

# Management Exercise

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Candidates will be placed in a committee type situation and given a management problem or a crisis situation, which they have to analyze and solve within a given time limit. The assessors will allow candidates some time to digest the given materials. Afterwards, all candidates will discuss and agree on the course of action to solve the problem.

Whilst interacting with others in the group, candidates need to demonstrate their abilities to appreciate the problem, identify possible solutions, put forward ideas and to co-ordinate and organize the input of others to work towards the best solution to the given problem. No leader is designated and there is more to the exercise than merely setting up a committee. As in the Group Discussion, an over aggressive, inflexible attitude is not entirely appropriate. Candidates' interpersonal skills and communication ability are being assessed as well as their abilities to solve problems, make decisions and influence the other candidates.

*Sample Scenario (English Only):*

*Rumours*

1. It all started with a simple story. A tourist named Ranji was travelling through Vasco, a South American rural city on vacation. Ranji had with him a common tourist bag with camera and personal utensils. In addition, Ranji had a guidebook, which said that a splendid view of the Tono waterfall could be seen from a scenic spot on the Vasco's hilltop. Ranji stopped in the town centre to ask for the direction. Just by coincidence, he was coughing when he related his question to a local villager who was the son of the village's elder clansman. After being shown the direction, Ranji proceeded to the hilltop, seen the spectacular waterfall and took some pictures. Before alighting from the hill, he felt so hot that he took off his shirt, washed his face and used a facial towel to wipe clean his body on the stream leading from the waterfall. Another indigenous villager named Adolf witnessed the incident and mistook Ranji as swimming in the stream.

2. The same evening a meeting was due comprising all clan members of the village. The son of the elder's clansman was sitting next to his father who was conducting the meeting. After finishing the usual business, the son suddenly uttered that he encountered a stranger in the afternoon that was coughing. Adolf then added he saw a man wiping his face next

*to the waterfall. In the ensuing discussion, Ranji was portrayed as an outsider that might carry a contagious disease threatening the well-being of the clan and the entire village as well. As soon as the meeting dispersed, gossip spread around. The rumour was further levelled and sharpened. It was distorted that the village water system was contaminated and that 30% of the villagers carried a mysterious virus. News started to spread on the Internet.*

*3. Irrational fears in the village caused more and more panic. Villagers crowded the grocery stores for daily necessities. Others were adamant that the waterfall had been contaminated and the stream water was unsuitable for consumption. A significant number of clansmen fled from the village. The resulting socio-economic order was severely disrupted. Opportunists took the chance to commit quick cash crimes such as burglaries against deserted properties and robberies on villagers carrying large amount of cash hoping to exchange for daily necessities. The local government is considering imposing martial law to restore law and order.*

*4. You are a group of public relations advisers to the local Vasco Government. You have been assigned to devise a Public Relations Strategy in tackling this crisis.*

***You are all equal and no voting is allowed in coming to different options / alternatives.***

Competences Tested

- Communication ability
- Judgement
- Leadership potential
- Management potential
- Personality and Values