



TRANSVERSAL SKILLS 1  
Communicate orally in the professional world



TRANSVERSAL SKILLS 7  
Use social codes related to the professional context



TRANSVERSAL SKILLS 8  
Work in a group and as a part of a team



TRANSVERSAL SKILLS 9  
Learn and train yourself throughout life



TRANSVERSAL SKILLS 10  
Build your professional career

# Skill #7: “Use social codes related to the professional context”

## Methodological proposal



**TRANSVERSAL SKILLS 1**  
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The proposed system has been designed for the classroom and is therefore particularly attentive to the use of the group as a resource for learning (socioconstructivism perspective).



**TRANSVERSAL SKILLS 7**  
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For example, in terms of training techniques: focus on role-playing, approaches that integrate debate and argument from a point of view, comparisons of strategies, individual working times and then subgroups, etc. ...

For example, in terms of structuring the approach :

- **Take stock of what we already know** : teaser and/or emergence of pre-representations
- **Opening the debate / broadening the vision** : compare points of view within the group, enrich the group's representations based on external contributions (testimonies, videos, documents)
- **Structuring learning outcomes** : synthesise, go to the essential
- **Take ownership of the achievements** : reformulate, reinvest in another activity...



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The approach is given as an example. Other techniques or approaches are possible; **everyone remains free to choose their own pedagogical proposal**



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# Level 1

**Be able to understand the concept of social code within the profession**

# Pedagogical Strategies



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## Situation 1

Create a discussion among participants about what they mean by social codes\*

## Type of activity :

The trainer asks participants to give examples of individual social codes\*

The trainer must analyse the answers by referring to the meaning of the concept of social code\* in accordance with the following synonyms of social code: set of laws, compliance with rules, conventional system, society, roles, protocols, attitudes, relationships, responsibility, ...

The trainer should conclude by clarifying the concept of social code

## Support :

1st alternative: Mentimeter\*\* (word cloud); projector, computer, Internet connection (participants need a mobile phone with Internet access)

2nd alternative: each participant writes on paper anonymously and gives it to the trainer; the trainer summarises on the board a list of identical terms and the number of terms.



**TRANSVERSAL SKILLS 1**  
Communicate orally in the professional world

Duration of the course:

20 minutes



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context

Number of participants:

~10 participants



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**TRANSVERSAL SKILLS 1**  
Communicate orally in the professional world

## Activity 1



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context



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Go to [www.menti.com](http://www.menti.com) and use the code xxxxxxxx

Mentimeter

What is a social code? Give 3 exemples

identité présence disponibilité honnêteté  
secret professionnel règles  
responsabilité

3



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## Activity 1 \_ Discussion





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# Level 1

Be able to identify the rules related to the profession



# Pedagogical Strategies



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## Situation 2

A new home helper arrives late for work.

### Type d'activity :

The trainer should ask the participants to make a list of 3 codes that they consider relevant (5 min).

In groups of 2 (or 3), you must now make a list of 5 codes (5min).

Each group shares its lists with the remaining groups, reaching at the end at least one list of 8 codes relevant to the profession (10min),



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The trainer must conclude on the following social codes: Be on time, be assiduous, be polite, respect the hierarchy, teamwork, organisation of previous services, commitment of the beneficiary, moral responsibility, contractual legality, internal regulations, respect the principles of loyalty, cooperation, legality, proportionality, good faith, responsibility, integrity of professionalism, confidentiality, diligence, efficiency, accuracy, impartiality, independence and non-discrimination, physical presentation, hygiene, dressing, non-judgment, neutrality....

The evaluation consists of providing a list of 5 rules.

**Support:** example images, draft paper, pens and pencil

1st alternative: Mentimeter\*\* (word cloud); projector, computer, Internet connection (participants need a mobile phone with Internet access)

2nd alternative: each participant writes on paper anonymously and gives it to the trainer; the trainer summarises in the table the list of terms as well as the number of identical terms.



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Duration of the course:

20 minutes



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context

Number of participants:

~10 participants



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**TRANSVERSAL SKILLS 1**  
Communicate orally in the professional world

## Activity 2 \_ Task 1



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context

Make a list of 3 codes that you consider relevant to your profession

5:00



**TRANSVERSAL SKILLS 8**  
Work in a group and as a part of a team



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Learn and train yourself throughout life



**TRANSVERSAL SKILLS 10**  
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**TRANSVERSAL SKILLS 1**  
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## Activity 2 \_ Task 1



