



# Managing the Workforce

**Mirrors reality when seemingly simple things go wrong. Reveals fundamentals for building an effective workforce.**

-  **1.25 hours + debrief**
-  **12 (split into 3 teams)**
-  **For staff at any level**
-  **No computer required**
-  **395 ex VAT**



## MANAGING THE WORKFORCE

### Learning objectives

- highlights the common problems that result from lax management
- stresses the need for effective delegation with clearly understood instructions, review points and deadlines
- highlights the need for regular monitoring and review
- identifies the roles of manager and supervisor
- identifies the ways to create an informed, motivated, confident work team of whom you have high expectations

### About the activity

Participants work in three teams representing Managers, Supervisors and Production Staff of a toy company. Management receive a request for samples to be made, so they must brief the Supervisors and the Supervisors in turn must brief Production Staff (who are already engaged on another job).

The lines of communication are short, the task simple, the deadline adequate – and yet the problems multiply exponentially and all too soon the deadline comes and goes – and no samples appear!

What went wrong, how similar is this to what happens at work? What procedures could help to improve things and ensure a much more positive outcome?

### Five-year licence

This Northgate training activity comes with a five-year licence for repeat use with up to 12 participants. To use with larger groups or for multiple site licences please contact us for a quote.

### Pack contents

- Trainer's Notes
- Managers' Briefs
- Supervisors' Briefs
- Production Staff's Briefs
- Memo Forms
- Trainer Assessment - Checklist
- Action Plan
- Set of Resources: scissors, A4 card, colour pens, pencils, rulers, sticky tape

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.

### Ideally suited to

To demonstrate the internal challenges of communication between departments. Stresses the need for everyone to be working together in one united team.

# Managing the Workforce

# FACTSHEET

## Customer reviews

“ I used this last week and the result was *frankly unbelievable*. You mention that the task is simple but the managers do not succeed - and this was the case. The Production Staff produced some excellent dice but failed to finish even one complete sample. There was complete breakdown in communication...The discussion that followed was quite *exceptional* - and the insight, learning and feedback was so powerful. I congratulate you on a *superb simulation*.  
**Peter Chapman, Director, Peter Chapman International**

“ Using Managing the Workforce in our session brought out some **great** learning points. The participants immersed themselves in the very real struggle of each role. It was a double-learning in management and self awareness!  
**Songya Kesler, Leadership Consultant & Coach, Emerging Leaders Training GmbH**



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

- Divide the participants into three teams, Managers, Supervisors and Production Staff, as per instructions in the Trainer's Notes.
- Briefly explain that teams represent departments of an organisation and will shortly be given details of a task.
- Issue Team Briefs. Explain the activity lasts just one hour and draw the group's attention to the means of communication available between the three teams.
- Also issue Production Resources as per instructions in the Trainer's Notes.
- Observe what happens (but don't get involved). Use the Trainer's Assessment Checklist to help gauge workforce performance. There are a lot of areas to consider!
- At the end lead a debrief: did the workforce achieve their objective (most do not)? What did they do well? What let them down? How could they have done better? What useful lessons can they take back to the workplace? Lots of useful issues to discuss - full details are provided in the Trainer's Notes..

## Northgate says...

Flatter organisational structures can provide a lot more creativity and productivity than hierarchical structures ever can. They break down boundaries. This interactive activity is a perfect illustration!

## Ordering is easy!

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## Fast delivery

Digital files are accessed via our online Trainerhub and the hard copy pack is sent via courier:  
£15 UK (next working day)  
£29 Europe (1-3 working days)  
£39 International (1-5 working days)

## Our guarantee

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



### Northgate customers

