Managing Conflict Cards - Awareness Raiser

An engaging introduction to the topic of how to (and how not to!) handle conflict at work.

**Learning objectives**
- Importance of spotting signs of conflict early
- Potential damage of conflict on morale and productivity
- Difference between positive and negative conflict
- Basic DOs and DON'Ts
- Key points for handling conflict situations

**About the activity**
In small groups participants work through a set of 30 cards designed to create discussion, provoke thoughts and ideas, and elicit some general rules about dealing with conflict. True/False cards contain a statement for review; Round Robin cards provide a platform for discussing what happened in conflict situations that members of the group have experienced; and Real Situation cards describe real conflict cases in the workplace and groups decide how they would manage the situation. Notes are compared at the Debrief.

**Pack contents:** Trainer’s Notes, Sets of Conflict Cards, Handout: DOs & DON'Ts, Handout: Golden Rules.
Interactive Training Activities For Your Courses!

- **Practical Negotiation Skills** - *Buyers & Sellers*

  A retail group is negotiating with a supplier. The retailers have specific needs in terms of the balance of goods to be ordered; the supplier has stock they need to get rid of. Can they reach a win/win outcome?

- **Learning objectives**
  - Plan carefully for negotiation
  - Targets and fall-back positions
  - The art of compromise
  - When to make concessions
  - Awareness of body language
  - Know when to put cards on the table

- **About the activity**

  Explore key negotiation skills with this activity. It allows Buyers and Sellers to prepare for and then conduct a negotiation that will hopefully satisfy both parties. Or will one side try to stitch the other one up? Not good for future relations!

- **Pack contents**: Trainer’s Notes, Buyers’ Briefs, Sellers’ Briefs, Preparation Forms, Agreement Forms, Summary Forms, Handout: Key Points.

- **Price**: £395

- **Duration**: 2 hours

- **Participants**: For 6-24 participants (2, 4 or 6 teams of Buyers and Sellers)

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- **The Win Win Game** - *The Art of Compromise*

  A four-way negotiation activity that allows teams to practise influencing skills and the art of compromise. Stubbornness and inflexibility will end in a lose-lose outcome.

- **Learning objectives**
  - Clear negotiating
  - Fall-back positions
  - Art of compromise
  - Plan for contingencies
  - Putting oneself in other people's shoes

- **About the activity**

  Four not altogether friendly countries surround a mountainous area that contains possible sites for a telecommunications tower that could benefit them all. The countries all have different ideas about: style and height of the tower, its precise location, a start date and the budget.

  Different laws and traditions conflict one with another. Can teams negotiate their way through this complex dilemma and reach a win/win outcome? The lesson is to clarify what the other teams want and then make concessions but have a worked-out position beyond which you will not go.

- **Pack contents**: Trainer’s Notes, Team Briefs, Central Map, Agreement Forms, Wooden Blocks.

- **Price**: £350

- **Duration**: 1 hour

- **Participants**: For 12-24 participants
**Stonehenge Plus! - Introduction to Negotiating**

Packed with learning! Classic negotiation game where teams have to construct Stonehenge using wooden blocks.

**Learning objectives**
- Practise negotiation and influencing skills
- Importance of planning for negotiation
- Test ethics and honesty
- Need for negotiation strategy

**1 hour**
- For 12-24 participants
- £450

**About the activity**
Teams start with blocks of different colours – but they have to construct their Stonehenge model out of just one colour. They must first construct a ‘shield’ to hide their pieces from prying eyes. Then with roles of Manager, Negotiator, Buyer and Surveyor, teams need to plan a strategy before information-gathering and the negotiation periods begin... can they negotiate to get what they want?

**Pack contents:** Trainer’s Notes, PowerPoint, Team Briefing Sheets, ‘Stonehenge’ Sets (Wooden Blocks), Druids Bank Cash, Team Resources: Sticky Tape, Scissors & Card.

