# Joint development, piloting and validation of entrepreneurial mindset and key skills curricula and training materials for third countries



Entrepreneurial Mindset and Key Skills for All

## ENTRECOMP CURRICULUM: 3.4 WORKING WITH OTHERS METHODOLOGICAL TOOLS

**TASK ID AND TITLE 2.2: JOINT DEVELOPMENT OF THE CURRICULA AND TRAINING MATERIALS FOR ENTRECOMP**

PARTNER RESPONSIBLE FOR THIS ACTIVITY: MMC MEDITERRANEAN MANAGEMENT CENTER

1

ENTRECOMP MTs 3.4

Task 2.2

## PROJECT MAIN DETAILS

**Programme**: Erasmus+

**Key Action:** Lump Sum Grants

**Project title:** Joint development, piloting and validation of entrepreneurial mindset and key skills curricula and training materials for third countries

**Project Acronym:** EMSA

**Project Agreement Number:** 101092477

**Start Date**: 01/01/2023

**End Date:** 31/12/2025

## COORDINATED BY


MMC Mediterranean Management Centre

## PROJECT PARTNERS

ENTRECOMP MTs 3.4

Task 2.2

# TABLE OF CONTENTS

ENTRECOMP MTs 3.4

Task 2.2

## SUMMARY OF THE METHODOLOGICAL TOOLS

| Competence Code and Title | 3.4 Working With Others |
|---|---|
| EntreComp Area Code and Title | 3 Into Action |
| Learning Outcomes for the Competence | *Understand* the importance of effective and ethical communication in entrepreneurial endeavors.<br><br>**Develop** ability to work collaboratively towards common goals building consensus within diverse teams.<br><br>*Acquire* the ability to lead and influence others empathy to achieve shared objectives |

| Methodological tool Type | Number of Methodological tools |
|---|---|
| ☒ Lecture (compulsory) | 1 |
| ☐ Open-ended questions | |
| ☒ Closed questions | 1 |
| ☒ Group discussion | 2 |
| ☐ Brainstorming | |
| ☒ Individual exercise | 2 |

ENTRECOMP MTs 3.4

Task 2.2

| | |
|---|---|
| ☒ **Group exercise** | 1 |
| ☐ **Experiential workshop** | |
| ☐ **Role play** | |
| ☐ **Video projection and analysis** | **1** |
| ☐ **Other (Please indicate)** | |
| **Total Number of Methodological tools:** | 4 |

## COMPULSORY METHODOLOGICAL TOOLS

### 1. POWERPOINT PRESENTATION

| | |
|---|---|
| **Methodological tool Code and Title** | MT3.4_1 PowerPoint Presentation on Self-efficacy and Self-awareness |
| **Competence Code and Title** | 3.4 Working with other |
| **Learning Outcomes covered by the Methodological tool** | *In terms of knowledge:*<br><br>Explain the importance of effective and ethical communication in entrepreneurial endeavours.<br><br>**In terms of skills:**<br><br>Implement collaborative work towards common goals building consensus within diverse teams.<br><br>**In terms of competences:** |

| | |
|---|---|
| | Acquire the ability to lead and influence others' empathy to achieve shared objectives. |
| **Methodological tool Aim** | To deliver a lecture on the topics and subtopics of the module. |
| **Hints and tips for the trainer to use the Methodological tool** | N/A |
| **Attachment for the usage of the Methodological tool** | TrainMatEntre_3.4_Final.pptx |

ENTRECOMP MTs 3.4

Task 2.2

## ADDITIONAL METHODOLOGICAL TOOLS

**VIDEO PROJECTION AND ANALYSIS**

| Methodological tool Code and Title | MT3.4_1 Communication Importance |
|---|---|
| Competence Code and Title | 3.4 Working with others |
| Learning Outcomes covered by the Methodological tool | Explain the importance of effective and ethical communication in entrepreneurial endeavours. |
| Methodological tool Aim | To trigger the discussion and question the trainees' understanding on the importance of effective and ethical communication in entrepreneurial endeavors with the use of a video |
| Hints and tips for the trainer to use the Methodological tool | Highlight the importance of effective and ethical communication in entrepreneurial endeavors with the use of a video |
| Attachment/s to use the Methodological tool | N/A |

| *Methodological Tool Title* |
|---|
| **MT3.4_1 Communication Importance** |
| *Video Title (if different from the MT Title)* |
| *Communication - Basics and Importance* |
| *Video Source (e.g., URL)* |
| *https://www.youtube.com/watch?v=2Lkb7OSRdGE* |
| *Video Creator (Person/Organisation/Authority)* |

