

## Methodological tool: Case study: Apply the problem solution strategy!

Number of methodological Tool	<b>EUPA_LO_105_M_001</b>
Work Area Code and Title	<b>WA 4: Written communication</b>
Unit Code and Title	<b>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</b>
Learning Outcome Number and Title	<b>LO105. Improve and enhance systems of written communication as part of a coherent organization-wide approach to the improvement of the quality of business communication.</b>
Objective of the methodological tool	After the completion of this activity, participants will be able to: 1. Apply communication theory to develop written business communication strategies, including evaluation of purpose, audience, context, and channel choice.
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 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 checked="" type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	<ol style="list-style-type: none"> <li>1. Divide the learners in groups of 3-4 persons</li> <li>2. Go through the case study provided (EUPA_LO104_M01_Att1) and discuss in class</li> <li>3. Ask each group to compose a letter based on the problem solution strategy</li> <li>4. Have each group present their letter</li> <li>5. Discuss/feedback</li> </ol>

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Exercise is accompanied by	<b>EUPA_LO_105_M_001_Att_1</b>
Exercise solution	<p>One possible solution:</p> <p>Tuesday, 21 June 2005</p> <p>Customer service department Computer Company Street name</p> <p>Dear Sir / Madam,</p> <p>The equipment I bought from your company two months ago does not work properly and prevents me from doing my job effectively.</p> <p>Since the actions taken by your company did not have the desired results, I suggest that you implement one of three of the following suggestions:</p> <ul style="list-style-type: none"> <li>- To fully reimburse the value of the computer and peripheral devices,</li> <li>- Replace all equipment with a new system with the same specifications that will work properly,</li> <li>- Arrange a visit by a qualified technician to re-install the equipment so that it works properly.</li> </ul> <p>As you understand, I cannot waste more time waiting for a solution to the problem.</p> <p>Please let me know by the middle of next week about which solution you will implement.</p> <p>Yours sincerely, D. Stavrakakis</p>
Other comments to the trainer	N/A