Methodological tool: Expressing Frustration Constructively

Number of methodological Tool	EUPA_LO_0043_M_001
Work Area Code and Title	**WA3: Communication and social, telephone handling, code of conduct, equal opportunities and relationships**
Unit Code and Title	**3.2. Use appropriate social and business communication skills for selected audiences and intended outcomes**
Learning Outcome Number and Title	**LO43. Demonstrate the ability to accept the behaviour and views of others and express frustration and disagreement in a constructive way**
Objective of the methodological tool	After the completion of this activity, participants will be able to: 1. Demonstrate assertive behavior 2. Culminate their knowledge of assertiveness 3. Apply that knowledge on a real-life scenario
Approximate Time needed for the completion of this exercise	30 min.
Individual or group exercise	☐ Individual ☒ Group
Type of methodological tool	☐ Written exercise ☐ Group 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/Procedure	1. Divide the learners into pairs. Explain that we do not know the reason why the one counterpart is late on the date. The one counterpart will be demonstrating aggressiveness (the one who was waiting in the rain) and the person who was late will be demonstrating assertiveness. 2. Ask them to try to put their selves in a situation like the one described on the scenario slide. Based on what they've learned about being assertive, ask them to try and assert their dates in the situation, one pair at a time.

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	3. After all pairs do so, discuss on the benefits of being assertive, and on the consequences of not doing so. In other words, what would have happened if the person who was late demonstrated passiveness or aggressiveness?
Exercise is accompanied by	N/A
Exercise solution	N/A
Other comments to the trainer	N/A