

AN INNOVATIVE
OUTREACH
PROGRAMME TO
EQUIP ADULTS WITH
DISSABILITIES WITH
KEY COMPETENCES
(SOCIAL
ENTREPRENEURIAL
AND DIGITAL)



ENTRE4ALL COMMUNITY SUPPORT CENTRES

Project number: 2019-1-SI01-KA204-060426

O2. ENTRE4ALL back pack: Educational - learning guide for setting up digital social entrepreneurship hubs

O2.1. Teaching and learning material based on the social activation approach

TEMPLATE: Training Techniques and handouts for adult educators/trainers

Partner: Emphasys Centre

Date:

Module	1. Social Skills	
Activity Number	M4-T5-A15	
Topic	Social for Social Entrepreneurship	
Learning Outcomes	<p><u>Basic (A): Referring to EQF level 3-4</u></p> <p><u>Knowledge</u></p> <ul style="list-style-type: none"> To understand what it means to be accountable and a leader which behaviours help to demonstrate accountability <p><u>Skills</u></p> <ul style="list-style-type: none"> To use different behaviours that help demonstrate accountability <p><u>Competences</u></p> <ul style="list-style-type: none"> To identify the target behaviour that shows accountability through perspective sentences (how others behave) 	
Learning approach	<input type="checkbox"/> Blended-learning opportunities <input checked="" type="checkbox"/> F2F training <input type="checkbox"/> Individual e-learning <input checked="" type="checkbox"/> Open-distance learning <input type="checkbox"/> Work-based learning <input type="checkbox"/> Community work <input type="checkbox"/> other (please specify)	
Training Technique	Business Etiquette	
Duration	50 minutes	
Facility/ Equipment	Classroom, Internet access, chairs, tables, training room	
Participants will need:	<i>Pen, notebook</i>	
Attached worksheets	B1-1: Business Etiquette Definition B1-2: Business Etiquette Activity	
Main Tasks / Procedure	<p>Task 1 Watch the video: Business Etiquette Basics (2 minutes) Discuss the video with the students. (10 minutes)</p> <p>Task 2 Provide the worksheet B1-1: Business Etiquette Definition. Read the worksheet aloud. Discuss about the appropriate behaviour in the workplace and give some examples of inappropriate behaviour. Ask the students to ask you any question if they have any.</p>	

	<p>(15 minutes)</p> <p>Task 3 Provide the Worksheet B1-2: Business Etiquette Activity. Ask the students to tick which behaviour is appropriate and which inappropriate. Discuss the responses in class. Explain the reason in which each behaviour is considered appropriate and inappropriate.</p> <p>(20 minutes)</p> <p>Task 4 Wrap it Up (5 minutes)</p>
<p>Useful Resources referenced to DATABANK (IO2-A2)</p>	<p>Business Etiquette Basics</p>
<p>Tips</p>	<p><u>EQF Levels 5 & 6</u> <u>Learning Outcomes</u></p> <ul style="list-style-type: none"> • To understand what business etiquette/ professional conduct is • To develop business etiquette traits <p>Each individual will need to list 10 business etiquette traits he/she finds most important and discuss them in class.</p> <p><u>EQF Levels 7 & 8:</u> <u>Learning Outcomes:</u></p> <ul style="list-style-type: none"> • To explain business etiquette • To communicate with confidence and professional manner <p>The student will be asked to take part in a fictional interview. The teacher divides the class in pairs. One has the role of the employer and the other of the interviewer. Each individual needs to possess business etiquette traits. The employer asks the following questions: Tell us a bit about yourself What is your background? What are the three main strengths? What are the three main weaknesses? Tell us an example where you found yourself in a challenging position and how you reacted.</p> <p>The pair changes role. The teacher provides support when necessary. They have 20 minutes to finish this task.</p>

Worksheet 1

B1-1: Business Etiquette Definition

What is Business Etiquette?



Business etiquette is a set of manners that is accepted or required in a profession.

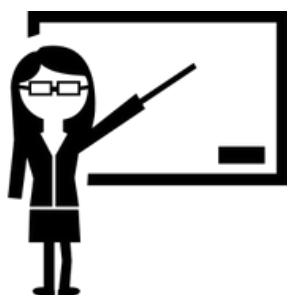
Why to use business etiquette?

- To set a mutually respectful atmosphere
- Improve communication
- Increase productivity
- Employees' wellbeing
- Better customer relationships



Tips for business Etiquette

- Use please and thank you as appropriate
- Address others using Mr., Mrs., Miss or Ms. unless otherwise requested
- Speak clearly while using a pleasant tone of voice
- Maintain eye contact
- Smile and offer a firm handshake when meeting someone new
- Write thank you notes and letters of appreciation, congratulations and condolence as appropriate
- Dress appropriately
- Be mindful of your breaks
- Show up to meetings on time
- Limit personal phone use
- Be as detail-oriented as possible
- Be at work on time



Question:

What is something you wouldn't like your colleague to do in the workplace? Why?

Worksheet 2

B1-2: Business Etiquette Activity

A. Choose which behaviour is appropriate and which is inappropriate in the workplace.

1. Going to work under the influence of alcohol
2. Be at work on time
3. Ask from your colleague to give you a glass of water and say 'thank you' afterwards.
4. Leave an hour earlier without saying anything to visit your dentist
5. Misuse company funds
6. Use offensive language toward peers
7. Enter the office in the morning and say good morning to your colleagues
8. Using inappropriate language
9. Complain publicly about your organisation
10. Ask from your manager for a day off
11. Engage in divisive gossip
12. Violate confidentiality

