

Methodological tool: Recognise what's confidential

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| Number of methodological Tool | EUPA_LO_051_M_01 |
| Work Area Code and Title | WA 4: Written communication |
| Unit Code and Title | 3.6: Use written communication skills to produce non-routine documents based on specific instructions |
| Learning Outcome Number and Title | LO051. Demonstrate the ability to describe the importance of confidentiality when communicating in writing |
| Objective of the methodological tool | After the completion of this activity, participants will be able to: <ol style="list-style-type: none"> 1. Describe principles of confidentiality. 2. Explain the importance of confidentiality. 3. Describe types of information that are considered confidential. 4. Evaluate documents in order to ensure that confidentiality principles are being respected in written communication. |
| Approximate Time needed for the completion of this exercise | 30 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 checked="" type="checkbox"/> Role play <input type="checkbox"/> Group discussion <input type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work |
| Description of the exercise/Procedure | Ask learners to identify confidential information in the letter provided (EUPA_LO051_M01_Att1). Discuss their answers in class |
| Exercise is accompanied by | EUPA_LO051_M01_Att1 |
| Exercise solution | Confidential information is highlighted below: |

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| | <p>Dear Frank,</p> <p>All the best to you for the New Year! How are things going in the Land of the Rising Sun? I must say, I really envy you getting that Tokyo gig with the company. Somehow they overlooked me on that one and I am forced to slug it out here through another frigid and snowy Montreal winter. Brrrr!</p> <p>I heard through the grapevine that business is going well there. Rumor has it that you guys are just about to close a big deal with the Japanese government for an M-750 Simulator. Great news! Good for the company and good for you. Keep up the great work!</p> <p>Did you hear about Margie Bronson suddenly leaving the company just before year-end? It was a bit of a shock to say the least. She gave one week's notice and was gone. Nobody knows for sure what's up with her but rumors have been flying fast and furious that she went through a bit of a personal meltdown and has now gone underground to lick her wounds for a while. There could be some truth to that since her long time relationship ended recently and three months ago she was passed over for that director position that was up for grabs. I'll keep you posted when we find out more.</p> <p>As for me, I am quite busy these days on the Branscombe Systems Project. We are entering Phase Two now, and that is expected to run for three years, at least. Frank Schindler is Senior Project Manager and I am Team Leader of the Embedded Systems Group. I am enjoying it so far. Whether I'll feel the same way in three years, I'm not sure. By then I might be ready to join you in Japan.</p> <p>I'm still kicking butt in the squash court and am managing to get in two or three matches per week. What about squash in Japan? Have you been able to play any over there? Are there even any squash courts? I suppose since you are in Tokyo there must be some. Let me know.</p> <p>I have to go now and attend to family duties. Jonathon needs</p> |
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| | <p>some help with his homework and Angie wants me to fix something in the kitchen. You single guys traveling the world sure are lucky!</p> <p>Keep me posted whenever you can. I really enjoy receiving your letters and getting the details of your life in Japan.</p> <p>Your squash buddy,</p> <p>Dave</p> |
| Other comments to the trainer | After the completion of the activity, discuss with the participants how they feel about the importance of confidentiality. |

