Facilitator Instructions

Overview

North Pole Mail Room is designed to help BAs practice mapping and analysing a process. It is designed for participants who have at least a basic knowledge of process mapping.

In this scenario, the process that Santa's elves use to manage children's letters is inefficient and often leads to errors. The participants have been hired as consultants to investigate the situation.

As the facilitator, you will need to:

1. Prepare for the session in advance (print materials, review slides, etc)
2. Introduce the scenario
3. Check in with groups as they work on their tasks to answer questions and ensure that they stay on track
4. Facilitate a short closing discussion

Before the session

- Familiarise yourself with the slides
- Print out one copy of the briefing pack per team
- Assign your participants to teams of 3-5 and add the team lists to slide 4. This is optional, so delete this slide if you would prefer to let participants choose their own teams.
- Make sure that you'll have access to large sheets of paper (e.g. flip chart, roll of paper) or whiteboards that the teams can use to draw their process maps.

During the session

- Set the scene for participants by introducing the fictional scenario
- Explain the task that they need to complete
- Check in with participants as they work on the task.
- You should allow 30 minutes for the task and give participants a time warning when they have 10 minutes and 5 minutes left.
- At the end of the task, bring the whole group together for a discussion using the prompt questions in the slide pack.

Just like a real project, the task doesn't have a neat and tidy right answer. The aim is for teams to investigate the situation and discuss their findings.