

## Methodological tool: Comparing different user needs

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| Number of methodological Tool                               | <b>EUPA_LO_108_M_001</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Work Area Code and Title                                    | <b>WA7: Business Travel, Diary Systems, Meeting organization and event management</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Unit Code and Title                                         | <b>4.6 Recommend improvements to diary systems</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Learning Outcome Number and Title                           | <b>LO108: Analyse the effectiveness of existing diary systems based on users' needs and business requirements in order to make recommendations for improvements and the necessary training.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Objective of the methodological tool                        | After the completion of this activity, participants will be able to:<br>Compare and contrast different user needs and requirements for diary system, as well as their advantages and disadvantages                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Approximate Time needed for the completion of this exercise | 10 minutes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Individual or group exercise                                | <input checked="" type="checkbox"/> Group                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Type of methodological tool                                 | <input checked="" type="checkbox"/> Written exercise<br><input checked="" type="checkbox"/> Group exercise<br><input checked="" type="checkbox"/> Simulation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Description of the exercise/Procedure                       | <p>Divide the group of learners into 3 smaller groups PA's, Managers and Business developers</p> <p>Case Study:<br/>Part A:<br/>You all work for the company „Stationery Ltd.“ Provides all sorts of office stationery and supplies to other companies. The company has 43 employees on different positions, based in 3 branches of the country's largest cities. The company has now decided that it will implement a new diary management system but needs to find out the needs of different users.</p> <ol style="list-style-type: none"> <li>1. Individually write down your needs and expectations for the system, what would you want from it, how will you use it, what will you need it for</li> <li>2. As a group (PA's, Managers, Business developers) come together, compare your ideas and put them together</li> <li>3. Present your requirements to the whole group</li> <li>4. Now all together discuss and compare the individual requirements</li> <li>5. Discuss how the system should look like to be able to serve all, what functions should it provide?</li> </ol> |

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|                               | <p>6. Discuss the advantages and disadvantages of the different systems</p> <p>Part B:<br/>What other information do you need for the system recommendations? As a group come up with questions to acquire the information needed.</p> |
| Exercise is accompanied by    | N/A                                                                                                                                                                                                                                    |
| Exercise solution             | Part of the solution is in the following slides                                                                                                                                                                                        |
| Other comments to the trainer | N/A                                                                                                                                                                                                                                    |

