








The Urgent Order!

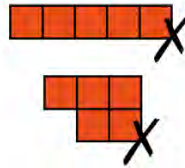
Can teams work together against a tight deadline to fulfil a special order when other important issues get in the way?

-  **1 hour + debrief**
-  **3-24** (up to 4 teams of 3-6 per team)
-  **For staff at any level**
-  **No computer required**
-  **550** ex VAT



Learning objectives

- teamwork & influencing skills
- managing / coordinating a task
- managing interruptions & priorities
- attention to detail & accuracy of work
- creative thinking & problem solving
- keeping focus on customer needs



About the activity

A special order is received by teams who represent the staff and management of an electronics company. Their task is to manufacture (from plastic pieces) a number of new 'computer chips' for a customer. With the materials they have, teams must create 10 'unique' chips. Unfortunately some of the pieces are the wrong colour and teams will need to exchange these with other teams to fulfil the task. But will they? The chips need to be 'sprayed' and 'dried' before being neatly packaged, labelled and prepared for despatch to the customer. This is a trial order - if it is done well then larger orders are likely to follow.

Halfway through the activity, teams receive an urgent notice from another customer who wants a quotation for a potentially much larger order (for the same computer chips). They now have to prioritise the work as this is urgent and requires:

- some costings
- a pro-forma invoice
- a decision on a mark-up
- a professional covering letter (to try to help clinch the deal)

Accuracy and attention to detail are paramount, but the original trial order still has to be completed before the deadline of 60 minutes. Very often, teams know exactly how they should behave but in practice, it's all too easy for priorities to go out of the window! How can teams ensure that at work this does not happen and that they become highly efficient, motivated and successful teams?

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
- Trainer's PowerPoint
- Trainer's Reference Sheet: The 10 Legal Shapes
- Team Briefs
- The Urgent Email
- Trainer's Scoresheet
- Team Review Sheet
- A4 Floor Plan: Spray & Dry Rooms
- Sets of Plastic Interlocking Cubes
- A4 Paper (colour & white)
- 60-second Timers
- Team resources: A4 card, sticky tape, rulers & scissors

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

Testing how well a team can get organised to complete a task and then cope with an unexpected and urgent request out of the blue.

The Urgent Order!

FACTSHEET

Customer reviews



The Urgent Order! works *really well*. I used it at the end of a two-day workshop on teamwork and leadership and it finished the day *brilliantly*. It brings out key lessons whilst keeping delegates engaged and entertained - they thoroughly enjoyed the game. *A breeze to run*.

Edward Hall, Director, TBT Associates



Northgate activities allow groups to understand the *learning by doing*. All our evaluations talk about how much they got from doing the activities, which *cemented* the learning and became a *talking point* long after the day. It also allows me as a facilitator to pull back on real moments / behaviours and link to work and personal experiences.

Paul Phelan, Head of Leadership Development, Jardine Motors Group



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

- Briefly introduce the session explaining that teams have a task to do and they have exactly 60 minutes to complete it.
- Divide the group into teams and issue Team Briefs to each team.
- Issue the plastic pieces and box-making resources to each team.
- Observe teams in action and make notes on any interesting behaviours you witness. These observations can be used at the debrief to comment on how well teams worked together.
- At the halfway point, issue a copy of the Urgent Email (request for a quotation).
- At the 60-minute point, stop the teams and collect in their packages (for despatch to customer).
- Check packages for accuracy, design and overall appearance. Score each team's contribution using the guidelines in the Trainer's Notes.
- Begin the debrief and lead a discussion on how the teams worked. How did they start? Did they have a good understanding of the task? Did *everyone* have a role? How did they handle the urgent email? Full guidance in the Trainer's Notes.

Northgate says...

The ultimate test of good teamworking skills. Can the group work together under time pressure to produce a customer order together with an accurate invoice plus a sensible quotation and covering letter? There's no margin for error and no room for shoddy work.

Ordering is easy!

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Our guarantee

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



Northgate customers

