

# Methodological tool: Organisational Procedures

Number of methodological Tool	<b>EUPA_LO_045_M_001</b>
Work Area Code and Title	<b>WA3: Communication and social, telephone handling, code of conduct, equal opportunities and relationships</b>
Unit Code and Title	<b>3.3. Use telephone techniques effectively in accordance with organizational rules and procedures-effective telephone handling</b>
Learning Outcome Number and Title	<b>LO045. Demonstrate ability to explain and demonstrate effective use of telephone skills according to organisational procedures; monitor the application of these skills and recommend changes in order to improve the experience of customers.</b>
Objective of the methodological tool	After the completion of this activity, participants will be able to: <ul style="list-style-type: none"> <li>- Describe organisational procedures when receiving or making a telephone call</li> <li>- Follow organizational procedures of the use of the telephone</li> <li>- Recommend changes in the organizational procedures in order to improve the experience of the customers</li> <li>- Suggest a course of action to the caller based on organisational procedures</li> </ul>
Approximate Time needed for the completion of this exercise	60 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 checked="" 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 checked="" type="checkbox"/> Group discussion <input checked="" type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	Hand the attachment to the participants and ask them to read it individually.

	<p>Then, divide them in pairs and ask them to simulate a phone call while sitting back to back. The person who picks up the phone should respect the organizational procedures as described in the attachment. Encourage each group to simulate a different situation, as described in pages 3-5, under the title "TYPES OF INQUIRIES".</p> <p>After each group finishes, reflect collectively on the mistakes or strong point of each "representative" of the organization.</p> <p>Finally, ask participants to recommend improvements, through their experience, in the procedures.</p>
Exercise is accompanied by	<b>EUPA_LO_045_M_001_Att_1</b>
Exercise solution	N/A
Other comments to the trainer	N/A

