








# Time for Decision!

Based on a real incident with a passenger airline - this is a chance to practise clear thinking and decision-making under pressure.

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



## Learning objectives

- to practise handling tough decisions under pressure
- to adopt a logical approach to problem-solving
- to have a sense of urgency but to avoid panic
- to take all the constraints and variables into account
- to reach consensus decisions within the team

## About the activity

As cockpit crew of a passenger jet, you have just taken-off from Khartoum Airport. You realise there is a problem with the flaps. There's no imminent danger but you need to land for repairs. Returning to Khartoum is not as good an idea as it might appear - there's no chance of refuelling there so you'd have to wait - and that has a massive knock-on effect on your airline's schedules. Cairo would normally be an option but they are experiencing severe sandstorms. As your pilot hours tick away, there's the added problem of the availability of relief crews to fly the plane on to its final destination in London. And while you are weighing up these and other constraints you are of course using up fuel - and that in itself narrows down the options. A decision is needed - fast!

An audio recording simulates radio transmissions and the growing sense of urgency, which adds realism to the task. And regular time announcements put teams under more pressure as they work out how best to get back to London Heathrow, with the minimum of disruption.

Clear lessons emerge about the decision-making process and the need to have a calm, logical approach to solving problems under pressure.

## Five-year repeat use 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 (PDF file)
- Audio Recording (MP3 file)
- Team Brief (PDF file)
- Chart (PDF file)
- Datacards (PDF file)
- Planning Sheet (PDF file)
- Decision Sheet (PDF file)

This activity is supplied electronically.

## Ideally suited to

Developing clear thinking while at the same time coping with a sense of urgency. The longer the decisions take to make, the fewer the options available!





# Time for Decision

## Customer reviews



Used as an *important* and *fun practical exercise* on many management development programmes. Delegates have included supervisors, project managers and all levels of management (including directors). The best learning points included a developing a structured process for decision-making. A *great activity*, always *hugely successful* with delegates. Would be *happy to recommend highly to others*.

Joe Taylor, Director, Positive Skills



We ran Time for Decision! *virtually* which worked *really well*. The participants thoroughly *engaged* with the exercise and really *enjoyed* it.

Clive Bradley, MD, The Leadership Group Ltd



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

- Introduce the activity and organise the group into teams of three to six per team.
- Issue each team with a Team Brief, a Chart, a set of Datacards, a Decision Sheet and a Planning Sheet. Teams have 15-20 minutes to study the materials.
- After 20 minutes, announce take off and start the audio recording. This runs throughout the session. Receive Decisions Sheets as teams send them to you (noting the time they do so) and allow teams to work through their Planning Sheets.
- When the time is up, bring everyone together for the debrief. Discuss what happened and encourage groups to share the decisions they made with others. Did they all make the same decision? What factors led them to their decisions?
- Discuss best practice and agree a decision-making model the teams can adopt at work.

## Northgate says...

Very useful activity for getting people to focus on using a decision-making model to solve problems. It is supplied digitally and so can be used in virtual classrooms or you can print for use in face-to-face training.

## Ordering is easy!

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sales@northgatetraining.co.uk

## Delivery

This product is delivered electronically. No delivery charge is applicable.

## Our guarantee

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



## Northgate customers

