

Methodological tool: Problems related to diary management

Number of methodological Tool	EUPA_LO_073_M_001
Work Area Code and Title	WA7: Business Travel, Diary Systems, Meeting organization and event management
Unit Code and Title	3.12 Design (control the type of information needed) and manage diary systems.
Learning Outcome Number and Title	LO073: Demonstrate ability to manage diary systems to meet the needs of the workgroup and its internal and external customers/clients.
Objective of the methodological tool	After the completion of this activity, participants will be able to: <ol style="list-style-type: none"> 1. List possible issues that may arise when managing diaries of a group of co-workers 2. Elaborate on possible solutions to problems mentioned
Approximate Time needed for the completion of this exercise	10 minutes
Individual or group exercise	<input type="checkbox"/> Individual <input checked="" type="checkbox"/> Group
Type of methodological tool	<input type="checkbox"/> Written exercise <input checked="" 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 type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	<p>This is a group discussion exercise, based on the size of a group, first let them discuss in a smaller groups and after that come together and discuss in the whole class</p> <ol style="list-style-type: none"> 1, ask learners to discuss in groups and provide examples of possible issues and problems related to management of calendars of a group of coworkers, let them mention problems from their past experience and to think of any possible problems that may arise 2, After the small discussions are finished, let them present their lists

	of problems, collect and write down their lists on the white board/flipchart 3. continue the group discussion and ask them to think of the possible solutions or preventive measurements for all the problems they have listed
Exercise is accompanied by	N/A
Exercise solution	N/A
Other comments to the trainer	Learners should mention at least the scenarios and points included in the ppt presentation, later in the lecture the trainer should build on what they have mentioned and refer to their comments and solutions later in the presentation, he shall also point out to problems they might have not mentioned

