



This is a transcript of the in tray exercise video that is available at

<http://www.sales-101.co.uk/inTray-video.htm>

(Please note there may be some minor variations)

(You will find a list of the free in tray exercise sites at the [end](#) of this script)

HI, MY NAME IS PERRY BURNS AND I WOULD LIKE TO TAKE 5 MINUTES TO TELL YOU A BIT MORE ABOUT THE IN TRAY, WHATS IN THE PACKAGE AND HOW TO GET THE BEST OUT OF IT.

IN TRAY EXERCISES ARE USED FOR A NUMBER OF PURPOSES. MOST OFTEN THEY ARE USED AS PART OF AN ASSESSMENT CENTRE OR DURING THE INTERVIEW PROCESS FOR A NEW JOB. THEY ARE ALSO USED ON PROMOTION BOARDS AND AS PART OF MANAGEMENT COURSES. HOWEVER, REGARDLESS OF WHERE THEY ARE USED, THERE IS ALWAYS A COMMON REASON FOR RUNNING THEM. BASICALLY THE IN TRAY IS A TEST TO SEE HOW QUICKLY YOU CAN THINK AND HOW WELL YOU PERFORM UNDER PRESSURE.

WHEN I WAS FIRST PROMOTED TO MANAGEMENT, MY IMMEDIATE BOSS TOLD ME THAT NO MATTER HOW THOROUGH THE INTERVIEWING PROCESS, I WOULD LEARN MORE ABOUT A NEW HIRE IN THE FIRST FEW MINUTES OF ACTUALLY WORKING FOR ME THAN I WOULD IN ANY AMOUNT OF INTERVIEWING. AND IF YOU THINK ABOUT IT, IT'S OBVIOUS. AN INTERVIEW IS A FALSE SITUATION. THE CANDIDATE HAS (OR SHOULD HAVE) THOUGHT ABOUT POTENTIAL ANSWERS AND BE WELL PREPARED SO THE 'HIRE –NO HIRE' DECISION IS OFTEN BASED ON THE PERSONAL CHEMISTRY BETWEEN THE INTERVIEWER AND THE INTERVIEWEE. AS SOON AS THEY SETTLE DOWN TO WORK THEIR REAL SKILLS AND ABILITIES BECOME VERY OBVIOUS. THAT IS WHY MANAGERS LIKE TO USE IN TRAY EXERCISES. THE IN TRAY PROCESS PUTS YOU UNDER PRESSURE AND MAKES YOU BEHAVE AS YOU WOULD AS IF YOU WERE REALLY AT WORK.

SO WHAT CAN YOU DO TO PREPARE? WELL THE CRITICAL SKILL IS BEING ORGANIZED AND DEMONSTRATING THAT YOU KNOW HOW TO DEAL WITH AN OVERLOAD OF INFORMATION. SO THE FIRST THING TO DO IS AN HONEST APPRAISAL OF YOURSELF. YOU NEED TO DEMONSTRATE THAT YOU ARE GOOD AT ANALYSING INFORMATION, DRAWING TOGETHER EVIDENCE AND MAKING A DECISION. IF YOU HAVE ARRIVED AT THIS SITE USING A SEARCH ENGINE, THEN YOU WILL ALREADY KNOW THAT THERE ARE SOME EXCELLENT FREE RESOURCES THAT WILL HELP YOU START ON THIS PROCESS. BUT OF COURSE THE IN TRAY YOU ARE LIKELY TO FACE FROM A POTENTIAL EMPLOYER IS LIKELY TO BE MUCH MORE COMPLEX THAN ANY OF THE FREE RESOURCES.

BY ALL MEANS TRY THEM AND YOU WILL CERTAINLY GET A GOOD FEEL FOR THE TYPE OF THING YOU ARE LIKELY TO ENCOUNTER, BUT IF YOU REALLY WANT TO PRACTICE, MY SUGGESTION IS MAKE THE INVESTMENT IN YOUR FUTURE BY DOWNLOADING THE IMPERIAL EXERCISE NOW. IN THE PACKAGE YOU WILL FIND COMPREHENSIVE INSTRUCTIONS AND A PACK OF DOCUMENTS WHICH INCLUDE A DIARY, ORGANIZATION CHART, MEMOS, VOICEMAILS, LETTERS AND EMAILS. MY SUGGESTION IS THIS: DOWNLOAD THE PACK, PRINT IT OFF AND STAPLE THE CONTENTS OF THE IN TRAY TOGETHER. PUT THE ANSWER SHEET AND EXPLANATIONS ASIDE. MAKE YOURSELF A HOT BEVERAGE; TAKE THE PHONE OFF THE HOOK, PUT A 'DO NOT DISTURB' SIGN ON THE DOOR AND CLOSE IT FIRMLY. NOW

SET THE ALARM ON YOUR MOBILE FOR ONE HOUR AND WORK THROUGH THE PACK. I CAN TELL YOU, TIME WILL JUST FLY BY AND BEFORE YOU KNOW IT, TIME WILL BE UP. YOU MAY OR MAY NOT HAVE FINISHED ALL THE QUESTIONS, DON'T WORRY – MOST PEOPLE DON'T!

