

### Decisions, Decisions!

#### Participants will learn:

- to practise decision-making procedures
- to balance profit against customer satisfaction
- how some decisions have unforeseen consequences
- to work as a team, including how to manage conflict
- to value each individual's contribution
- to express their views
- to reach consensus within a given timeframe

 1 hour + debrief

 4-24 (up to four teams  
of 4-6 per team)

 Staff at any level

 £450 ex vat

 Only one pc (or laptop)  
and printer required

■ You're a successful travel company but your Borneo Adventure group hits a series of problems and your neck is on the line. Ideal for putting team decision-making skills - and customer care values - to the test.

Teams represent the senior management of Extreme Holidays currently overseeing a Borneo trek for 17 clients. Courier, Dirk Hanson sends in a series of problems to address – and the buck stops with you!

Evaluate each situation and respond from five given options. Spending money on a problem increases client morale but cuts into profits. Failing to solve a problem properly means it re-emerges later. Options are entered into a single computer and the consequences are printed off together with the holidaymakers' morale – plus the next problem. No pressure then.



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### Trainer's Role

- 1 Introduce the activity using the PowerPoint slides.
- 2 Divide the group into teams and issue Briefing Materials.
- 3 Allow teams five minutes to study the Team Briefs, then issue the first problem. Teams enter their decision into the computer using their unique access code pin number.
- 4 The computer prints the consequences of the decision and the next problem.
- 5 At the end, lead a Debrief.

Full guidance is provided in the Trainer's Notes and PowerPoint presentation.



### Testimonials



**Sheila Lamont, Lamont Associates**

The best learning outcome was how the team worked together to make decisions – very fast. This linked well to the use of MBTI profiles. It also looked at how they balanced profits and customer satisfaction.

An excellent learning tool for management teams to review how they work together.



**Edward Haslam, Consultant**

A good way to end a course on a high. Used as the last session at the end of a junior management course, in a national construction company. The best learning point was the need to talk through conflict. It can be as short or drawn-out as the situation requires.



**Karen Brasier, City of Bristol College**

The highlight of the course! Extremely useful in assessing the team process - and many learning points were extracted about how we make the most successful decisions.

### Pack Contents

- Trainer's Notes
- USB containing Computer Program & PowerPoint Presentation
- Team Briefs
- Cheque Book
- Decisions Slips
- Decisions Handouts

### Purchasers

- GCAP Media Plc
- Colliers CRE
- City of Lincoln Council
- Halifax Plc
- GlaxoSmithKline
- JP Morgan
- Lancashire Teaching Hospitals
- NHS Trust
- Barclays Bank Plc
- Holland & Barrett Retails Ltd
- Bristol City Council

### Ordering

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Delivery UK usually next working day, elsewhere 1-6 working days depending on location