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"Fantastic! A really great tool to showcase differences around collaboration and teamwork as well as negotiation."

Lynn Fraser,
Learning & Development Manager,
Jumeirah Global Learning Centre

"Northgate activities are fun and highly effective. From a facilitator’s point of view they are easy to learn and deliver."

Jonathan Aylwin, C2C Program Manager (Global Industrial), TE Connectivity

Mike says:
Brings out the lying cheat in us all!
Interactive Training Activities For Your Courses!

The Expedition - Choose the Right Kit!

A Land Rover and three personnel travel deep into the Gozo desert using one of three routes – only one is safe. Can teams make the right critical decisions?

**Learning objectives**
- Plan a project
- Choose the right team
- Gather appropriate data
- Choose resources
- Logistics

**About the activity**
Great activity for testing teamwork and leadership. The team has to plan an expedition into the Gozo Desert, but they have little data and they need it fast. Someone needs to take control and generate ideas. Once the data is gathered the best route must be chosen, a team of explorers selected and a Land Rover packed with the right equipment. Water and fuel are short in the desert so good planning is crucial. An effective leader will push things forward to success.

**Pack contents:** Trainer’s Notes, Team Briefs, Gozo Desert Maps, Handout: Critical Information, Handout: Team Review Form, Checklists, Data Request Forms.

Antarctic Challenge - South Pole or Bust!

A realistic, motivating activity in planning a complex project - nothing less than getting to the South Pole and back. Culminates in persuasive presentations to sponsors. Good for teamwork, leadership and strategic planning.

**Learning objectives**
- Brainstorm to get required data
- Break a project into bite-sized chunks
- Manage a complex task
- Plan schedules and costing
- Monitor progress
- Targeted presentations

**About the activity**
This activity is all about teamwork, leadership and planning. Teams have to travel to the South Pole and back – and at the start they have NO information. All data is held by the Trainer on a series of datacards. Brainstorming required! The ‘Databank’ is open for 5 minutes every 20 minutes. If teams don’t ask, they don’t get! But soon they are swamped with information. The question is can they get organised enough to put forward a feasible plan? They must present their ideas to ‘sponsors’ for the money they think they need. But just how accurate is their plan?

**Pack contents:** Trainer’s Notes, PowerPoint, Introductory Video, Debrief Video, Trainer’s Datacard Reference Sheet, Sponsors’ Questions, Team Briefs, Antarctic Maps, Data Request Forms, Sets of Datacards, Equipment Brochures, Fuel Dump Planning Kits, Handout: Decisions Reached, Rulers.

ORDER ONLINE! northgatetraining.co.uk or REQUEST an INVOICE sales@northgatetraining.co.uk
Project Planning - Building a Log Cabin

We all work on projects. Here teams practise scheduling tasks, planning how many people will be involved in the project and staying within budget.

**Learning objectives**
- Maximise use of resources
- Contingency planning
- Scheduling
- Controlling cashflow
- Critical path

**About the activity**
Teams have 90 minutes to plan and quote for the construction of a log cabin. They have ‘six weeks’ to complete the job. They decide on when to start each stage (clearing the site, putting on the roof, building the walls) and how to allocate workers for each stage. Material must be ordered ‘just in time’ to save on costs and suppliers must be paid in two stages without going into the red. And what effect will bad weather have? Ultimately team plans are fed into a computer that gives a five-page report plus a score out of 100. To get the job teams need to score over 80%.

**Pack contents:** Trainer’s Notes, Computer Program, PowerPoint, Team Folders containing Introduction, Financial Considerations, Material Requirements, Material Supplies, Workforce Requirements, Planning Charts, Timetable Forms, Order Forms.

How to Rob a Bank! - Meticulous Planning Required!

Teams plan to rob a bank – how watertight is their plan? These projects don’t always end well.

