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Ten of Everything

Aims and objectives

To enable the trainer to:

- Create an explosion of great ideas
- Use them as a basis for further discussion.

To enable the participants to:

- Explore ways of doing or assessing situations
- Identify practical steps, where appropriate, to implement the ideas.

Overview

Participants work in teams to find the best of ten in response to a question posed by the trainer.

Applications

Capable of being adapted to any training topic, this game is designed to engender valuable suggestions for the benefit of both the participants and the organization.

Trainer's role

Devise relevant questions and facilitate the task.

Participants' role

Using and sharing their imagination and knowledge.

Game techniques

Competitive, ideas, presentation, superlatives.

Resources

Flipchart and marker pens (different-coloured), pen and paper.

Step by step

1. Divide the group into teams, and ask them to find the best ten responses to the question or topic you put to them. Examples are:

- Ten key facts about interview procedures (to test knowledge and understanding of procedures)
 - Ten main reasons for staff absence from work (to identify causes of a problem with a view to finding solutions)
 - Ten ways to improve our image (to find new approaches to public relations).
2. Ask the teams to present these in the form of Top Ten Charters that are innovative and original, and to explain the thinking behind them.
 3. At a later stage in the course, return to the Charters, using them as a focus for developing knowledge, skills and practical steps to address problems and enhance image, quality of products and service, customer care or staff relations.
 4. After the session, collate the responses into one handout to give participants and, if you have the group's agreement, to pass on to the appropriate person in the organization for action.

Variations

1. The process is similar to the above, but instead of setting all teams the same question or topic, ask each team to look at it from a different perspective. For example, you might have described to your group a set of new procedures. Divide the group into three, and give each sub-group a different question or topic. Sample topics are: 'Ten reasons why old procedures are outmoded', 'Ten good reasons for introducing change', 'Ten complications that could arise from change', 'Ten benefits of change', 'Ten reasons for introducing new software', 'Ten key functions it can perform', 'Ten ways it will increase efficiency'. Again, participants design and present these. This process enables you to explore with the group a broad picture of the training topic and issues.
2. Prepare your own questions, such as 'What are the ten main reasons...?' to suit your training topic such as customer care. An example would be 'What are the ten main reasons why customers remain loyal?'. Questions can start with any of the following:
 - Ten benefits...
 - Ten causes...
 - Ten characteristics...
 - Ten disadvantages...
 - Ten features...
 - Ten ideas...
 - Ten key facts...

- Ten most important/significant...
- Ten must-avoids...
- Ten must-dos...
- Ten practical steps...
- Ten principles...
- Ten procedures...
- Ten reasons for/why...
- Ten steps...
- Ten suggestions...
- Ten ways (to cope, exceed, recognize, manage, motivate)...
- Ten things to do...
- Ten things you know about...
- Ten vital standards...

Here are specific examples:

- Ten practical steps to improve access for people with disabilities
- Ten reasons why people become bullies
- Ten ways to recognize a bully
- Ten causes of customer dissatisfaction
- Ten ways to find out what our customers want
- Ten main reasons why customers, staff or trainees leave/move on
- Ten ways to exceed customer expectations
- Ten ways to cut expenditure
- Ten characteristics of a brilliant financial planner
- Ten reasons to be a first-rate manager
- Ten ways to be a first-rate manager
- Ten principles in being an excellent equal opportunities employer
- Ten features of the new product
- Ten ways to motivate your staff
- Ten key facts about the company pension plan
- Ten must-dos in using the disciplinary procedures
- Ten things to avoid in implementing the new procedures
- Ten vital standards of the product or service
- Ten disadvantages of the existing system
- Ten benefits to you and the company of attending this training.

If ten is not the best number for your training purpose, choose a number that is appropriate. Sometimes it may be as many as twenty, sometimes five key points will suffice. What is important is to give participants a number as a target, so that it:

- (a) Sets an achievable target; and
 - (b) Stimulates discussion and ideas.
3. Decide whether you want to elicit an idea-explosion or identify key facts and issues. Set a high number as a target if you want the group to produce lots of ideas, and set a low number if you want them to identify key points. One way is to ask the group to draw up their Charter of Ten, and then extract the three most important issues. For example: 'What are the ten main reasons for customer dissatisfaction?' When they have completed this, ask: 'What are the three key reasons why a client leaves us for a competitor?' Use this as a springboard for problem-solving customer concerns.
4. Identify practical steps. For example, on a course about safety you might ask 'What ten things must you do in the event of a fire?' Then ask them to number them into chronological steps, in order to obtain 'Ten Steps to safety in the event of a fire'. For this purpose, divide the group into syndicates, set each syndicate the same task, then compare the Ten Steps proposed by each group. If the Ten Steps vary in suggestions or chronology, open it up to discussion, comparing the differences, and together compile Ten Steps to serve as a standard procedure. You can use this method for determining many practical processes and consolidating knowledge.