

## Methodological tool: Shield and protection

Number of methodological Tool	EUPANEXT_LO_010_M_001
Work Area Code and Title	WA3 COMMUNICATION AND SOCIAL, TELEPHONE HANDLING, CODE OF CONDUCT, EQUAL OPPORTUNITIES AND RELATIONSHIPS
Unit Code and Title	2.7 Recall and apply key principles of good relationships with customers, external stakeholders and colleagues in a clear and effective way
Learning Outcome Number and Title	LO010: Demonstrate the ability to recall the key principles of data protection, security and confidentiality within the workplace and in the business environment and apply these principles effectively and efficiently.
Objective of the methodological tool	After the completion of this exercise the participants will be able to: 1. Understand issues relating to the confidentiality and the privacy of their colleagues and employees.
Individual or group exercise	<input type="checkbox"/> Individual <input checked="" type="checkbox"/> Group
Type of methodological tool	<input type="checkbox"/> Written Exercise <input type="checkbox"/> Video Analysis <input type="checkbox"/> Simulation <input type="checkbox"/> Multiple choice <input type="checkbox"/> Group exercise with cards <input type="checkbox"/> Exercise using ICT <input type="checkbox"/> Role Play <input checked="" type="checkbox"/> Group discussion <input type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	<p>This exercise has a part A and a part B.</p> <p><b>Part A:</b> Describe three types of Internal Customers and three different types of PR activities</p> <p><b>Part B:</b> Multiple choice scenarios regarding confidentiality issues.</p> <p>1. You work as a PA in the Human Resources Department. Where would you place the file with the medical history of each employee?</p>

	<p>i In the drawer</p> <p>ii On the bookcase</p> <p>iii On your desk</p> <p>iv Locked in the proper place</p> <p>2. As a PA of the CEO you have the authority to open every item of mail for your boss. Your boss recently filed for a divorce but you did not know about this. One of the mails received included the divorce documents. What do you do?</p> <p>i Ask one of your colleagues to advise you on the issue.</p> <p>ii Discuss it during your lunch break with the rest of the team.</p> <p>iii Act normally without discussing it any further and give the mail to your boss immediately.</p> <p>iv Ask your boss about this issue.</p> <p>3. You work as a PA in a very prestigious company. A policeman comes and asks for your manager. Your manager is currently in a very important meeting. How would you react?</p> <p>i You tell the policeman that your manager is not available and ask if he would like to leave a message.</p> <p>ii You tell the policeman to wait until the meeting finishes and you offer him something to drink.</p> <p>iii You inform your manager immediately.</p> <p>iv You tell that your Manager is not available and you ask the policeman to leave.</p> <p>v You tell the policeman that your manager is not available and if he would like to leave a message. At the same time you inform your manager immediately.</p>
Exercise is accompanied by	-
Exercise solution	<p><b>Part A:</b> i.e. Three Internal Customers:</p> <ul style="list-style-type: none"> <li>• The receptionist</li> <li>• The company cleaner</li> </ul>

	<ul style="list-style-type: none"> <li>• The HR Manager</li> </ul> <p>Three different PR Activities: i.e.</p> <ul style="list-style-type: none"> <li>• Christmas event</li> <li>• Birthday card and flowers</li> <li>• Birthday party</li> <li>• Small surprise</li> <li>• Visit in the case of a newborn baby</li> </ul> <p><b>Part B:</b></p> <hr/> <p>Multiple Choice 1: Right answer: iv</p> <p>Multiple Choice 2: Right answer: iii</p> <hr/> <p>Multiple Choice 3: Right answer : v</p>
Other comments to the trainer	-
Approximate Time needed for the completion of this exercise	

