




# Decisions! Decisions!

The success of The Borneo Trip is in jeopardy.  
Time for some serious decisions!

 **1 hour + debrief**

 **4-24** (up to 4 teams of 4-6 per team)

 **For staff at any level**

 **Includes computer program** (internet access required)

 **595** ex VAT



## Decisions! Decisions!

Can teams keep  
customers happy  
AND keep costs  
down?

Pack contents



## Learning objectives

- to practise decision-making procedures
- to balance profit against customer satisfaction
- to see how some decisions have unforeseen consequences
- to work as a team - and manage conflict
- to encourage and value each individual's contribution
- to reach consensus within opposing constraints

## About the activity

Representing the senior management team of *Extreme Adventure Ltd*, with holidaymakers currently in Borneo, teams are faced with a series of problems that have the potential to de-rail the company. Dirk Hansen, courier on the trip, emails these problems through to head office for senior management to weigh up the situation and decide on the best way forward. To deal with the issues effectively - and keep customer morale high - the management team may need to spend money. But that adds to costs, which eat into the profit margin. Failure to make the right decisions may result in plummeting customer morale. Keeping a business afloat AND maintaining happy customers can be a narrow path to tread. What a dilemma!

There are nine decisions in all. Teams need to think carefully about each - weighing up the pros and cons, looking at the short-term and possible knock-on effects. Having spent money to resolve the first two problems, can they afford to do the same on a third - this time when the consequences may be more significant? How tolerant do they expect the group of travellers to be when things go wrong, especially when the problem is beyond your control?

One computer is used for inputting their decision and teams receive a report on the consequences of their decision, a finance figure and customer morale figure. How do teams perform? Do they develop a decision-making strategy or is it an emotional free-for-all? Team consensus is not always easy to achieve. There is a debrief at the end, to extract the learning points and announce final scores.

## 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.

## Pack contents

- Trainer's Notes (face-to-face & virtual versions)
- Computer Program (internet access required)
- Trainer's Introductory Video
- Trainer's PowerPoint
- Trainer's Checklist
- Team Brief
- The 1st Situation
- All Situations
- Decisions Form
- Team Review Questionnaire
- Decisions Loop Handout

This activity is for face-to-face and virtual training. It is supplied digitally via the Northgate Trainerhub. No delivery charges apply.

## Ideally suited to

Looking at objective decision-making, especially where you have to strike a balance between opposing objectives. Also useful as a generic exercise in customer service.



# Decisions! Decisions!

# FACTSHEET

## Customer reviews

“ Decisions! Decisions! is a practical and *very exciting* exercise with immediate feedback about decisions made. The set-up of using a computer program, with log-in codes, comes across as *new and refreshing* to the participants. The best learning points are the thinking about the consequences of your decisions and that you need to anticipate.

**Vicky de Bruijn, Senior Director, Talent & Leadership Development EMEA, Hilton Worldwide**

“ Decisions! Decisions! is a *fantastic* training tool. I use it as an activity on my Management training courses and I have had some *great results* from it. Delegates really get a lot from the experience.

**Andrew Pipes, Senior Learning Consultant - Delivery, Volkswagen Group**



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


- Introduce the activity using the PowerPoint or Video (includes guidelines for making consensus decisions - but you may prefer to omit them, and use later).
- Organise the group into teams, ideally four or five per team.
- Issue the Briefing Materials and allow teams five minutes to study them.
- Issue the first problem. Teams discuss it, share views and come to a consensus decision by choosing one of the options for the way forward.
- Each individual has a Decisions Form on which they record the team consensus decisions plus their own personal decision (for comparison later). Their team decisions are fed into the (one) computer (internet access required) which then supplies a report on the outcome and a score. If using in virtual classrooms, you as Trainer enter the data on behalf of teams.
- The program also issues the next problem.
- At the end, lead a Debrief. Teams' first priority is to keep costs down but the second is to keep customers happy. How did they score? What is the ideal balance? What was their strategy? Did they heed the original guidelines (if used)? Lots of learning points to discuss.

## Northgate says...

Poor decisions have knock-on consequences and will come back to haunt teams with even more decisions!

## Ordering is easy!

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## Delivery

This activity is accessed via our online Trainerhub. No delivery charges apply.

## Our guarantee

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



## Northgate customers

