

## Methodological tool: Sherpa walk<sup>1</sup>

Number of methodological Tool	<b>EUPA_LO_047_M_001</b>
Work Area Code and Title	<b>WA 3: Communication and social, telephone handling, code of conduct, equal opportunities and relationships</b>
Unit Code and Title	<b>3.5. Build and improve working relationships</b>
Learning Outcome Number and Title	<b>LO047. Demonstrate ability to build positive working relationships with customers, suppliers and other stakeholders as well as within the organization using the key principles of good working relationships agreed</b>
Objective of the methodological tool	After the completion of this activity, participants will be able to: <ol style="list-style-type: none"> <li>1. Explain the purpose and value of building positive working relationships with customers, suppliers and other stakeholders as well as within the organisation</li> <li>2. List the advantages that come from good relationships</li> <li>3. Adapt own behaviour to build good working relationships with stakeholders as well as within the organisation</li> <li>4. Emphasise the importance of trust, communication, mindfulness and empathy in the process of establishing positive relationships</li> </ol>
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 type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	This activity is suitable for teams of 8-15 members. It's effective because it helps everyone gain more trust in the team. Sherpa walk

<sup>1</sup> <http://www.trainingzone.co.uk/deliver/training/five-great-activities-to-build-trust-and-boost-team-performance>

	<p>also promotes empathy and helps people develop intuitive communication skills. For this activity, you'll need blindfolds and about 60 minutes of your time.</p> <ul style="list-style-type: none"> <li>• Prepare a course. You can have your route between chairs and tables, put some obstacles on the floor and on the waist level, so that participants have to step over certain objects or crawl under them.</li> <li>• Separate two members of the group and tell them to follow you. Take them to the course and give them 2 minutes to inspect it and remember the route.</li> <li>• When you bring the two leaders back, give them 10 minutes to develop a communication system they will use with their teams, they aren't allowed to talk, but they can make any other sounds.</li> <li>• Tell everyone, but the team leaders put the blindfolds on. The team leaders have to guide their teams through the course using the communication systems they developed. Team members mustn't touch anything throughout the course - if they do, start over again.</li> </ul>
Exercise is accompanied by	N/A
Exercise solution	N/A
Other comments to the trainer	After the completion of the activity, discuss with the participants how they feel about the importance of communication, trust and empathy after their participation in the activity. Also, ask them what they have learned about relationships through this group exercise.