

4-in-1 Activities: Assessing Key Competencies

Participants will learn:

- a range of key competencies in four separate skills areas
- to look objectively at their own competence levels
- to identify their strengths and weaknesses
- to continually assess their own contribution back at work

40-60 minutes each + debrief

Any number

Staff at any level

£350 ex vat

Fantastic value - four motivating, fun activities all in one pack! Ideal for assessing and developing four sets of core competencies in your staff.



All four activities are designed for a 60-minute session but there is enough additional material to extend sessions to two hours. Use with any number of participants, working together in small groups or teams. Each team is given a task and an observer to records on an easy-to-use Observer's Form, individual competencies displayed by team members. Observers are not essential because at the end of each task teams review their own performance using Team Assessment Forms (or Individual Assessment Forms) but they add another dimension to the assessments and provide good debate material for the debrief. Observers views and team views can be wildly different. All forms are easy and quick to complete. The result is a fantastic amount of useful material on which to build discussion and establish key competencies. Finally Handouts to take away summarise the key lessons.

Activity 1 Teamwork

Explores team roles interpersonal skills / giving and receiving information / handling conflict / harmonizing / valuing all members.

Each team member has his/her own brief. The team must reach agreement on two major issues facing a publishing company. The Briefs ensure there are conflicting ideas at the table. An excellent demonstration of teamwork issues - including harmony and conflict resolution, negotiation, interpersonal skills and influencing others.

Activity 2 Decision-Making

Explores defining the issue / seeking information / evaluating options / listening to views / influencing others / compromise.

Participants rank a list of 15 'crimes' in order of seriousness. They then, as teams, repeat the process. An expert ranking is revealed and individuals and teams score their work. Consistently shows that teams outdo individuals. But the main thrust of this activity is the team interaction to arrive at consensus. How are decisions reached?

Activity 3 Managing Time

Explores setting deadlines / maximizing resources / prioritising / getting started early / delegating / coordinating to process / finishing on time.

In just 30 minutes teams complete a creative, organizational, task, preparing a one-minute radio advert, but there's a major constraint. Few teams complete the task perfectly (although there is time for two attempts – and some steep learning).

Activity 4 Leadership

Explores leadership styles / role of the leader / introducing change / monitoring staff / listening / providing motivation and vision.

Teams are briefed on their role as either leader ('manager') or team member ('employee'). The manager has instituted a change in an open plan office - the employees are not happy. How does the manager cope with the employees' objections and feelings? Can good leadership prevail? A 15-20 minute meeting is followed by a general Debrief and comparison of each team's experiences. How the manager/leader presents the case is crucial.

4-in-1 Activities: Assessing Key Competencies

Trainer's Role

- 1 Choose one of the four activities. Before the session print the required number of Briefs, Forms and Handouts (all supplied digitally).
- 2 Briefly introduce the session and issue a copy of the Brief to each team and an Observer's Form to each observer. Allow the activity to proceed to completion. All timings supplied.
- 3 Issue Review Forms and allow time for individuals, teams, observers to complete them.
- 4 Lead a Debrief by first listening to what teams and individuals have to say about their performance and listen to observer views. Use the guidance notes in the Trainer's booklet to go through each point on the Review Forms and structure (and control!) the discussion.
- 5 Establish the overall lessons of the session.
- 6 Issue Handouts to each individual to take back to the workplace.



Testimonials

“ What a **GREAT-VALUE** pack!
G. Lewis, Consultant

“ Highlights a **wide range of key competencies** in such a simple format.
L. Morrison, Consultant

“ **Useful** resource materials. Instructions clear and **easy to understand**.
L. Hindley, The Learning Curve

“ I've been using Northgate activities for 25 years for team-based learning and am **always impressed** by the **quality** of the material and the **insights** delegates get.
P. Roberts, University of Warwick

Pack Contents

- Trainer's Guide covering all four activities
- Team Briefs (supplied digitally)
- Additional team materials (scissors, tape, A4 card)
- Observer Forms, Team Assessment Forms and Handouts (supplied digitally)

**18 Different Forms
in total!**

Purchasers

British Heart Foundation
John Lewis
Fisher Clinical Services
Sea Cadet Training Centre
Nottinghamshire C/Council
Manchester C/Council
West London M/Health Trust
Sandwell MBC
Royal Devon & Exeter NHS
Opsis Consulting
Blaby District Council
Harvey Nichols
Southern Water

Ordering

■ Phone +44 (0)1225 484990 ■ Email sales@northgatetraining.co.uk ■ Web www.northgatetraining.co.uk
Delivery UK usually next working day, elsewhere 1-6 working days depending on location