

Innovation & Change

FACTSHEET

Engaging, interactive exercise where teams have the opportunity to think innovatively about a real business.

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Apply innovative thinking to performance improvement

 **1 hour + debrief**

 **3-24** (up to 4 teams of 3-6 per team)

 **For staff at any level**

 **No computer required**

 **295** (hard & digital copy) or **245** (digital copy) ex VAT



Learning objectives

- Thinking innovatively, and having a positive, can-do attitude to change
- Applying innovative thinking to improve an existing, 'real' business operation
- Seeing the benefits and positive outcomes of innovative change
- Applying innovative thinking to performance improvement
- Cultivating an innovative, forward-thinking mindset in staff

About the activity

Teams examine basic details of a (real) sandwich shop based in a tourist city. They receive photographs giving lots of clues about the business (so the information is not all data-based). Later teams are issued with more clues in the form of a questionnaire that was completed by the current business owner.

Based on their analysis of all the information, teams are asked to propose a set of realistic changes that in their view would improve the business. They then work on a short presentation, listing the innovations they would like to see. The team presentations are then discussed and evaluated.

What issues do teams flag up? All the likely suggestions are listed in the Trainer's Notes - but it is not definitive. Participants will have their own, innovative ideas. This leads to a general discussion on innovation and change. Finally a second set of photographs are issued, showing what really happened when changes were made by a new owner. The changes are interesting and *did* work - profits went up! How many of the teams' ideas matched those that were put into practice by the new owner? How good were teams at deciding what could be changed for the better?

Attention now turns to participants' own situations. It's easy to see problems in others and say where change is needed, but can teams identify shortcomings in their own environment, practices and procedures - and performance? The aim is to generate ideas that will improve performance back at work, based on the approach they adopted with the sandwich shop.

Pack contents

- Trainer's Notes
- Team Briefs
- Photographs - before
- Photographs - after
- Handout 1: Questionnaire Results
- Handout 2: Key Points
- Handout 3: Action Plan

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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

Practising how to think innovatively and cultivating a positive, *how can we improve?* mindset.

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Customer reviews

“ *Exciting format* - very easy to use. *Excellent feedback* from delegates who liked the simplicity of the activity.
Anon, Consultant

“ Innovation and Change worked *very well* - and using three sets worked with 56 participants easily.
Bob Hayward, Managing Director, Be More Effective Ltd

“ We have found Northgate activities to be *well designed* and the instructions are very comprehensive which makes it easy for the tutor to use "out of the box".
B. Illsley & H. Goodchild, Magnet Group



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

- Introduce the activity and issue Team Briefs - and a set of the BEFORE photographs of the current sandwich shop.
- Allow teams to study the materials, come up with their ideas for improvement and prepare a convincing presentation. After an allotted time, issue the Questionnaire results (if teams have not already asked and received them).
- Hear team presentations and discuss. Points for innovation and change, listed in the Trainer's Notes, should be covered. Note how much or how little teams want to change and what innovative ideas they put forward. How good and how realistic are their ideas?
- Issue the AFTER set of photographs (Cham Deli) to show what really happened. Summarise the issues raised.
- Move on from the sandwich shop to participants' own organisation and situations. Can they identify areas in their own performance and procedures - and the organisation as a whole - that would benefit from some innovative changes? Issue a copy of the Action Plan. Allow time for teams to complete. Then discuss.
- Issue the Key Points handout to take away and serve as a reminder.

Northgate says...

An easy-to-run activity that allows participants to generate ideas around innovation and change. An ideal way to cultivate a forward-thinking mindset that is always looking for ways improve.

Ordering is easy!

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Northgate customers

