

Activity Type

Vocabulary and Speaking Game: identifying, problem solving, impromptu speech, freer practice (group work)

Focus

Business problems and solutions

Aim

To practice identifying business problems, implementing solutions, and responding to business challenges.

Preparation

Make one copy of the game board and cards for each group of three. Cut the cards out as indicated, keeping the three sets separate.

You will also need a dice and counters for each group.

Level

Intermediate (B1)

Time

25 minutes

Introduction

Here is a business problems board game to help students practice identifying business problems, implementing solutions, and responding to business challenges.

Procedure

Divide the students into groups of three.

Give each group a copy of the game board, a set of problem cards, solution cards, challenge cards, a dice and counters.

Ask the students to shuffle the three sets of cards and place them face-down in separate piles next to the game board.

Players begin by placing their counters on the start square.

Players then take turns rolling the dice and moving their counter along the board.

When a player lands on a 'Problem' square, they pick up a problem card, read the business problem aloud, and identify the type of business problem shown in the middle of the game board, e.g. customer service, etc.

When a player lands on a 'Solution' square, they take a solution card, read it aloud, and say which business problem the solution helps fix and how they would implement it, e.g. 'This solution helps fix a customer service problem. I would use this customer feedback idea by asking customers to fill out a short survey after they buy something.'

When landing on a 'Challenge' square, the player picks up a challenge card, reads it aloud, and responds to the business scenario described by suggesting a suitable solution.

For each response, the other students evaluate the answer or solution.

If a player provides a correct answer or suitable solution, they stay on their square.

If the other students agree the response is incorrect or inadequate, they move back to their previous square.

If players are unsure or cannot agree, they can ask you to adjudicate.

The first player to reach the finish wins the game.

Problem Solvers Board Game

 Problem	Go forward one square	 Challenge		 Solution	 Problem	 Challenge			
 Solution		 Solution	 Problem	 Challenge		 Solution			
 Challenge		<div style="border: 1px solid black; padding: 10px; text-align: center;"> <p>Customer service problem</p> <p>Production problem</p> <p>Marketing problem</p> <p>Human resources problem</p> <p>Financial problem</p> <p>Competition problem</p> <p>Technology problem</p> <p>Communication problem</p> </div>				Go back one square			
 Problem						 Problem			
Miss a turn						 Challenge			
 Solution						 Solution			
 Challenge						 Problem	 Solution	 Challenge	 Problem
 Problem	 Solution					 Challenge		Finish	Start

Problem Solvers Board Game



Problem

Many customers are complaining about late deliveries.

Which type of business problem is this?

Problem

Sales have dropped since a competitor launched a similar product.

Which type of business problem is this?

Problem

The company website often crashes when too many people use it.

Which type of business problem is this?

Problem

More employees are leaving the company than before.

Which type of business problem is this?

Problem

A product defect was found in recently shipped items.

Which type of business problem is this?

Problem

A new product's marketing campaign isn't working well.

Which type of business problem is this?

Problem

A supplier has increased their prices.

Which type of business problem is this?

Problem

Customer satisfaction ratings have fallen in the last six months.

Which type of business problem is this?

Problem

The company is spending more money than it's making.

Which type of business problem is this?

Problem

Some customer information was exposed in a data breach.

Which type of business problem is this?

Problem

The sales and production teams aren't communicating well.

Which type of business problem is this?

Problem

The company's share of the market has decreased.

Which type of business problem is this?



Solution

Get feedback from customers.

Which type of problem does this solution help fix and how would you implement it?

Solution

Start a rewards program.

Which type of problem does this solution help fix and how would you implement it?

Solution

Check product quality.

Which type of problem does this solution help fix and how would you implement it?

Solution

Make production simpler.

Which type of problem does this solution help fix and how would you implement it?

Solution

Use social media.

Which type of problem does this solution help fix and how would you implement it?

Solution

Learn about your market.

Which type of problem does this solution help fix and how would you implement it?

Solution

Recognize good work.

Which type of problem does this solution help fix and how would you implement it?

Solution

Create a better workplace.

Which type of problem does this solution help fix and how would you implement it?

Solution

Use data to make decisions.

Which type of problem does this solution help fix and how would you implement it?

Solution

Automate repetitive tasks.

Which type of problem does this solution help fix and how would you implement it?

Solution

Improve communication between staff.

Which type of problem does this solution help fix and how would you implement it?

Solution

Create a team to handle urgent problems.

Which type of problem does this solution help fix and how would you implement it?



Challenge

A competitor has launched a product similar to yours.

Suggest a suitable solution for this problem.

Challenge

Your website stopped working during a sale.

Suggest a suitable solution for this problem.

Challenge

Customers are complaining about product quality.

Suggest a suitable solution for this problem.

Challenge

Employees are leaving for jobs with better pay.

Suggest a suitable solution for this problem.

Challenge

Someone posted a bad review of your product online.

Suggest a suitable solution for this problem.

Challenge

Your company made less money than expected.

Suggest a suitable solution for this problem.

Challenge

A supplier can't deliver materials on time.

Suggest a suitable solution for this problem.

Challenge

Your new software has problems affecting customers.

Suggest a solution suitable for this problem.

Challenge

Customers think your brand looks old-fashioned.

Suggest a suitable solution for this problem.

Challenge

You need to reduce costs without firing staff.

Suggest a suitable solution for this problem.

Challenge

A customer received the wrong order.

Suggest a suitable solution for this problem.

Challenge

Your main factory needs to close for two weeks.

Suggest a suitable solution for this problem.