



**IOL (UK) Limited & Northgate Training**  
EXERCISES, GAMES & SIMULATIONS FOR MANAGEMENT DEVELOPMENT



## The TEN Harry Files

### Basic management guidelines in TEN key areas:

- Communicating with Staff
- Teamwork
- Managing Change
- Time Management
- Handling Stress
- Customer Care
- Setting Objectives
- Absenteeism
- Motivating Staff
- Performance Management

#### NUMBERS:

Any number of participants working as individuals or in groups of 3 or 4

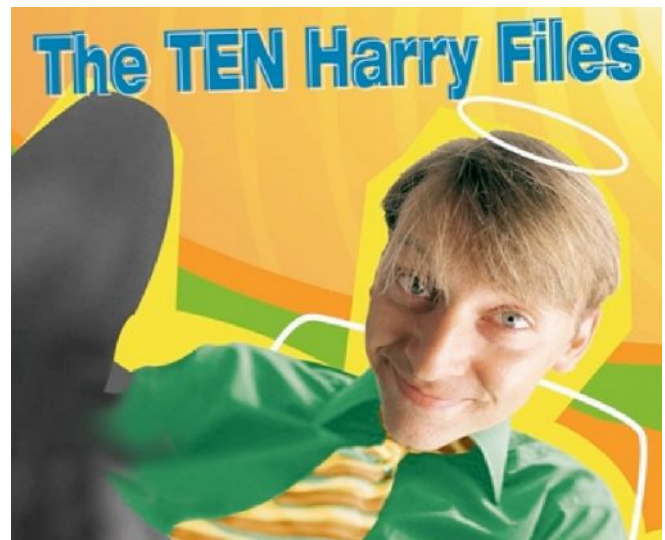
#### TARGET AUDIENCE:

Staff at any level

#### TIMING:

30 minutes + Debrief

**COST:** £199 (+VAT and delivery)



**Newly updated, this popular, single set of TEN mini case studies introduces 10 different supervisory and management skills. Undoubtedly our 'best value' pack!**

All on one CD-Rom, you can easily run off new team materials every time you use the activities.

Address basic management skills through the actions of a third party – namely Harry – a manager who needs help! He might be attending a meeting, planning objectives, heading up a team, worrying about absentee figures – and lots more.

You have 30 minutes to find out about Harry – the situation, his performance, the consequences and what staff say – and share your ideas as a group. When you 'have the picture', simply complete the task sheet on Harry's good points, bad points and what he should do to improve.

Great source for introducing topics to new managers, supervisors and team leaders. Very easy to facilitate and very good value.

# The TEN Harry Files

## Trainer's Role

The TEN Harry Files are all very easy to run. They are supplied on one CD.

- 1 Choose your topic and simply print off the participants' briefs - one for each group (or individual) - and hand them out.
- 2 Allow groups 30 minutes to read about Harry.
- 3 Teams then complete a Task Sheet on good points, bad points and areas for improvement.
- 4 Lead a discussion on the key learning points.

*Full guidance is provided in the Trainer's Notes.*

## Pack Contents

All TEN Harry Files are supplied on one CD. For each activity, there are:

- Trainer's Notes (30pp)
- Team Briefs (easily reprinted from the CD)
- Task Sheets (easily reprinted from the CD)
- PowerPoints to introduce & debrief all TEN activities

**TO ORDER "The Ten Harry Files" please contact:**

IOL (UK) Limited  
t: 01884 821870  
f: 01884 829168  
email: [info@iol-uk.co.uk](mailto:info@iol-uk.co.uk)  
[www.iol-uk.co.uk](http://www.iol-uk.co.uk)