



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



## Time for Decision!

***Two hundred passengers, 500 metres above Khartoum Airport.  
The plane's wing flaps are stuck and you're using double the normal fuel!***

- **Timing** one hour
- **Participants** Up to four teams of 3 – 6 participants
- **Price** £295 plus delivery & VAT

*Time for Decision* requires one audio cassette player

### Core Skills

- **Decision-making processes**
- **Problem-solving**
- **Crisis management**
- **Information handling**
- **reaching consensus**
- **Evaluating options**
- **Implementing decisions and living with the consequences**

### What it does

This exciting, high-pressure exercise tests problem-solving and decision-making in a demanding situation. It is vital to manage time, co-ordinate the team and consider the options in a methodical and organised way. *Time for Decision* demonstrates very clearly the need for a decision making *process* for both long and short term decisions and by following that process teams can be confident of making the right choices.

Used at the beginning of a programme, it highlights the *need* for a decision making process. Used at the end it allows teams to put decision-making models *into practice*.

### How it works

In this best-selling exercise, based on a real situation, teams represent the cockpit crew of a passenger airline preparing for departure from Khartoum Airport bound for London Heathrow. *Team Briefs* and a *Sketch Map* of their flight path provide initial information.

As in reality, they prepare themselves for the flight by gathering the necessary information. They do this by asking the Trainer who can then issue relevant **Datacards**. But if they don't ask, they don't get!

In the next phase, teams hear an audio tape of the full sound effects and the crew's conversation during take off. They witness the alarm as the crew realises the flaps are stuck. While not life threatening it is serious. The planned flight schedule is no longer an option.

It's time for decisive action! The audio tape now acts as a *real time* log as teams analyse their information and get to grips with the problem. The obvious solution is to dump the fuel and prepare for landing back at Khartoum. But Khartoum has no facility for refuelling. With customer service and plane logistics both very important issues, the crew must weigh up all possibilities to try and return to Heathrow on time.

What other options exist? Should they go on to Cairo - Nairobi - or Jeddah? In places sandstorms are raging - and Jeddah doesn't serve alcohol! But while they discuss the issues, fuel is being burnt at twice the normal rate - and the options are closing down. The audiotape's "speaking clock" puts delegates under further pressure while they deliberate. The winning team is the *first* to get back *safely* to Heathrow!

Using the data requested at the start, teams hand in a **Decisions Form** to the Trainer (who represents Air Traffic Control). They then *implement* their decision by completing a Flight Schedule Form. All options are clearly listed, rated and explained in the Trainer's Notes along with discussion points.

## Time for Decision!

### What to do

1. Introduce the exercise, issue **Briefs** and **Map to** delegates.
2. Allow 15 minutes for teams to illicit the all important further information. Respond with appropriate **Datacards**.
3. Allow a further five minutes for discussion and then announce take-off and play the audio tape.
4. After 10-15minutes teams hand in a **Decision Statement** and then *implement* this on their **Flight Schedule**.
5. Ask groups to share their decision with others.
6. Discuss the best practices and agree a decision-making model the teams can adopt at work. Full guidance in the **Trainer's Notes**.

### Trainers Comments

*"I find **Time for Decision** extremely useful for getting people to focus their attention on using a decision-making model to solve problems. For getting people to work under pressure it is undoubtedly the best exercise on the market. Tremendous fun"*

G Lack, The Training Department

### To Order please contact

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