

Number of methodological Tool	EUPA_LO_007_M_009
Work Area Code and Title	2. 3 COMMUNICATION, TELEPHONE HANDLING SOCIAL AND RELATIONSHIPS
Unit Code and Title	2.3.1 Use of business communication skills clearly and effectively
Learning Outcome Number and Title	LO007: Be able to recall the main principles of effective verbal and non-verbal communication and demonstrate competence in applying these principles in a clear and effective way. Be able to perform PR activities to improve workplace relations, for example acknowledging birthdays, name days and other special occasions.
Title of methodological tool	MOOZ Exercise; Understand how to communicate verbally inside a group in a clear and effective way.
Objective of the methodological tool	After the completion of this exercise the participants will be able to: <ol style="list-style-type: none"> 1. Name and describe the rules of effective communication 2. Name and describe the barriers to effective communication
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"/> Video analysis <input type="checkbox"/> Simulation <input type="checkbox"/> Multiple choice <input checked="" type="checkbox"/> Group exercise with cards <input type="checkbox"/> Exercise using ICT <input 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>Tips for the trainers: The zooming exercise starts from the clouds and finishes on earth.</p> <p>The trainers <u>should not</u> explain how the ZOOM exercise works; Participants have to figure out by themselves what to do.</p> <p>First part:</p> <p>Give all the colour printed cards to the participants in a random way. Depending on the number of the participants some of them might get</p>

	<p>more than one card.</p> <p>Second Part: Tell the participants that the exercise is like playing a card game. No one is allowed to see each others cards. They can only <i>describe</i> them, and through description they must try to find a logical sequence or form a story using them.</p> <p>After coming into a conclusion about the order of the cards, participants should place them on the table with the picture facing downwards so that the players do not see the cards.</p> <p>Once the cards are back on the table, the trainer should inform the participants that they cannot take back the cards or rearrange them. Only the trainer in the end of the exercise should do it in order to explain the task.</p> <p>Please, give the participants around 15'- 20' minutes to complete their task. The maximum time to complete the exercise, in case they have problems, is 30 minutes.</p>
Exercise is accompanied by	1. Thirty (30) coloured picture cards
Exercise solution	The trainer will figure out if there are any Communication Barriers among the participants. Then he/she will explain to the participants how communication channels work. Additionally, the importance of effective questioning techniques will be stressed, how the lack of proper information can make someone creative or not, how to overcome any difficulties, etc.
Other comments to the trainer	<p>Print the coloured cards. This exercise will help participants to develop their communication skills.</p> <p>In case the group cannot implement their tasks easily, the trainer can pause the clock for ten (10) minutes to guide the group. During the</p>

	<p>pause, the trainer can help them understand any communication problems they might have in order to come into a conclusion. Then the exercise can continue normally.</p>
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Attachments to the Methodological Tools

Group exercise with cards

1. Thirty (30) coloured picture cards



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This project has been funded with support from the European Commission.

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