

Methodological tool: Analyse and evaluate key principles for good relationships

Number of methodological Tool	EUPA_LO_049_M_001
Work Area Code and Title	WA 3: Communication and social, telephone handling, code of conduct, equal opportunities and relationships
Unit Code and Title	3.5. Build and improve working relationships
Learning Outcome Number and Title	LO049 Evaluate key principles of good working relationships agreed and applied within the organisation and recommend improvements that will enhance the interaction between the organisation and its external environment.
Objective of the methodological tool	<p>After the completion of this activity, participants will be able to:</p> <ol style="list-style-type: none"> 1. List possible criteria of analysis of the key principles of good functional relationships (within the organisation as well as with external stakeholders) such as effectiveness and innovation. 2. Use the results of feedback from employees and external stakeholders to evaluate the key principles of good functional relationships agreed within the organization 3. Analyse and evaluate the key principles of good functional relationships agreed within the organization in relation to their daily practice and identify room for improvement. 4. Recommend changes and improvements that will enhance the interaction between the organisation and its external environment.
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 type="checkbox"/> Role play

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	<input checked="" type="checkbox"/> Group discussion <input checked="" type="checkbox"/> Case study <input checked="" type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	<p>Present the participants with the feedback quotes. Give one copy of the attachment to each participant.</p> <p>Based on the example of key principles presented in the PPT, ask participants to decide and evaluate:</p> <ol style="list-style-type: none"> 1. The principle that was not followed by the employee in each case 2. They will have to improve the organisational key principles based on the feedback. To do this, divide them in two groups and ask each group to re-write the principles in more depth
Exercise is accompanied by	EUPA_LO_049_M_001_Att_1
Exercise solution	<ol style="list-style-type: none"> 1. <i>Listen to others and seek first to understand before being understood</i> 1. <i>Have empathy and think in win/win solutions</i> 1. <i>Set a good example as project manager</i>
Other comments to the trainer	The key is to try to think of improvements rather than staying on the solution.