

Who Gets the New Tuk Tuk?

FACTSHEET

This new activity focuses on decision-making, effective meetings, arguing a case, negotiation and leadership.

-  **1 hour + debrief**
-  **4-24** (up to 4 teams of 4-6 per team)
-  **For staff at any level**
-  **No computer program**
-  **495** (hard & digital copy) or **445** (digital copy) ex VAT



Learning objectives

- to prepare and present a persuasive argument
- to listen to and evaluate competing viewpoints
- to participate effectively in meetings
- to reach reasoned decisions through discussion and consensus
- to chair a meeting and demonstrate effective leadership
- to balance fairness with the needs of the business
- to make decisions with both short-term and long-term consequences
- to justify management decisions using clear business reasoning

About the activity

This activity explores one of the most common challenges faced by managers: allocating a scarce resource fairly while achieving the best outcome for the business. Participants decide how to allocate a new electric Tuk Tuk (Indian taxi) within a small team of drivers, each with different levels of experience, service, age and future potential. Although the discussion centres on who should receive the new vehicle, the real challenge is deciding how to balance loyalty, performance, succession planning and the long-term interests of the organisation.

There is arguably no single 'correct' answer. The quality of the team's reasoning is more important than the decision itself. In each team one person takes on the role of the Manager - in overall charge of the taxi firm. The other participants play the role of the drivers (or their representatives). The Manager runs the meeting at which the allocation of the new vehicle and the reallocation of the old vehicles are discussed. The Manager has their own idea for the solution. A crucial question is how fair will they be in their presentation of the issues? Push their personal agenda or give a good opportunity for different views to be heard? Will they bend to the will of the majority or stick to their guns? Most groups adopt one of three management approaches:

1. **Reward loyalty** by recognising long service.
2. **Maximise business performance** by allocating the asset where it will deliver the greatest immediate benefit.
3. **Invest in the future** by developing an employee with long-term potential.

These are all legitimate management philosophies. The most effective teams recognise that the decision is about more than allocating a single vehicle. They consider how the entire fleet can be organised to produce the best overall outcome for both the business and staff.

List of contents

- Trainer's Notes
- Trainer's PowerPoint
- Team Briefs
- Handout: Team Review
- Handout: Decisions Process

This activity is for face-to-face & virtual training. It is supplied as a hard copy pack and digital files are supplied via the Northgate Trainerhub (or you can purchase digital files only).

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

Any management training course where learning outcomes are focused on decision-making, meetings, arguing a case, negotiation, and/or leadership.

Who Gets the New Tuk Tuk?

FACTSHEET

Customer reviews

”

We liked how *Who Gets the New Tuk Tuk?* could be used to explore a range of different learning outcomes – decision making, meeting effectiveness, leadership styles and fairness, among others. The team engaged well with the scenario, and it generated some good discussion and debate. The main takeaway was around **impact and influence**, and how we can positively influence others. **Thank you, Northgate!**

Sophie Diab, Talent Development Partner, Moto Hospitality Ltd

”

Northgate activities come with **clear instructions** and are **ideal to break up the training** with different activities.

Gemma La, Talent Development Manager, Thrings LLP

”

We use a number of Northgate activities in our training programmes to **energise** our training sessions and **get delegates practising skills**. The best part? These learnings do not just stay in the room. They shape how we lead, collaborate and support our people every day.

Tina Rudd, Learning & Development Partner, The Estee Lauder Companies

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

- Introduce the activity verbally or with the PowerPoint.
- Divide the group into teams. With 12, you can have two teams each with a Manager and five drivers. Other combinations depend on the number of participants and various Briefs are easily dropped to accommodate different numbers.
- Issue the Team Briefs – a Manager Brief and five Individual Driver Briefs.
- Ask the Manager (or the teams) to begin the meeting. Allow approximately 20 - 30 minutes.
- Observe and make notes for the Debrief.
- Start by asking each team for their solutions. Ask about how the meeting went, how decisions were reached, how the Manager behaved, whether it was seen as a successful meeting or not. What went well and what badly. What key lessons emerged?
- During the debrief, concentrate on **how** the team reached its decision rather than **what** decision it reached. Good management is demonstrated through the quality of the discussion, the reasoning used and the ability to justify the final decision.

Northgate says...

Good management decisions rarely satisfy everyone but should always be clearly justifiable.

Ordering is easy!

 northgatetraining.co.uk

 +44 (0)1225 484990

 sales@northgatetraining.co.uk

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