EACH QUESTION HAS AN ABSOLUTELY RIGHT AND A NUMBER OF WRONG ANSWERS. GO THROUGH THEM AND GRADE THEM. WHAT YOU NEED TO DO IS TO LOOK AT EACH EXPLANATION TO UNDERSTAND WHERE THE EVIDENCE CAME FROM. THERE ARE 16 QUESTIONS IN THE IN TRAY, MOST CANDIDATES COMPLETE 12 TO 16 OF THEM. IF YOU ONLY MANAGED SAY FIVE OR SIX, THEN YOU ARE GOING TO HAVE TO WORK A LOT QUICKER. SOME IN TRAYS LIKE OUR MICTEL OR MEDANAIR PRODUCTS (WHICH ARE AVAILABLE FOR EMPLOYERS TO DOWNLOAD) CAN HAVE 30 OR EVEN 40 TASKS TO DO IN AN HOUR OR LESS, SO IF YOU DIDN'T COMPLETE THE SHORTER IMPERIAL TEST, YOU ARE DEFINITELY GOING TO HAVE TO UP YOUR GAME. ONE WAY OF DOING THIS IS TO BEHAVE AS IF THIS WAS A REAL SITUATION. IN OTHER WORDS DON'T ANALYZE EVERY PAGE AND MAKE NOTES. ENDEAVOUR TO BEHAVE NORMALLY AS YOU WOULD IN A WORKING ENVIRONMENT. TRY TO CREATE A MENTAL PICTURE OF WHAT IS GOING ON AND THEN YOU WILL FIND IT EASIER TO ANSWER THE QUESTIONS.

THE FINAL STEP IS TO GO THROUGH THE ANSWERS TO EACH QUESTION AND GET IT CLEAR IN YOUR MIND WHY ONE ANSWER WAS CORRECT AND THE OTHERS WERE WRONG. THIS MAY INVOLVE CROSS REFERENCING A NUMBER OF PIECES OF INFORMATION AND SOMETIMES READING BETWEEN THE LINES TO COME UP WITH THE RIGHT ANSWERS.

ONCE YOU HAVE COMPLETED THIS EXERCISE YOU WILL FEEL MUCH MORE POSITIVE ABOUT THE IN TRAY EXERCISE AND WILL BE ABLE TO FACE THE ONE IN YOUR ASSESSMENT CENTRE WITH CONFIDENCE.

THE IMPERIAL EXERCISE IS AIMED AT SUPERVISORS AND FIRST AND SECOND GRADE MANAGERS AND IS SUITABLE FOR ANYONE IN A SUPERVISORY ROLE. FOR MORE SENIOR PEOPLE WE RECOMMEND THE ITRAY WHICH ACTUALLY HAS TWO IN TRAY EXERCISES. THE FIRST, TROPRIA ZOO, IS RELATIVELY STRAIGHTFORWARD, BUT MEDANAIR IS MUCH MORE COMPLEX. LATER THIS YEAR WE WILL ALSO BE RELEASING MICTEL WHICH IS VERY DIFFICULT AND IS AIMED AT SENIOR PERSONNEL.

WHICH EVER PRODUCT YOU SELECT, REMEMBER WE OFFER A SATISFACTION GUARANTEE. IF YOU ARE NOT HAPPY, JUST LET US KNOW.

THAT'S IT FOR NOW – THE IMPERIAL IN TRAY EXERCISE REALLY WILL HELP YOU TO DO WELL IN YOUR IN TRAY EXERCISE SO GOOD LUCK AND IF YOU WANT MORE INFORMATION WHY NOT PICK UP THE PHONE AND GIVE ME A CALL!

BYE

References

In Tray sites mentioned in the video:

http://www.careers.ed.ac.uk/STUDENTS/Applications_Interviews/AssessmentCentres/in-tray%20exercise/intray_exercise.htm

<http://www.faststream.gov.uk/Practice%20E-Tray/>

<http://careerweb.leeds.ac.uk/students/applications/e-tray.asp>

<http://www.intray.biz/wheretobuy.htm>

<http://www.studentnet.manchester.ac.uk/careers/downloads/publications/essentialseriesofhandouts/in-trayexercise/fileuploadmax10mb,120139,en.pdf>

<http://www.sales-101.co.uk/inTray-video.htm>