**Learning objectives**
- Project planning
- Scheduling
- Personnel selection
- Resource allocation
- Risk assessment

**About the activity**
An exciting team activity that focuses on how to plan. We all plan for projects at work though not usually in this context! The task is to mastermind a bank robbery within a tight deadline. All the elements of project planning must be addressed. What is the overall objective? Who are the best ‘staff’ to get involved? What resources will be required? What are the risks? Teams need to plan a schedule so that the right personnel and the right resources are available on the right day. The whole operation must be adequately financed, and a decision made on how to split the proceeds.

**Pack contents:** Trainer’s Notes, PowerPoint, Team Folders with information: Target Banks, Vital Information, Finance, Staffing, Diary Planner, Summary of Plan, Handout: Key Points for Planning a Project, Handout: Effective Teams.
Interactive Training Activities For Your Courses!

Building an Effective Team! - Team Roles

Having identified their ‘preferred’ role, individuals work on a team task to put their roles to the test.

Learning objectives
- Self analysis
- Identifying preferred roles
- Make-up of an effective team
- Try out your role
- Practise on a team task
- High-performing team ‘mix’

About the activity
Building an Effective Team! involves some key skills that participants know all about – it’s just that in practice all that knowledge goes out of the window! Given a simple task all teams need to do is check they all understand the task, identify who is good at what, nominate a coordinator or leader, make a plan, utilise team roles and communicate well. Suggested team roles include (apart from the leader) a planner, a cheerleader or motivator, a critic, a doer, an innovator and an observer. Are teams aware of the roles they typically adopt?

Pack contents: Trainer’s Notes, PowerPoint, Team Brief, Handout: Questionnaire, Handout: Team Roles.

Lost in the Wilderness! - Teamwork Energiser

A short starter activity to get teams working together, delivered electronically via digital download.

Learning objectives
- Analyse a problem
- Work together as a team
- Usefulness of brainstorming
- Prioritising
- Need for decisive leadership
- Decision-making

About the activity
Teams receive a brief which explains their seaplane has crash-landed in the Canadian wilderness. Teams must plan a way forward – should they stay with the plane or strike off into the wilderness? Teams must sum up the situation, list the options and decide on a plan – they’ll need good leadership and decision-making skills to succeed!

Pack contents: (supplied electronically) Trainer’s Notes, PDF Team Brief (for printing), Digital Team Brief (for viewing on screen).

“A simple but powerful activity.”
Pierre Devriendt, Senior Consultant and Trainer, Staff & Line Management, France

“Highly recommend it! It creates a great sense of fun and urgency all at the same time.”
Rachael McNidder, Leadership Development Coach, Pursuit Coaching & Development

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**Deadline 30 Minutes! - Under Pressure**

A team organisation task requiring great attention to detail - and the clock is ticking! Will teams properly get to grips with this fast-paced task? One mistake can spell disaster! Great for team roles.

**Learning objectives**
- Clarify objectives
- Allocate team roles
- Work to a deadline
- Share information
- Individual responsibilities
- Practise attention to detail

**30 minutes**
**£ 295**

**About the activity**
Team members each have different Briefs which they can't show to other team members. Time is at a premium - and teams have just 30 minutes to complete the task. They have the resources but the task needs everyone to work together, to take on specific roles and be fast but accurate. Someone needs to keep an eye on the time and there needs to be a good coordinator, a good finisher and some capable team members. Hammers home the need for accurate working, checking and review if a team is to succeed.

**Pack contents:** Trainer’s Notes, PowerPoint, Countdown Program, Team Briefs & Review Sheets (supplied electronically), Plastic Tokens (Coins), Money Bags, Post-it Notes (Labels).

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**Storm the Castle! - Fun Teamwork Activity**

In this fun activity up to three Attacking Teams use siege catapults (trebuchets) to attack a Defending Team's castle!

