

Methodological tool:

Hello Mr. President

Number of methodological Tool	EUPANEXT_LO_007_M_001
Work Area Code and Title	WA3 COMMUNICATION AND SOCIAL, TELEPHONE HANDLING, CODE OF CONDUCT, EQUAL OPPORTUNITIES AND RELATIONSHIPS
Unit Code and Title	2.4 Use of business communication skills clearly and effectively
Learning Outcome Number and Title	LO007 Demonstrate ability to recall the main principles of effective verbal and non-verbal communication and demonstrate competence in applying these principles in a clear and effective way.
Objective of the methodological tool	After the completion of this exercise the participants will be able to: 1. Understand the importance of effective verbal communication
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"/> 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	This methodological tool involves watching a very simple and funny video and discussing shortly on the importance of effective communication
Exercise is accompanied by	1. A video, downloaded from You Tube (http://www.youtube.com/watch?v=zp23cMni2eY)
Exercise solution	This exercise also serves as an icebreaker due to the funny nature of the video. After the video, the trainer should ask the participants to discuss what was causing the miscommunication. The exercise should last approximately 5 min.
Other comments to the trainer	-
Approximate Time needed for the completion of this exercise	