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context

Make a list of 3 codes that you consider relevant to your profession

5:00



**TRANSVERSAL SKILLS 8**  
Work in a group and as a part of a team



**TRANSVERSAL SKILLS 9**  
Learn and train yourself throughout life



**TRANSVERSAL SKILLS 10**  
Build your professional career



**TRANSVERSAL SKILLS 1**  
Communicate orally in the professional world

## Activity 2 \_ Task 2



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context

Join a colleague



**TRANSVERSAL SKILLS 8**  
Work in a group and as a part of a team

Gather the social codes that everyone has written



**TRANSVERSAL SKILLS 9**  
Learn and train yourself throughout life

Now get a list of 5 different social codes



**TRANSVERSAL SKILLS 10**  
Build your professional career

# 10:00



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**TRANSVERSAL SKILLS 9**  
Learn and train yourself throughout life



**TRANSVERSAL SKILLS 10**  
Build your professional career

## Activity 2 – Task 3

Go to [www.menti.com](http://www.menti.com) and use the code **87 93 90**

Write here the 5 social codes that you identified with your partner

**bonne humeur,  
responsabilité, soyez  
patient, être honnête,  
être disponible**

**être impartial secret  
professionnel, coopération,  
responsabilité, affection**

**bonne humeur,  
responsabilité, être  
patient, être honnête,  
être disponible**

Mentimeter

3



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## Activity 2 \_ Discussion







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## Level 2

Be able to understand your role within the collective as well as the role of others, respecting implicit codes

# Pedagogical Strategies



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## Situation - Activity 3 - Task 1 and 2

In a situation where the home helper has an impediment and realises that he will be late at his next home/beneficiary. You ask your more experienced colleague how to act in this situation in order to know how to proceed within your institution (hierarchy, with whom to communicate...)?

## Type of activity :

Open-ended question: Should you communicate? To whom, how ?

The trainer must analyse the different possibilities of oral and individual response (mentimeter or the trainer writes on the board the different possibilities of oral and individual response)



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The trainer should direct participants to existing opportunities in the institution and direct them to those that are missing, but without influencing the response.



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context

Vote on the possibilities already established. Participants must establish an order of importance or hierarchy (beginner, centre coordinator, roommate, beneficiary)

Support :

1st alternative: mentimeter\*\* (scale or 100 points or web)



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2nd alternative: The trainer writes on the board the different possibilities of oral and individual answers and votes

Duration of the course : 15 minutes



**TRANSVERSAL SKILLS 9**  
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Number of participants : ~10 participants



**TRANSVERSAL SKILLS 10**  
Build your professional career



**TRANSVERSAL SKILLS 1**  
Communicate orally in the professional world



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context



**TRANSVERSAL SKILLS 8**  
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Build your professional career

## Activity 3 \_ Task 1

Imagine that, during your work day, you had a gap between homes and you realize that **you will be late for the next beneficiary.**

**What is the right professional conduct to have?**



**TRANSVERSAL SKILLS 1**  
Communicate orally in the professional world

## Activity 3 \_ Task 1



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context

Go to [www.menti.com](http://www.menti.com) and use the code **84 51 39**

You will be late for the next client/beneficiary.  
What should you do?

**J'appelle le collègue du bureau et demande à contacter le client ou un membre de la famille**

**J'informe mon supérieur d'avertir le client que je serai en retard**

**J'essaie de savoir s'il y a des collègues qui peuvent m'aider dans cette situation. Sinon, j'appelle le coordinateur ou le responsable pour informer le client du retard.**

demander au service du centre d'appeler le client / la famille

Mentimeter

4



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Learn and train yourself throughout life



**TRANSVERSAL SKILLS 10**  
Build your professional career



**TRANSVERSAL SKILLS 1**  
Communicate orally in the professional world

## Activity 3 \_ Task 2



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context



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Do you agree with all the answers given above?

Is there one more correct than the others?

How would you rate each of the procedures to be followed?



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Build your professional career

## Activity 3 \_ Task 2

Go to [www.menti.com](http://www.menti.com) and use the code **84 51 39**

You will be late for the next client. Note from 1 to 5 the procedures to follow.

Procedure	Score
Avertir le client / bénéficiaire	5
Demander de l'aide à un collègue	2.8
Rapporter au coordinateur du centre	4.3
Aller chez le client même tard	4.8
Aller chez le prochain client	2

Mentimeter

4



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## Activity 3 \_ Discussion





# Pedagogical Strategies



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Build your professional career

## Situation - Activity 3 - Task 3

The trainer plays an audio recording\* about a conversation between the home helper and the dissatisfied beneficiary

## Type of activity:

Listen to the audio file 1 and/or 2\*\* simulating a conversation between a home helper and a dissatisfied beneficiary. At the end, the trainer should ask the participants to carry out a critical analysis of the conduct of the home helper, based on the checklist\*\* (evaluation).