**Learning objectives**
- Identify strengths and weaknesses
- Work as a team
- Manage the time available
- Construct a quality model
- Negotiation skills
- Assess risk

**2 hours**
**£ 395**

**About the activity**
A lot of fun – but with some key lessons on teamwork, attention to detail, risk analysis and strategy. One team constructs a castle; the other teams make trebuchets (catapults to hurl rocks) and attempt to breach the defences. Points are scored when different parts of the castle are hit – but there are other dangers such as hidden archers and potential desperate measures at the endgame!


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Interactive Training Activities For Your Courses!

The Bridge - Essential Teamwork

A problem-solving and teamwork activity that has a nail-biting finish as teams test their bridge constructions by towing a miniature cart across.

Learning objectives
- Teamwork
- Problem-solving
- Risk assessment
- Plan a strategy

About the activity
Teams have to solve a number of problems to earn points. Some of these can be spent to purchase bridge-construction resources but surplus points add to their final total. Once they have the resources, they need to build a bridge that will allow them to pull a small cart across without falling off. Teams score for the elegance and creativity of their build as well as for its size. To get the cart safely across they are better off with a short bridge. But a longer bridge will score more points as height and length are taken into account. How to assess the risk? Only good teamwork will end with a successful outcome. Highly competitive and fun.


“I’m loving using The Bridge and have started a Bridge League Table!”
Fiona Flemington, Corporate & Executive Coach, The Insightful Coach Company

“Went down very well in a big team session.”
Maxine Knight, Management Development Trainer, Norwood

SEE ALSO The Urgent Order on page 5!

50 minutes
For 3-24 participants
££395

ORDER ONLINE! northgatetraining.co.uk or REQUEST an INVOICE sales@northgatetraining.co.uk
Teamwork Challenge - Working Together

A classic Northgate activity! A fully interactive, challenging exercise and a valuable learning tool at all levels. Fast, furious and great fun.

Learning objectives
- Need for careful planning
- Importance of sharing data
- Collate data
- The stages of team development
- Problem-solving
- Plan a strategy

1.5 hours
For 3-24 participants
£450

About the activity
Teams have the floorplan of an aircraft hangar on their table. On it are marked a series of oil drums, spread out across the floor. Teams must get from one end of the aircraft hangar to the other by using ‘mini planks’ to link the oil drums. Not all the drums are close enough to be linked by planks so teams must plan the best route they can and then race to get across.

There’s just one catch. Red or green lines marked on the floor between certain drums indicate that a task must be completed before the line can be crossed. Red is for ‘difficult’; green for ‘easy’. Each team has 48 datacards and team members need to sift through the cards to access the data they need to solve the problems. Good organisation is key and team cooperation essential! The clock is ticking!! The race is on.

Pack contents: Trainer’s Notes, Team Briefs, Route Planners, Floor Plans, Wood Pieces, Datacards, Task Sheets, Team Analysis Forms.

“Highly engaging, fun and interactive. Excellent value for money!”
Jane Caven,
Managing Director,
SageGreen Consulting Ltd

“Thought-provoking activity for a team building day.”
Carolyn Sanders,
Manager,
Northampton County Council

SEE ALSO
Chinese Tower on page 22!
Interactive Training Activities For Your Courses!

AirLift! - For High Fliers!

Emergency airdrop required! Teams have to make crates, pack life-saving equipment in them, load in a cargo hold and plan a flightpath. Fuel supplies are low!

Learning objectives
- Breaking a task into component parts
- Maximising resources
- Logical problem-solving
- Need to keep everyone updated
- Focus on time management skills

About the activity
Teams must coordinate an airlift of tents, food and medicines, in various combinations and quantities, to eight isolated villages after a devastating sandstorm. Special crates must be prepared, packed with the correct supplies (represented by coloured blocks), labelled - and loaded into the cargo hold. If teams don’t match their chosen route with the order in which crates go in the hold, then supplies are dropped to the wrong villages. There’s only one way to pack the cargo hold - and limited fuel prevents any re-routing of the flight! Teams complete a ‘Pilot’s Log’ and their solutions are assessed.

