Methodological tool: Please help Mary

Number of methodological Tool	**EUPANEXT_LO_028_M_001**
Work Area Code and Title	**WA7 BUSINESS TRAVEL, DIARY SYSTEMS, MEETING ORGANISATION AND EVENT MANAGEMENT**
Unit Code and Title	**2.15 Use diary systems for routine business purposes**
Learning Outcome Number and Title	**LO028: Demonstrate the ability to use diary systems to handle requests from others for new or modified diary entries in order to provide effective business support**
Title of methodological tool	**Please help Mary**
Objective of the methodological tool	After the completion of this case study the participants will be in a position to: 1. Understand how to handle requests from others and organise the diary systems effectively
Individual or group exercise	☐ Individual ☒ Group
Type of methodological tool	☐ Written Exercise ☐ Video Analysis ☐ Simulation ☐ Multiple choice ☐ Group exercise with cards ☐ Exercise using ICT ☐ Role Play ☐ Group discussion ☒ Case study ☐ Creative Group Work
Description of the exercise	The participants are given a case study and are requested to help Mary to cope with a very difficult situation. The groups should read the case study and discuss it. Then each group must prepare a list of suggestions for Mary and present them to the class.
Exercise is accompanied by	**EUPANEXT_LO_028_M_001_Att1**
Exercise solution	Participants should demonstrate attention in the following: • Identification of the need to leave some time during the day for urgent issues that may arise • Flexibility for rescheduling if urgent issues arise • In this case study, it is possibly better to reschedule the two supplier meetings, rather than to cancel the workshop which only takes place once every two years.

Other comments to the trainer	Participants must demonstrate their understanding in handling urgent versus important issues. They should also demonstrate that they are able to realise that it is not feasible to add the activities required in the day (provided that Mary has to also attend the dinner) and therefore rescheduling is needed to accommodate urgent and important issues.

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