

Methodological tool: < Role Play – The difficult customer>

Number of methodological Tool	EUPANEXT_LO_100_M_001
Work AreaCode and Title	WA17-Business Environment
Unit Code and Title	3.35 Present a positive image of self and the organisation through adaptation of behaviour
Learning Outcome Number and Title	LO100: Demonstrate ability to adapt own behavior to maintain positive and professional manners when under pressure, e.g. working to time constraints, when dealing with a difficult situation or a client
Objective of the methodological tool	After the completion of this activity, participants will be able to handle difficult clients effectively
Approximate Time needed for the completion of this exercise	20 min.
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"/> 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 checked="" type="checkbox"/> Role play <input type="checkbox"/> Group discussion <input type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise	<p>Four volunteers from the group will participate in two role plays. The first will be the wrong way to handle a difficult customer, while the second the right way.</p> <p>Follow the role play instructions (attached)</p>
Exercise is accompanied by	EUPANEXT_LO_100_M_001_Att_1
Exercise solution	Attached
Other comments to the trainer	