Pack contents: Trainer’s Notes, Computer Program (optional), PowerPoint, Team Briefs, Cargo Holds, Pilot’s Log Sheets, Routes Table, Wooden Blocks, Team Questionnaire Review, Team Resources: Card, Scissors, Rulers, Sticky Tape.

£ 450
1 hour
For 3-24 participants

“AirLift! was the best part of the course! It’s a fantastic activity!”
Jeremy Ambrose, Trainer, Royal Air Force

“Provided for some great team bonding. A big success!”
Richard Howle, Director of Ticketing, The Ticket Factory

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“A Taste of Teamwork on page 7!”

SEE ALSO

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Teamwork

Download Factsheets Online at northgatetraining.co.uk

Escape Room 2 - Breakout! - Tests Team Focus

A tough challenge to find an eight-digit combination, beat an alarm system and escape!

Learning objectives

• Understand the situation
• Brainstorm a plan
• Delegate tasks
• Problem-solve
• Assess risks

75 minutes

For 3-24 participants

£495

About the activity

Escape Room 2 – Breakout! is a fiendish challenge. It demonstrates that teams should take time at the start of a project to fully understand it – not to rush in. It’s also about teams working together, communicating what they are doing and planning a strategy. And of course, it’s about problem-solving. Teams have 75 minutes to escape a locked room. To succeed they need to gain points through solving problems. Some are written problems, but some involve opening a Japanese Puzzle Box to locate a key which gives access to cashboxes containing further clues. A HINTS CARD can be purchased but at the expense of points - and it’s in code! The wall posters can help with that but only if someone has noticed them!


Very successful and they really enjoyed it!

Jo Melling,
L&D Consultant,
Weston Group Plc

“We had our biggest turnout ever! I have had several enquiries about when I will be holding the next one…”

Amy Mellor,
Learning Consultant,
First Rate Exchange Services Ltd

NEW!

AirLift!

- For High Fliers!

“We had our biggest turnout ever! I have had several enquiries about when I will be holding the next one…”

Amy Mellor,
Learning Consultant,
First Rate Exchange Services Ltd

£ £495

For 3-24 participants

75 minutes

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Teamwork Collaborative

Interactive Training Activities For Your Courses!

The Escape Room - Collaboration is the Key!

Locked in a room with just 60 minutes to escape, teams must pull together to break the combination and be free!

Learning objectives

- Lateral thinking
- Work together
- Overcome silo thinking
- Prioritise tasks
- Have fun!

About the activity

Teams are locked in the training room. We can’t actually do this (due to health and safety!) so we provide posters to stick on the doors that show chains and a combination lock. Teams have to work out the combination to escape the room. To do this they need to solve a number of lateral thinking problems. Getting these wrong incurs time penalties so cooperation with other teams is essential. Teams can meet to share their answers and ensure they get the right answer but the competitive spirit militates against this. They also have to discover who locked them in the room and build a ‘communications’ tower out of straws. With just 60 minutes (before any penalties that reduce this figure) it’s a race against time!

Pack contents: Trainer’s Notes, Locks & Chains Door Posters, Team Briefs, Trainer’s Checklists, Tape Measure, Card, Team Resources: Straws, Fibre Pens, Paper, Sticky Tape & Rulers.

£ £395

For 12-24 participants (10-team version also available: see page 24)

"Brilliant! Many thanks!"
Matthew Hotten, People & OD Manager, Geberit Sales Ltd

"Highly recommend! The participants were very engaged."
Oliver Page, Operations Manager, Ignite Training

"Great outcomes! An inspiring activity."
Raluca Lupou, Training Specialist, Cmed Clinical Services, Romania

ORDER ONLINE! northgatetraining.co.uk or REQUEST an INVOICE sales@northgatetraining.co.uk
RollaBall! - Three Team Harmony (or not!)