ENTRECOMP MTs 3.4

Task 2.2

| |
|---|
| *Wadhwani Foundation* |
| *Estimated Duration (of the Activity) (broken down into steps, if necessary)* |
| *6 Minutes* |
| *General Guidelines (for the trainer)* |
| *Explain the 2 types of communication (verbal and non-verbal) and the 7 C's of Communication in the examples given* |
| *Instructions (for the participants)* |
| *As you watch, pay close attention to the examples provided and the key messages conveyed regarding the impact of effective communication.* |
| *Debriefing Questions*<br>*Can you name the 7 C's of communication?* |
| 1. Clear<br>2. Concise<br>3. Concrete<br>4. Correct<br>5. Coherent<br>6. Complete<br>7. Courteous |
| *Remarks by the Trainer* |
| ✓ Types of communication<br>✓ 7 C' s of Communication |

ENTRECOMP MTs 3.4

Task 2.2

## CLOSE-ENDED QUESTIONS

| Methodological tool Code and Title | **MT3.4_2 Effective and ethical communication Quiz** |
|---|---|
| **Competence Code and Title** | 3.4 Working with others |
| **Learning Outcomes covered by the Methodological tool** | Explain the importance of effective and ethical communication in entrepreneurial endeavours. |
| **Methodological tool Aim** | Test the trainees understanding of key concepts on effective and ethical communication in entrepreneurial endeavors |
| **Hints and Tips for the trainer to use the Methodological tool** | True or False Questions to help trainees' comprehension of effective and ethical communication in entrepreneurial contexts. |
| **Number of Questions in the Methodological tool per Question Type (minimum 6)** | 6 Questions:  True or False Questions |
| **Attachment/s for the usage of the Methodological tool** | Provided in the activity description below (if applicable). |

## TRUE/FALSE QUESTIONS

| *Methodological Tool Title* |
|---|
| Please indicate whether the statement(s) below is/are true <u>or</u> false. |

| *Statement:* *Ethical communication involves conveying information that is accurate, honest, and free from deceit or falsehoods.* |  |
|---|---|
| True | |
| False | |
| **Correct Answer** | True |

ENTRECOMP MTs 3.4

Task 2.2

EMSA

Joint development, piloting and validation of entrepreneurial mindset and key skills curricula and training materials for third countries

| Level of Difficulty | ☐ Low    ☒ Medium    ☐ High |
|---|---|

| *Statement:* |
|---|
| *Accountability in ethical communication means avoiding responsibility for one's communication, especially when mistakes occur.* |

| True | |
|---|---|
| False | |
| **Correct Answer** | False |
| **Level of Difficulty** | ☐ Low    ☒ Medium    ☐ High |

| *Statement:* |
|---|
| *Ethical communication involves conveying information, ideas, or messages in a manner that aligns with moral principles and values, respects the rights and dignity of others, and promotes honesty, integrity, and fairness* |

| True | |
|---|---|
| False | |
| **Correct Answer** | True |
| **Level of Difficulty** | ☒ Low    ☐ Medium    ☐ High |

| *Statement:* |
|---|
| *Ethical communication prioritizes deception and manipulation over honesty and integrity.* |

| True | |
|---|---|
| False | |
| **Correct Answer** | False |
| **Level of Difficulty** | ☒ Low    ☐ Medium    ☐ High |

| *Statement:* |
|---|
| *Transparency in communication involves sharing only partial information to maintain control, while honesty emphasizes providing complete and accurate information.* |

| True | |
|---|---|
| False | |
| **Correct Answer** | False |

ENTRECOMP MTs 3.4

Task 2.2

| Level of Difficulty | ☐ Low | ☐ Medium | ☒ High |
|---|---|---|---|

| | |
|---|---|
| **Statement:** *Accountability in communication primarily involves assigning blame to others for misunderstandings or errors, while integrity focuses on personal consistency and sincerity.* | |
| True | |
| False | |
| **Correct Answer** | False |
| **Level of Difficulty** | ☐ Low    ☐ Medium    ☒ High |

