



Decisions! Decisions!

FACTSHEET

Customer reviews

“ Decisions! Decisions! is a practical and *very exciting* exercise with immediate feedback about decisions made. The set-up of using a computer program, 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 with internet access required) and records their consensus decision. If using in virtual classrooms, you as Trainer enter the data on behalf of teams.
- The program 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.

Northgate says...

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

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