Three teams work separately to build a three-part runway. When it’s brought together a ping pong ball has to travel along the three sections. Great way to end a course.

Learning objectives
- Inter-team collaboration
- Identifies ‘team players’
- Questioning and listening skills
- Construction element
- Celebrate success

1 hour
For 9-21 participants
£395

About the activity
Three teams must work together each constructing a section of a three-part runway that will allow a ping pong ball to travel from one end to the other by gravity alone! First, teams must answer a number of questions to obtain the building resources they need. Then teams build their own segments. Good communications are needed to ensure the interfaces are built to the right height and width. In a tense finale, teams test their constructions - and euphoria erupts when the ball completes the course!

Pack contents: Trainer’s Notes, Twenty Questions Forms, Team Review Form, Team Briefs A, B & C, Team Resources: Sticky Tape, Scissors, Rulers, Paperclips, Rubber Bands, Card, Ping Pong Ball.

Houston, we have a problem... - Four-Way Collaboration

Teams are based on the Moon! They must complete a number of tasks requiring cooperation but then comes a message from Mission Control. All is not well! Can teams work together and save themselves?

Learning objectives
- Set clear team objectives
- Group problem-solving
- Cope with change
- Meeting skills
- Plan ahead
- Cooperate with others
- Listen

1.5 hours
For 12-24 participants
£450

About the activity
Teams are stranded on the lunar surface, all needing various resources before they can lift off. They also need to complete several important tasks - set up a laser beam, collect some moon rocks, gather water and lithium fuel crystals. With oxygen short they need to help each other... but then comes a message from Houston about a broken filter! Can teams fix it in time or are they marooned?


“We love RollaBall! Highlights the impact different teams can have on each other.”
Sarah Montgomery,
Director, Delve Organisational Development Ltd

“We ticks all the boxes as a learning activity!”
David Cartwright,
Business Improvement Officer,
A. F. Blakemore & Son Ltd

“We went down really well!”
Sinead O’Connor,
HRD Business Partner,
Almac Group

“Stimulating, fun, entertaining, challenging!”
Eversley Felix, MD,
Eversley Felix Consulting Ltd

SEE ALSO
Mission Improbable on page 21!
Interactive Training Activities For Your Courses!

Managing Time - *Prioritise & Delegate!*

A real test of time management skills. Teams plan for a 4-week period and their efforts are scored out of 100. Tests prioritisation, delegation and common sense.

**Learning objectives**
- Short and long term objectives
- Prioritise urgent & important tasks
- Diary planning
- Delegate to the right person
- Understand staff commitments
- Time planning

**About the activity**
Managing time is a crucial skill to improve productivity. Managers and staff need to know how to prioritise – what is important, what is urgent and what can wait. Sometimes you just have to say NO! But when you do decide a task must be done there’s the decision whether to delegate it or not, and if so to whom. And if not delegating how can it be best fit into your busy schedule. Diary planning is essential. In the activity teams get a score out of 100 for their time planning skills - plus a detailed report on their delegation and diary plan.

**Pack contents:** Trainer’s Notes, Computer Program, PowerPoint, Team Briefs, Staff Diaries, Data Request Forms, Delegation Forms, Robin’s Timetable.

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**Personal Effectiveness Cards**

- *Increase Productivity*

A set of 30 cards shared and discussed within teams. Allows for in-depth discussion on how to organise your time more efficiently.

**Learning objectives**
- Personal organisation
- Prioritisation
- Know your job description
- Identify timewasters
- Plan for the day every day

**About the activity**
On any training course that touches on time management, simply place the pack of 30 cards in front of each team. One person picks the top card and reads it out. The team discuss it and make notes on their response to it. The process gets groups fully engrossed in useful, reflective discussion and ACTION. Some cards are True/False, some give Real Situations to discuss, others are Round Robin cards that interrogate team members about their current time management processes.

