

Methodological tool: MUST, MAY/CAN OR SHOULD?

Number of methodological Tool	EUPA_LO_104_M_001
Work Area Code and Title	WA 4: Written communication
Unit Code and Title	4.4 use written communication skills to generate non-standard documents based on the needs of the reader and contribute to the improvement of written communication
Learning Outcome Number and Title	LO104. Demonstrate the ability to assess requirements on written information of colleagues, customers and stakeholders, covering qualitative and quantitative information, tacit and explicit knowledge, both official and unofficial policy and opinion documents. Respond to these needs through the development of appropriate written communication
Objective of the methodological tool	<p>After the completion of this activity, participants will be able to:</p> <ol style="list-style-type: none"> 1. Use tools and techniques to assess the requirements on written information of colleagues, customers and stakeholders 2. Taking into consideration the requirements on written information of colleagues, customers and stakeholders compose appropriate non standard documents that respond to those needs 3. Evaluate the requirements on written information of colleagues, customers and stakeholders and respond to those needs through development of written communication. 4. Appreciate the differences in requirements of colleagues, customers and stakeholders
Approximate Time needed for the completion of this exercise	10 minutes
Individual or group exercise	<input checked="" type="checkbox"/> Individual <input type="checkbox"/> Group
Type of methodological tool	<input checked="" 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 type="checkbox"/> Group discussion <input type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	Give one copy of the attachment to each learner and ask them to answer the questions. After they have done this, discuss
Exercise is accompanied by	EUPA_LO_104_M_001_Att_1
Exercise solution	<ol style="list-style-type: none"> 1. You want to inform a client that her licence will begin on a working day and the last day to do it is the 30th of April, otherwise she can't use it <ol style="list-style-type: none"> a. The licence may begin on a working day, finishing on 30 April. b. The licence must begin on a working day, finishing on 30 April. c. The licence should begin on a working day, finishing on 30 April. 2. You need to prepare a memo stating that the participation of employees in events promoted by other organizations will be considered by the board separately in each case <ol style="list-style-type: none"> a. The company must permit the participation of employees in events promoted by other organizations. b. The company may allow employees to participate in events promoted by other organizations. c. Employees should be allowed to participate in events promoted by other organizations. 3. Your manager asked you to send a memo informing your colleagues about lunch breaks. She said that taking the break is not mandatory, but it helps improve performance <ol style="list-style-type: none"> a. The staff may take a lunch hour everyday. b. The staff must take a lunch hour everyday. c. The staff can take a lunch hour everyday. d. The staff should take a lunch hour everyday.
Other comments to the trainer	N/A