## CASE STUDY

| | |
|---|---|
| **Methodological tool Code and Title** | MT3.4_3 Ethical Negotiation |
| **Competence Code and Title** | 3.4 Working With others |
| **Learning Outcomes covered by the Methodological tool** | Implement collaborative work towards common goals building consensus within diverse teams. |
| **Methodological tool Aim** | To practice how to act ethically and collaboratively towards common goals building consensus within diverse teams. |
| **Hints and Tips for the trainer to use the Methodological tool** | Ensure that the participants understand the video for the aim of activity fully before they start; clarify if necessary. |
| **Attachment/s for the usage of the Methodological tool** | N/A |

ENTRECOMP MTs 3.4

Task 2.2

| **Methodological Tool Title** |
|---|
| **MT3.4_3 Ethical Negotiation Case Study** |

| *Case Study Title (if different from the MT title)* |
|---|
| **Do Not Let Your Friends Suffer** |

| *Case Study Source (e.g., URL)* |
|---|
| https://www.youtube.com/watch?v=KWz7eklL9cI |

| *Case Study Content* |
|---|
| John, a newly promoted audit partner in a mid-sized audit firm is having a meeting with Mr Tan, the Chairman of KS Pte Ltd, one of his major clients. During the meeting, a disagreement over the accounting treatment of KS Pte Ltd's accounts arose, invariably posing an ethical dilemma for John. How would he be able to handle the situation ethically? Watch the video to find out. |

| *Estimated Duration (broken down into steps, if necessary)* |
|---|
| *3 Minutes* |

| *General Guidelines (for the trainer)* |
|---|
| *Try to highlight for the situation that John deals with and the learning points of the video.* |

| Instructions (for the participants) |
|---|
| *Try to understand the main actors of the case study. Clarify the threats that John faces and the main learning point that are projected.* |

| Debriefing Questions |
|---|
| 1. What John did right and how he reacted to the situation? |

| Remarks by the Trainer |
|---|
| 2. Explain what is professional skepticism |

## INDIVIDUAL EXERCISE

| | |
|---|---|
| **Methodological tool Code and Title** | MT3.4_4 Manage Situations with Conflict Charts |
| **Competence Code and Title** | 3.4 Working With others |
| **Learning Outcomes covered by the Methodological tool** | Acquire the ability to lead and influence others empathy to achieve shared objectives |

ENTRECOMP MTs 3.4

Task 2.2

Co-funded by
the European Union

| Methodological tool Aim | To provide the trainees with a real-life example on the topic and give them the opportunity to study the conditions, actions taken, consequences. |
|---|---|
| Hints and tips for the trainer to use the Methodological tool | Give a brief explanation to the conflict chart |
| Attachment/s to use the Methodological tool | N/A |

| *Methodological Tool Title* |
|---|
| MT3.4_4 Manage Situations with Conflict Charts |
| ***Individual Exercise Title (if different from the MT title)*** |
| Manage Situations with Conflict Charts |
| ***Individual Exercise Source (if adapted from existing exercise)*** |
| [What Is Conflict Management? (Definition, Types and Skills) | Indeed.com](#) |
| ***Description of the Group Exercise/Individual Exercise*** |