**Pack contents:** Trainer’s Notes, Sets of Personal Effectiveness Cards, Handout: Key Points, Handout: Short Term Action Plan, Handout: Long Term Action Plan.

---

“Brilliant! Northgate is my favourite provider of learning activities.”

Dr Anne Grove, Global Head – HR & Development, Cmed Ltd

“Stimulated fantastic discussions about real situations.”

Wendy Pollitt, Training & Development Manager, Romec Ltd

SEE ALSO Deadline 30 Minutes! on page 39!
Time Management

Download Factsheets Online at northgatetraining.co.uk

Time Trial! - Learn to Say No!

A participative assessment tool that indicates how good (or not) teams are at planning their time.

Learning objectives
- Prioritisation
- Delegation
- Just say NO
- Time planning
- Diary scheduling
- Handling emails

About the activity
Teams are given a one-week diary and, representing a manager, plan their week. In their inbox are a number of emails. Teams decide how to deal with them – whether to take account of them and schedule tasks in their diary or whether to delegate. If they delegate, then to whom? Ideal for looking at prioritising, time planning, delegation and learning when to simply say NO! Not every email needs an answer, not all are urgent. The important thing is to be able to tell the difference - efficient organisation of emails is essential for an effective manager.


£395
1 hour
For 4-20 participants

Set Your Objective! - Prioritisation

Faced with more tasks than they can cope with teams must agree on what are the most important objectives. Then they must commit to certain tasks and are put to the test. Typically teams choose the wrong objectives!

Learning objectives
- Set clear & realistic objectives
- Assess the time tasks will take
- Identify who is good at what
- Prioritise what has to be done
- Set clear deadlines
- Manage the tasks

About the activity
Just how realistic are we when setting objectives? How good are we at determining how long tasks will take? Do we have a clear idea of priorities? Which tasks, for example, NEED doing urgently, and which can wait? Teams in this activity choose how many tasks (from a choice of eight) they will do in a given period. Typically, teams fail to do the right tasks because they have not taken account of when they are needed by.

Pack contents: Trainer’s Notes, Team Folders, Task Cards, Straws, Contract Sheet, Scoresheet.

£395
1 hour
For 3-24 participants

FREE Trainer Helpline +44 (0)1225 484990
Problem Analysis - Fish-boning Method

A problem at work and no data. Teams need to brainstorm what information they think they need and then use different techniques to find out what is causing the issue.

Learning objectives
- Ask the right questions
- Lateral thinking
- Logical thinking
- Collate information
- Try different approaches
- Problem-solving

About the activity
Teams represent consultants summoned to a garment factory where production has been halted due to a light blemish found on some of the products. Cause unknown. A Databank holds all the information necessary to solve the problem and get the factory working again. Teams can access the data via written requests. But if you don’t ask the right questions you don’t get the right answers. Can teams identify the problem and save the factory?

Pack contents: Trainer’s Notes, Team Briefing Sheets, Data Index, Sets of Datacards, Record Sheets, Handout: Teamwork & Problem-Solving.

Problems! Problems! - Creative Thinking

Ten problems and 60 minutes means that teams have just 6 minutes per problem. What strategy is best for each type of problem?

Learning objectives
- A decisions procedure
- The importance of a structure
- Information seeking
- Objectivity and rationale
- Evaluating alternatives
- Handling consequences

About the activity
Choosing the right approach to a problem is crucial. The ten problems are a mix of work-based issues and conventional conundrums and highlight a range of problem-solving skills and principles that teams can employ. Lateral thinking, brainstorming, fish-boning, step-by-step, logic, trial and error. Observer’s Forms, Team Assessment Forms and a Key Points Handout all help to maximise the learning, draw out the key principles of problem-solving and enable participants to deal with work problems efficiently and without panic.

The Empowerment Game - *A Board Game*

Empowering staff can have many benefits for both the individual and the organisation. Stimulates huge amounts of useful discussion.

