

An In-Tray exercise with a difference!

Under severe pressure teams have to sort out their in-box and decide what is urgent and what can be delegated - but at the same time they are being bombarded with emails. Nothing if not realistic!

About the Activity

Each team or individual has their own 'In-Box' which consists of 30 documents (faxes, memos, notes, letters etc.) and their task is to:

- Prioritise the items and decide which communications need an instant response;
- Decide which items can be delegated:
- Identify underlying problems within the business as revealed by the communications and decide what should be done.



The exercise lasts 60 minutes but while teams work on their in-box a series of emails trickles in.

Emails can be the tyranny of communication. Will teams interrupt their work to deal with emails or will they ignore them?

What disciplines will they set up within the group?

Will they complete the exercise within the 60 minutes and show good time management?

What does the activity do?

It contains key lessons about the manager's role in terms of prioritising, managing time and delegating and also stresses the manager's wider role in terms of developing staff.

As a new manager of a leisure park teams are faced with in-tray documents (emails, memos, letters) which have clues to what is going wrong in the department.

An effective good manager needs to keep his or her nose to the ground and have the ability to read between the lines.

Key skill areas:

- prioritisation
- delegation
- the role of the manager
- handling the work flow
- dealing with emails
- the urgent and the important
- evaluating staff through their communications.

Can be used time and time again with many different groups and applications.

Simply use the CD ROM to print off as many copies as you need before each session.



Users' Comments

"Used with too many groups to mention, InBox is flexible, focussed and fun."

"We use InBox both at the outset of management courses - partly as an ice-breaker - and to introduce the concept of how management NVQs work. We used it with first line and middle managers, supervisors and team leaders. It provides a good way of starting discussion and helps establish teamworking practices and consensus seeking."

"InBox fits the bill in our Assessment Centre, particularly for a Planning and Organising competence. It enables us to highlight team managers who potentially have problems with prioritising and delegating."

"InBox is a useful training tool with clear facilitator notes which we use as part of a management development programme for middle managers."

Timing: This business game runs for 2 to 4 hours.

Numbers: Any number of teams.

Who: Staff at any level.

PC required: One computer (or laptop) and printer required.

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:

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