








# 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**
-  **450** ex VAT



## Learning objectives

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

## 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)

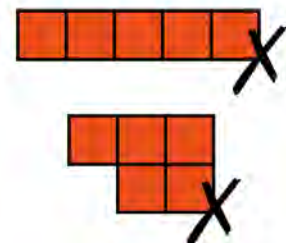
Accuracy and attention to detail are paramount, but the original trial order still has to be completed before the deadline of 60 minutes. Very often, teams know exactly how they should behave but in practice, it's all too easy for priorities to go out of the window! How can teams ensure that at work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

## Pack contents

- Trainer's Notes
- Trainer's Reference: Legal Chips
- PowerPoint
- PDF files for reprinting
- Team Briefs
- Floor Plan: Spray & Dry Rooms
- A4 white card
- A4 paper (white & colour)
- Sets of plastic interlocking pieces
- 60-second timers
- Box-making resources: card tape, ruler & scissors
- The Urgent Email
- Team Review Form

## 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.



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# FACTSHEET

## Customer reviews



It went *really well*, used it at the end of a two-day workshop on teamwork and leadership and it finished the day *brilliantly*. The delegates *thoroughly enjoyed* the game.

Edward Hall, Director, TBT Associates



We like Northgate activities here at ELS because they are great for rapidly creating *cooperative team working* in a fun, subliminal way and without any link to the course subjects. Northgate activities *get people's minds working* and are the conversation pieces at coffee breaks long after the session has finished.

Rob Allen, Senior Consultant, Explosive Learning Solutions



## 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.

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## Northgate customers

