

**Fantastic value In-Tray exercise – ideal for assessing and developing core competencies of decision making, prioritising, planning, time management, teamwork and leadership in your staff.**



**Ideal for individual or group assessment**

Our time management training game is ideal to assess an individual or a group at an assessment centre. It is also ideal for use as part of development training on a course.

### **About the Activity**

Each team or individual has their own “In Tray” which consists of 25 documents (emails, notes, letters etc.) and the task is to:

1. Prioritise the items and decide which communications need an instant response:
  - A. High Urgency/High importance
  - B. High importance/Low Urgency
  - C. High Urgency/Low Importance
  - D. Low urgency/low importance.
2. Decide which items can be delegated.
3. Decide which items can be put into the diary.
4. Identify problems within the business and decide what should be done.

The exercise lasts 30 to 45 minutes but while an individual team work on their inbox, emails continue to arrive. Will they interrupt their work to deal with emails or will they ignore them? What disciplines will they set? Will they complete the exercise within the 45 minutes and show good time management?

You can alter the type of documents according to the level of participants and areas to be covered.

You can appoint a leader for this exercise to see how they manage their team. Alternatively, see how the individual or team performs with their prioritising, planning and time management.

Are you looking for assessment centre exercises or time management activities? This In-Tray exercise is ideal for an assessment centre before recruiting staff or looking to promote staff. It is used on graduate induction courses and all types of management programmes where time management and teamwork is a focus.

### **The In-Tray Exercise includes:**

1. Trainer's Guide including notes on Time Management
2. Team or individual briefing sheets
3. Emails, letters and notes for the individual or team to action
4. Forms for the individual or team to record their actions.

## The Scenario

**The following scenario is provided with the game, but you can amend it to suit your needs.**

You represent Chris Dearing, the General Manager of Toys Galore and your manager is Peter Davis.

Toys Galore are an online children's toy retailer and you work in the head office.

Toys Galore's previous General Manager went on long-term sick leave (due to stress) at the beginning of July and is unlikely to return to work. You have been hired because you are an efficient, positive thinker who (it is hoped) will soon catch up with the work that has not been done for the last five weeks.

This situation has left a number of outstanding issues and the HR Director has asked for regular updates.

Today is Monday the 5 of August – your first day as Toys Galore's General Manager.

Your assistant has left a number of documents on your desk for your attention. These appear in a variety of formats including emails, letters and notes. Some of these items may appear to describe isolated issues, while others link to one or more of the other items.

### What to do:

1. Decide which documents to use (those supplied or some of yours).
2. Explain the purpose of the activity and what is required. Tell them that for the purpose of the activity today is Monday 5 of August. Also explain that after they have completed the activity, they will be required to present their decisions.
3. Issue each team (or individual) with a copy of the documents.
4. After 10 minutes add more documents at various times to see if they interrupt their work to deal with emails. What disciplines will be set to deal with these?
5. Observe them in action and make a note of any interesting behaviour, conflict or discussion.
6. Listen to each presentation on their decisions. They can be informal with the groups merely stating what they did and discussing key issues or they can be a more formal with each item being discussed in depth.
7. When each group has had its say, lead a general discussion of the exercise. Draw out what participants saw as the key issues they had to deal with regarding prioritising, time management and handling information. Then reveal the suggested answers and allow them time to compare with their own decisions. This usually promotes a lively discussion with some disagreement.
8. Relate the issues in the exercise to those in the workplace. Summarise the key lessons using the notes in the Trainer's Guide.



## Key skill areas:

- Prioritisation
- Time management
- The role of a manager
- Planning and problem solving
- Prioritising
- Analyse and organising
- Solving problems
- Making decisions
- Delegation
- Communication
- Teamwork
- Leadership.

### Users' Comments

*"We use the In-Tray exercise for our supervisor and management courses. It soon gets them working and provides lots of evidence where they can develop in key areas like decision making, prioritising, planning, time management and leadership."*

*"The In Tray exercise is another excellent exercise we bought from you. Our Assessment Centre is now more realistic and enables us to evidence skills of potential candidates and those being considered for promotion."*

**Timing:** This business game runs for 45 minutes.

**Numbers:** Any number of teams.

**Who:** Staff at any level.

**PC required:** None.

**Licence Free:** When you buy this training material, there are no restrictions on the number of times you can use it.

**Cost to buy:** You can buy this business game (which includes a trainer's manual) and use it yourself for £250 + delivery and VAT (if applicable).

We will also run this game for you, please contact us for details.

**For further information please contact:**

**Liz Garrard**

**Training Co-ordinator**

**Elite Training European Ltd**

**3 Parkers Place**

**Martlesham Heath**

**Ipswich**

**IP5 3UX**

**Telephone +44 (0)1473 610320**

**Email: [games@elitetraining.co.uk](mailto:games@elitetraining.co.uk)**