

Road Trip

For: Customer Service

Duration: 5-10 minutes

Purpose: This exercise shows the reasoning behind making sure expectations are clear to maximize success when working with a customer.

Supplies: Paper and pens for everyone

Instructions:

1. Have groups of two to four get together and decide collectively what are the three best items to bring on a trip. Give them a short amount of time to decide on these items, and then ask them to share their answers.
2. Afterwards, ask them to be more specific and give more details. If a person says clothes, for example, ask them if the clothes are for warm or cold weather. If someone says money, ask if cash or card is better where they are heading.
3. In the second round, give each group a slip of paper with a destination, and ask them to repeat the activity.
4. This way, participants can see the difference between planning for a trip in which they know their destination and planning for one in which they don't. The key point is that it's easier to plan when everyone on your team agrees on the final destination.

Debrief:

- Imagine what would happen if you turned up for a trip to a snowy mountain only with beach clothes? The trip would be a disaster, and you'd need to abandon it. The same goes for teamwork – we all need to know where we're going, and prepare for the journey, in order to reach the destination together. In our team, we need to work together and be clear on our goals. Take the time today to consider what your goals are, and how they match with the rest of the team, to make sure you don't get caught out along the way.
- What are ways you can make sure that you and your customer are on the same page?