






A Taste of Teamwork

FACTSHEET

Things could go badly wrong at Fawly's Bakery, but if teams get their act together they can save the day!

-  **1 hour + debrief**
-  **6-24** in 2 or 4 teams of 3-6 per team
-  **For staff at any level**
-  **No computer required**
-  **695** ex VAT



Learning objectives

- teamwork
- organisation strategies / devising a process
- attention to detail
- inter-team co-operation
- free and open communication
- the importance of working as one big team
- meeting a deadline

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 Dept, processing customer orders, invoicing and packing up the orders, ready for despatch. Seemingly straightforward, there are a few issues that make the task a bit more involved.

One team is responsible for Mushroom & Spinach and Mixed Vegetable pies; the other team for Leek & Potato and Cheese & Onion pies. Customers order a mixture of pie types and these orders are delivered randomly - some to Team 1 and some to Team 2. To confuse the unwary even more some customers have very similar names!

Baking time takes 10 minutes per batch so it helps if teams order pies in good time. They are then packed in boxes, each box holding 18 pies. Finally each customer requires an invoice for the pies and the delivery charge - based on the number of boxes and the distance to the customer. And then there's the surcharge to add to all 'late orders'.

Will every customer receive their correct order and a correct invoice? Is it a piece of cake or a bit of a challenge? What's needed from teams is an overall process, clear communication, in-built checks and balances and everyone on-board.

Pack contents

- Trainer's Notes
- PowerPoint
- Team 1 Briefs
- Team 2 Briefs
- Sets of Order Cards
- Trainer's Record
- Invoice Forms
- Analysis Forms
- Pie Boxes
- Plastic 'Pies'
- Post-It style pads
- Bakers' Hats

This activity is for face-to-face training. It is supplied as a hard copy pack & the digital files are supplied via the Northgate Trainerhub.

Five-year licence

This Northgate training activity comes with a five-year licence for repeat use with up to 24 participants. A licence is required for each site (or remote hub). To use with larger groups or for multiple site licences please contact us for a quote.

Ideally suited to

Testing inter-team cooperation, thinking before acting and looking at having a process to ensure efficiency.

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Customer reviews



A Taste of Teamwork gives *good insights* into people's ability to collaborate, prioritise, manage, coach, influence and communicate. *Very easy to run.*

HR Manager, Legal & General



We recently ran A Taste of Teamwork with one of our clients: it proved to be *great fun* with a *very useful debrief* session cementing the learning for all who participated.

Jon Davies, Get the Edge UK Training and Consultancy Ltd



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

- Introduce the activity (optional PowerPoint enclosed) and organise the group into two or four teams. (When using with four teams, you are running two sets of teams at the same time.)
- Issue Team Brief 1 to one team and Team Brief 2 to the other. Allow them to study their briefs detailing the task ahead.
- Prepare the 25 Order Cards by removing the five 'Late Order' cards and splitting the remaining cards into two piles of 10. After 10 minutes issue a pile to each team.
- Also issue the other boxes to one team, the invoice forms to another.
- Observe teams in action but do not get involved in their interaction.
- Stand by to 'bake' pies on request. Batches of pies take 10 minutes from being ordered to being issued to teams.
- At the 40 minute point issue the five 'Late Order' cards and an Analysis Form to each team.
- At the 60 minute point the delivery van arrives to collect the orders.
- Check the boxes and invoices (the left-over pies give you a quick indication of accuracy!)
- Conduct the debrief - with the aid of the Trainer's Notes and PowerPoint.

Northgate says...

Planning a process is everything! Will teams get themselves organised and work together to accurately process all the orders? Great fun, full of learning - and easy to facilitate!

Ordering is easy!

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Northgate customers