**Learning objectives**
- What is empowerment?
- How to empower staff
- The benefits and downsides
- How organisations empower staff
- The effect on customer service and staff retention

**About the activity**
Teams move on a board and pick up cards for discussion. There are True/False cards, At Work cards, which give situations at work and ask teams to comment on how they would deal with them. And Would You...? cards which give details of what some organisations do to empower and encourage their staff - would teams do the same if they were CEO? Participants record their views ON THE BOARD which makes the Debrief a lot easier.

**Pack contents:** Trainer’s Notes, PowerPoint, Game Boards x2, Playing Pieces, True or False Cards, Would You...? Cards, At Work Cards, Key Points Handout.

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Preventing Stress at Work - *Raises Awareness*

A relaxed, non-threatening format to raise awareness and discuss issues relating to stress at work.

**Learning objectives**
- Understand the issues surrounding stress
- Common causes and symptoms of stress
- Recognise early indicators
- How to deal with stress
- Benefits of work-life balance

**About the activity**
Groups work through sets of mini-task cards and cover a whole range of issues relating to stress in the workplace. Address the different degrees of stress, consider misconceptions, look at real situations and identify your own stress indicators and the possible causes. Stimulates great discussions!

**Pack contents:** Trainer’s Notes, PowerPoint, Game Boards x2, Sets of Cards, Handout A: How to Play, Handout B: Group Form, Handout C: Key Points, Sets of Playing Pieces, Dice & Timer.

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“Really thought-provoking and generated some great discussion.”
Natalie Freeman,
Learning & OD Manager,
Red Kite Community Housing

“A great interactive activity, which helps employees share how they can deal with stress at work.”
Kim Kimber,
Group Training Manager,
Morleys Stores Group
Wellbeing at Work

Interactive Training Activities For Your Courses!

Resilience - Positive Mindset

A set of 30 cards shared and discussed within teams. Allows for in-depth discussions.

Learning objectives
- Adaptability
- Assertiveness
- Emotional intelligence
- Positivity
- Coping strategies

About the activity
On any training course that touches on resilience and work/life balance, simply place the pack of 30 cards in front of each team. One person picks the top card and reads it out. The team discuss it and make notes on their response to it. The process gets groups fully engrossed in useful, reflective discussion and ACTION. Some cards are True/False, some give Real Situations to discuss, others are Round Robin cards that interrogate team members about their responses when they have faced difficult situations. Stresses the need to take control and show determination.

Pack contents:
- Trainer’s Notes
- Sets of Resilience Cards
- Handout: Key Points
- Handout: Short Term Action Plan
- Handout: Long Term Action Plan

£250

For 3-24 participants

30-50 minutes

Emotional Intelligence - Encourages Discussion

Emotional intelligence is a person’s ability to understand their own emotions and those of others, and to act appropriately using these emotions. It’s an increasingly important subject for all supervisors and managers. Use this highly-acclaimed pack to get your staff up to speed.

Learning objectives
- Self-awareness
- Developing social skills
- Controlling emotions
- Self-esteem
- Self-regulation
- Empathy

About the activity
Participants find out exactly what emotional intelligence is and why it is important in this dynamic activity. The pack tests participants’ emotional intelligence by posing some key questions. They are then faced with a set of situations and must decide how they would handle each one. The Trainer’s Commentary identifies how the emotionally mature person might react. Finally, the key concepts of this topic are discussed within the group. An ideal introduction that is useful for showing just how key interpersonal skills are at work if we want to get the most out of other people and ourselves.

Pack contents:
- Trainer’s Notes
- PowerPoint
- Game Boards x2
- Sets of Cards
- Handout A: How to Play
- Handout B: Group Form
- Handout C: What is Emotional Intelligence?
- Handout D: Response Form
- Plastic Markers, Dice & Dice Cups

£395

For 4-12 participants

1 hour

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