



Interrupted In Tray

Tropria Zoo - Simulation

Activity 1

For use in assessing individual or groups



Tropria Zoo - Activity management notes

Type of activity	Interrupted In Tray Exercise
Title	Tropria Zoo
Level of difficulty	Simple - depends on speed
Numbers involved	Up to 6 in a group or as an individual written activity
Description	<p>This is an 'interruptions' simulation. Participants are managers of a small organization and have to deal with a number of incidents.</p> <p><u>Group version:</u></p> <p>Participants discuss each incident and then record their own and the group decisions in a log.</p> <p><u>Individual version:</u></p> <p>Participants work individually, recording their decisions in a log. In this case it is best practice to have an assessor discuss their decisions with them afterwards.</p>
Suggested timings	<ul style="list-style-type: none"> • 15 minutes reading the brief and individual preparation • 30-40 minutes to run the series of 'interruptions' • 15-20 minutes afterwards for an assessor/participant discussion if run as individual activity. <p>Note: Timings should average 2-3 minutes per incident. The faster the activity is run the more difficult it becomes. You may need to judge the speed by watching to see how quickly participants finish discussing incidents or writing in the logs. Aim to move on at the point that most participants have finished. Do not wait for the slowest person.</p> <p>If necessary you can stop the activity at any incident.</p> <p>In that case, you may want to tell participants to turn to Incident no. 14 so that they finish the activity on a positive note.</p>
Seating	<p><u>For the group version, with separate assessors:</u></p> <p>Participants around table; assessors seated so that they can see the faces of the participants whom they are observing.</p> <p><u>For the group version, with peer assessment:</u></p> <p>Participants in a row facing a video camera (it is recommended that there should only be four participants in this case).</p> <p><u>For the individual version</u></p> <p>Each participant will need plenty of desk space for the file of incidents and the log.</p>
Materials	<p>Prepare a folder labelled with activity and participant codes, containing a participant brief. Separately, for the start of the activity:</p> <ul style="list-style-type: none"> • Participant Log (Group) or • Participant Log (Individual) • Either Individual cover or Group cover • + 14 pages of incident briefs



Tropria Zoo Instructions

- Give out the folders containing the participant brief only. Announce the end of preparation time.
- Collect the folders if the exercise does not start immediately; in which case, return them to the participants when the activity does start.
- At the start of the activity, distribute the participant logs and explain how to complete them.
- Distribute the files of incident briefs (one per participant), pointing out that they are not to open the incident file until you say so. Explain that you will be announcing the Incident Numbers and that they can only turn the pages as far as the number you have given. They may refer back to earlier incidents at any time but are not to move ahead of the number called. (It is a good idea to display the last number called on a flip chart.)
- Run the activity.
- Collect the folders containing the participant brief, participant log and incident file.
- Pass the folders to the assessors with the appropriate assessment documents.

Option

This activity can be run without time pressures. It will then become an individual In-Tray simulation or a cooperative group discussion.



Interrupted In tray

Tropria Zoo participant brief

You have just become the manager of Tropria Zoo. As it is winter, the zoo will be open from 0845 and will close today at 0400. It is now 0830 on Saturday - always a busy day for the zoo.

Tropria Zoo is a small zoo, visited mainly by families with children. A map is attached, plus staffing details and schedules of feeding and show times. Tropria Zoo shows are very popular as they give the children a chance to get close to the animals.

At the same time, it is your responsibility to let staff know when they can have their breaks. They are entitled to morning and afternoon breaks of 20 minutes, plus an hour for lunch. They are all able to stand in for each other.

You now have a short time to familiarize yourself with the information provided.

You will then be expected to deal with a number of incidents.

Tropria Zoo - background information

Animals	Feeding Times	Show Times
Elephants	0900	0900
Lions	0930	0930
Tigers	1000	1000
Birds of Prey	1500	1030
Fish	1530	1130
Snakes	1430	1200
Foxes	1000	1400
Rabbits	1030	1400
Goats	1100	1400