ENTRECOMP MTs 3.4

Task 2.2
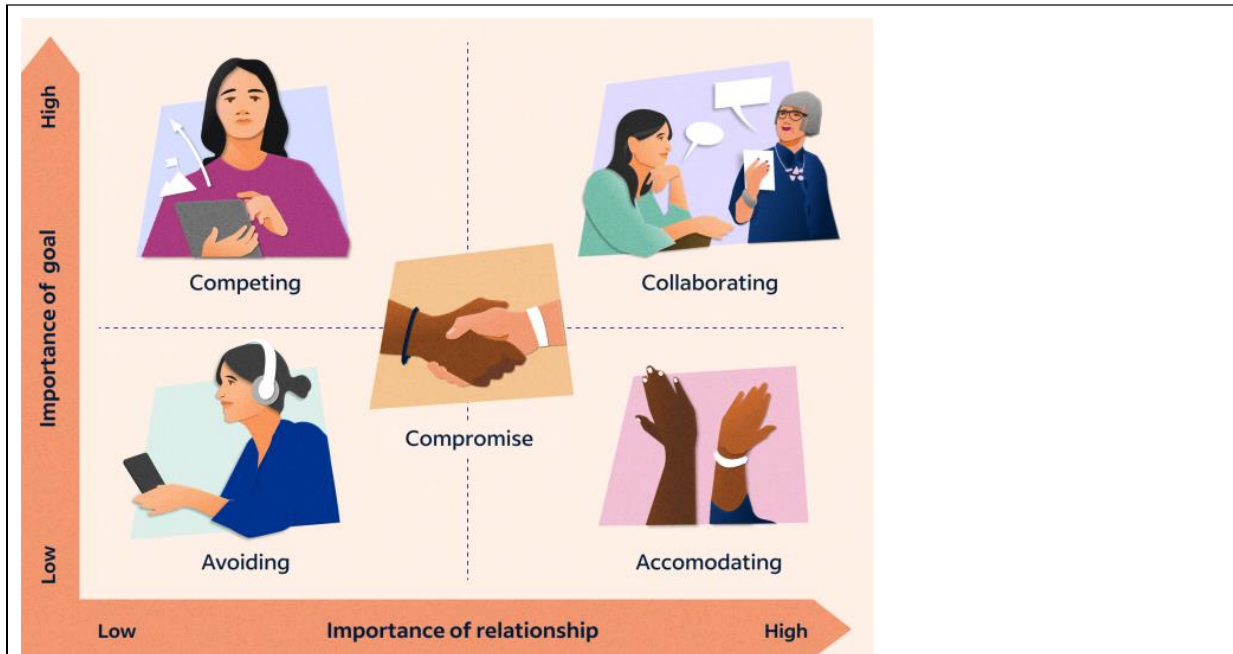
**1nd Scenario:** In a project team, conflict arises when two members have differing opinions regarding the allocation of project tasks. One member believes that tasks should be distributed based on individual expertise and experience, while the other member insists on an equal distribution of tasks regardless of skill level. This discrepancy leads to tension and frustration within the team as both members hold firm to their perspectives, unable to reach a consensus. The conflict intensifies as deadlines approach, with neither member willing to compromise on their stance, resulting in a standstill that hampers progress and undermines team cohesion."

*In your opinion, what is the most suitable approach for this conflict and why?*

**2nd Scenario:** "In a customer service setting, conflict arises when a customer files a complaint about receiving a product of subpar quality. The customer expresses dissatisfaction with the product's performance and demands immediate resolution. Meanwhile, the company's representatives acknowledge the issue but are hesitant to admit fault or offer compensation, fearing financial repercussions. This conflict escalates as the customer becomes increasingly frustrated by the company's reluctance to address their concerns, leading to potential damage to the company's reputation and loss of customer loyalty. Without prompt and

ENTRECOMP MTs 3.4

Task 2.2

satisfactory resolution, the conflict threatens to escalate further, highlighting the importance of effective conflict management in preserving customer satisfaction and maintaining business integrity."

*In your opinion, what is the most suitable approach for this conflict and why?*

| Estimated Duration (broken down into steps, if necessary) |
|---|

*25 Minutes*

| General Guidelines (for the trainer) |
|---|

1ˢᵗ Scenario
- Conflict: A disagreement between two team members regarding the allocation of project tasks.
- Approach: Collaborate Explanation:
- This conflict requires a collaborative approach because it involves finding a mutually beneficial solution where both team members can contribute to determining fair task allocation.

2ⁿᵈ Scenario:

- Conflict: A customer complaint about the quality of a product received. Approach: Accommodate Explanation:
- This conflict should be approached with accommodation because it prioritizes satisfying the customer's needs and resolving the issue promptly, even if it means making concessions on the company's part.

| Instructions (for the participants) |
|---|

**Be aware of the definitions of the 5 basic elements of the chart**:

A conflict management chart typically includes five key elements aimed at guiding individuals and teams in effectively addressing and resolving conflicts.

The first element is **Avoidance**, which involves ignoring or avoiding the conflict altogether, often leading to temporary relief but potential escalation of underlying issues.

**Accommodation**, the second element, prioritizes maintaining relationships and satisfying others' needs at the expense of one's own, fostering goodwill but potentially sacrificing personal objectives.

**Competition**, the third element, focuses on pursuing one's own goals assertively without regard for others' interests, often leading to win-lose outcomes and strained relationships.

**Collaboration**, the fourth element, encourages open communication and cooperation to find mutually beneficial solutions, promoting understanding and teamwork

Finally, **Compromise**, the fifth element, entails both parties making concessions to achieve a middle ground, balancing assertiveness and cooperation to reach a satisfactory resolution for all involved."

### *Necessary Equipment and Materials (if applicable)*

- *Laptop*
- *Internet*

### *Expected Results*

- *Understanding the difference between the 5 elements of conflict management chart*

### *Remarks by the Trainer*

- ✓ *Give a short analysis on the conflict management chart and its elements*

ENTRECOMP MTs 3.4

Task 2.2