



# Decisions! Decisions!

# FACTSHEET

The success of The Borneo Trip is in jeopardy.  
Time for some serious decisions!

- 1 hour + debrief
- 4-24 (up to 4 teams of 4-6 per team)
- For staff at any level
- Includes computer program
- 450 ex VAT



## Decisions! Decisions!

Can teams keep  
customers happy  
AND keep costs  
down?

Pack contents



## Learning objectives

- to practise decision-making procedures
- to balance profit against customer satisfaction
- to see how some decisions have unforeseen consequences
- to work as a team - and manage conflict
- to encourage and value each individual's contribution
- to reach consensus within opposing constraints

## About the activity

Representing the senior management team of *Extreme Adventure Ltd*, with holidaymakers currently in Borneo, teams are faced with a series of problems that have the potential to de-rail the company. Dirk Hansen, courier on the trip, emails these problems through to head office for senior management to weight up the situation and decide on the best way forward. To deal with the issues effectively - and keep customer morale high - the management team may need to spend money. But that adds to costs, which eat into the profit margin. Failure to make the right decisions may result in plummeting customer morale. Keeping a business afloat AND maintaining happy customers can be a narrow path to tread. What a dilemma!

There are nine decisions in all and teams need to think carefully about each - weighing up the pros and cons, looking at the short-term and possible knock-on effects. Having spent money to resolve the first two problems, can they afford to do the same on a third - this time when the consequences may be more significant? How tolerant do they expect the group of travellers to be when things go wrong, and how tolerant are they when problems arise that are beyond your control?

Teams use a computer (one for the whole group) for inputting their decision, and in return receive a report on the consequences of their decision, a finance figure and a customer morale figure. How do teams perform? Do they develop a decision-making strategy or is it an emotional free-for-all? Team consensus is not always easy to achieve! At the end, the debrief follows - and teams receive their final scores. Now includes version for virtual training!

## Pack contents

- Trainer's Notes
- Computer Program (Windows and MAC)
- PowerPoint Presentation
- Introductory video
- Debrief video
- Team Briefs
- Decisions Slips
- Cheque Book
- Decisions Handout

This activity is supplied as a hard copy pack and digitally for use in both face-to-face and virtual classrooms.

## Ideally suited to

Looking at objective decision-making, especially where you have to strike a balance between opposing objectives.

Also used as a generic exercise in customer service training.

Decisions Slip		
Problem	Team decision	My decision
1 Meeting point	<input type="checkbox"/>	<input type="checkbox"/>
2 Hotel Morning Glory	<input type="checkbox"/>	<input type="checkbox"/>
3 Hotel Tea of the Full Moon	<input type="checkbox"/>	<input type="checkbox"/>
4 Psai Lodges	<input type="checkbox"/>	<input type="checkbox"/>
5 Bamboo Café	<input type="checkbox"/>	<input type="checkbox"/>
6 Bin Ting	<input type="checkbox"/>	<input type="checkbox"/>
7 Tai Poo	<input type="checkbox"/>	<input type="checkbox"/>
8 Wabani Airport	<input type="checkbox"/>	<input type="checkbox"/>
9 Wabani Airport	<input type="checkbox"/>	<input type="checkbox"/>



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## Customer reviews

“ Decisions! Decisions! is a practical and *very exciting* exercise with immediate feedback about decisions made. The set-up of using a computer, with log-in codes, comes across as *new and refreshing* to the participants. The best learning points are the thinking about the consequences of your decisions and that you need to anticipate.

**Vicky de Bruijn, Senior Director, Talent & Leadership Development EMEA, Hilton Worldwide**

“ Decisions! Decisions! is a *fantastic* training tool. I use it as an activity on my Management training courses and I have had some *great results* from it. Delegates really get a lot from the experience.

**Andrew Pipes, Senior Learning Consultant - Delivery, Volkswagen Group**



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

- Introduce the activity using the PowerPoint slides (includes guidelines for making consensus decisions - but you may prefer to omit them, and use later) and introductory video if required.
- Organise the group into teams, ideally four or five per team.
- Issue the Briefing Materials and allow teams five minutes to study them.
- Issue the first problem. Teams discuss it, share views and come to a consensus decision by choosing one of the options for the way forward.
- Each individual has a Decisions Form on which they record the group decisions plus their own personal decision (for comparison later). Using unique codes, each team accesses the computer program (only one computer is required) and record their consensus decision.
- The computer issues a response to the decision, a score and the next problem.
- At the end, lead a Debrief. Teams' first priority is to keep costs down but the second is to keep customers happy. How did they score? What is the ideal balance? What was their strategy? Did they heed the original guidelines (if used)? Lots of learning points to discuss. Use of the debrief video is optional.

## Northgate says...

Poor decisions have knock-on consequences and will come back to haunt teams with even more decisions!

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## Northgate customers

