

## Methodological tool: Confidentiality Principles

Number of methodological Tool	EUPANEXT_LO_010_M_002
Work Area Code and Title	WA3 COMMUNICATION AND SOCIAL, TELEPHONE HANDLING, CODE OF CONDUCT, EQUAL OPPORTUNITIES AND RELATIONSHIPS
Unit Code and Title	2.7 Recall and apply key principles of good relationships with customers, external stakeholders and colleagues in a clear and effective way
Learning Outcome Number and Title	LO010: Demonstrate the ability to recall the key principles of data protection, security and confidentiality within the workplace and in the business environment and apply these principles effectively and efficiently.
Objective of the methodological tool	After the completion of this exercise the participants will be able to: <ol style="list-style-type: none"> <li>Understand issues relating to the confidentiality and the privacy of their colleagues and employees.</li> <li>List general principles of confidentiality</li> </ol>
Individual or group exercise	<input type="checkbox"/> Individual <input checked="" type="checkbox"/> Group
Type of methodological tool	<input type="checkbox"/> Written 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	Go through the attachment to this exercise and discuss the basic principles of confidentiality by the center for womens ministries (source: <a href="http://www.centerforwomensministries.org/wp-content/uploads/2014/10/Apdx-4-bas-prins-confid-R1-16.pdf">http://www.centerforwomensministries.org/wp-content/uploads/2014/10/Apdx-4-bas-prins-confid-R1-16.pdf</a> )
Exercise is accompanied by	EUPA_LO_010_M_002_Att1
Exercise solution	
Other comments to the trainer	-
Approximate Time needed for the completion of this exercise	

