

Methodological tool: Codes of conduct vs. personal, cultural, group identities

Number of methodological Tool	EUPA_LO_046_M_001
Work Area Code and Title	WA 3: Communication and social, telephone handling, code of conduct, equal opportunities and relationships
Unit Code and Title	3.4. Explain and apply the code of conduct in a variety of situations
Learning Outcome Number and Title	LO046. Demonstrate ability to explain and apply the organisation's Codes of Conduct within a social, economic and cultural context
Objective of the methodological tool	After the completion of this activity, participants will be able to: <ol style="list-style-type: none"> 1. Identify potential conflict between a personal value system and an organisational code of conduct, with examples 2. Apply the code in a variety of situations eg for managing diversity, or for handling conflict of interest etc 3. Define and describe organisational culture and explain if and how the code of conduct affects organisational culture.
Approximate Time needed for the completion of this exercise	20 minutes
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"/> Group 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 checked="" type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	<p>Instructions on how to implement the exercise for the learners:</p> <p>Hand a copy of the attachment to each learner and discuss on each case. Pay special attention to:</p> <ul style="list-style-type: none"> - The discriminative aspect of each particular code of conduct. <p>Ask learners to state if they agree or disagree with the</p>

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	<p>employee or employer in each case and to justify their response</p> <ul style="list-style-type: none">- The personal views that may be conflicting with the code of conduct in each case- The cultural elements that may be conflicting with the code of conduct in each case- The learners' opinions on each case
Exercise is accompanied by	EUPA_LO_046_M_001_Att01
Exercise solution	N/A
Other comments to the trainer	N/A