Methodological tool: Learn from the Best!

Number of methodological Tool	**EUPA_LO_103_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	**4.3 Improve code of conduct**
Learning Outcome Number and Title	**LO103. Demonstrate the ability to understand, justify and recommend improvements to the organisation's Code of Conduct within a social, economic and cultural context in order to meet customer and colleagues expectations.**
Objective of the methodological tool	After the completion of this activity, participants will be able to: 1. List different parameters that should be taken into consideration when improving the code of conduct 2. Maintain proper standards of code of conduct when providing services and recommend possible improvements 3. Identify possible solution in a changing economic and social environment
Approximate Time needed for the completion of this exercise	20 minutes
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. Go through the introduction of the Google code of conduct and present it to the class. 2. Then, divide the learners into 6 groups (size depending on the total number of learners). 3. Assign a chapter of the Google code of conduct to each of the

	groups (except for chapters I and II which are short, therefore they both can be assigned to one group).
	4. Give them half an hour to study their chapter (preferably in separate rooms), and prepare a short presentation (3-5 mins.) with the main strengths (if any) and weaknesses (if any) of the code in relation to what they have learned.
	5. Close the activity by presenting the main points of the presentations and the code's conclusion.
Exercise is accompanied by	**EUPA_LO_103_M_001_Att_1**
Exercise solution	
Other comments to the trainer	N/A