



# Learning the art of decision making

## Simulations for UPS

UPS is a leader in distribution, logistics, and packaged delivery services and operates in over 200 countries worldwide. It has an employee base of over 350,000, spanning across 11 operating regions. To maintain its leadership position, and to constantly sharpen its competitive edge, UPS provides comprehensive training and career development options to its employees.

## THE NEED FOR E-LEARNING

As a part of this training framework, the Leadership Academy (LA) seminar provides training to Division Managers to enhance their awareness of UPS' strategic direction and to clearly define their role in implementing this strategy. This seminar also attempts to develop the manager as an effective business leader to enhance customer satisfaction, achieve organizational goals, and provide individual satisfaction through career development. UPS approached Tata Interactive Systems with the requirement to develop a program that could take care of the intangible aspects of management such as, behavioral traits needed in a particular domain. The target audience included the Division Managers at UPS.

### HOW OUR SOLUTION HELPED

Tata Interactive systems developed a simulation, 'Building A Winning Team', in which the learner played the role of a Division Manager in UPS. The learner had to analyze the behaviors of key managers to identify their leadership styles. Using this information, the learner then had to help these key managers develop effective leadership styles. It had the following features:



**The simulation successfully helped the managers to learn the skill of decision making in a risk-free environment, thereby enhancing their capabilities.**

#### ■ Decision Area

This was the part of the simulation where the user made several decisions in the scenarios, which closely resembled the ones managers faced at work. It included the following elements:

- o The Format for Decision Making
- o The Decision Options
- o Closing the Decision

#### ■ Inputs to Decision Making

This section had all the inputs (data, facts, and figures) that user required to make a decision.

#### ■ Experts and Their Opinions

Here the learners were able to get tips and alerts about the possible range of decisions they could take in a particular scenario.

### TECHNOLOGY USED

The program was developed using Macromedia Flash.

# Simulation

## TRANSPORTATION, LOGISTICS & WAREHOUSING

### SOME SAMPLE SCREENSHOTS

These screenshots offer a brief glimpse of the Simulations for UPS. To experience our products at work, view the demos by registering online at [www.tatainteractive.com](http://www.tatainteractive.com).



The scenario screen where the user is led into a situation.

Opening screen of the simulation, which gives an overall introduction.



The user gets constant tips all along the decision-making process.