**TRANSVERSAL SKILLS 1**  
Communicate orally in the professional world

## Support :

### Audio columns



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context

1st alternative: mentimeter\*\*\* (scale or 100 points)

2nd alternative: The trainer writes on the board the different possibilities of oral and individual answers and votes



**TRANSVERSAL SKILLS 8**  
Work in a group and as a part of a team

## Duration of the course :

20 minutes



**TRANSVERSAL SKILLS 9**  
Learn and train yourself throughout life

## Number of participants :

~10 participants



**TRANSVERSAL SKILLS 10**  
Build your professional career



**TRANSVERSAL SKILLS 1**  
Communicate orally in the professional world

## Activity 3 \_ Task 3



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context



**TRANSVERSAL SKILLS 8**  
Work in a group and as a part of a team



**TRANSVERSAL SKILLS 9**  
Learn and train yourself throughout life



**TRANSVERSAL SKILLS 10**  
Build your professional career

Now imagine that you have finally arrived at home, later than expected, and your beneficiary is very dissatisfied.

What professional conduct should you have?



**TRANSVERSAL SKILLS 1**  
Communicate orally in the professional world

## Activity 3 – Task 3



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context

Audio 1



**TRANSVERSAL SKILLS 8**  
Work in a group and as a part of a team

Audio 2



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Build your professional career

# Level 3

Be able to locate and adapt to formal and/or unknown environments

# Pedagogical Strategies



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Learn and train yourself throughout life



TRANSVERSAL SKILLS 10  
Build your professional career

## Situation - Activity 4

The trainer makes a VIDEO\* that reflects the beneficiary's habits that must be respected and taken into account by the home helper.

## Task 1 :

Participants watch video 1\*\* where some habits and behaviours of the beneficiaries are present and must make the directory individually of 3 to 5 habits; Share the lists in group and create a discussion with the trainer; The trainer establishes a final list of all the habits present in the video and considered relevant.



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## Task 2 (evaluation) :

Participants now watch the video 2\*\* about the same situation, with the intervention of a home helper who does not always respect the codes of conduct regarding the respect of the beneficiary's habits. Participants take note on the final list obtained in Task 1 whether or not they comply with the codes of conduct of each identified habit. For those where the participant has identified as incorrect or absent, they should then propose a way to adapt to the situation while achieving the objective. Share with the group and confirmation of answers by the trainer.

## Support:

Video file; Projector / PC; speakers

1st alternative: mentimeter\*\*\* - listing

2nd alternative: The trainer writes on the board the different possibilities of oral and individual answers



**TRANSVERSAL SKILLS 1**  
Communicate orally in the professional world

Duration of the course:

20 minutes



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context

Number of participants:

~10 participants



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Work in a group and as a part of a team



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## Activity 4 – Task 1

Watch the video that describes the daily life of a beneficiary. Can you identify some of the beneficiary's habits and behaviours?





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## Activity 4 \_ Task 1

Make an individual list of 3 to 5 habits from the video that you consider relevant to your profession.





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Communicate orally in the professional world



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Use social codes related to the professional context



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**TRANSVERSAL SKILLS 10**  
Build your professional career

## Activity 4 \_ Task 1 \_ Discussion

Share your list with the rest of the group. The objective is to make a list of all the habits in the video.

# 10:00



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Learn and train yourself throughout life



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## Activity 4 – Task 2

Watch the video that describes the same daily routine. Do you consider that the home helper identifies, understands, respects and adapts to the beneficiary's habits identified during the previous activity?





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## Activity 4 \_ Task 2

Based on the list of habits in Task 1, note whether the home helper complies with the codes of conduct.

Make a proposal for conduct for those you consider unsatisfactory-absent.





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Build your professional career

## Activity 4 – Discussion

Share your proposal with the group.



# 10:00



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# Level 4

**Be able to explain the social codes of a professional and/or training context**

# Pedagogical Strategies



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Learn and train yourself throughout life



**TRANSVERSAL SKILLS 10**  
Build your professional career

## Situation \_ Activity 5

Role-play between participants on the previous situation, with simulation between a novice home helper, a more experienced home helper who gives instructions to the colleague and a beneficiary.

## Type of activity :

Taking into account the list of previous habits and after having identified the incorrect or absent behaviours, as well as the proposals/suggestions for correction/adaptation, the participant will have to recreate these suggestions (role-playing), simulating that he/she transmits them to the novice.





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Build your professional career

Groups of 3 participants will be formed (more experienced home help, novice home help and beneficiary/family). The more experienced home helper should explain to the beginner the social codes described in 1 and the hierarchy described in 2. The novice home helper will attempt to implement these indications towards the beneficiary for one or two situations selected in the previous video; Ability to suggest suggestions on social codes. The participant will have to write the script for a new situation. (Evaluation)

### Support :

Video file; Projector / PC; speakers

Scenarios according to the video\*

AVD equipment



**TRANSVERSAL SKILLS 1**  
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Duration of the course:

20 minutes



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context

Number of participants:

~10 participants



**TRANSVERSAL SKILLS 8**  
Work in a group and as a part of a team



**TRANSVERSAL SKILLS 9**  
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**TRANSVERSAL SKILLS 10**  
Build your professional career



**TRANSVERSAL SKILLS 1**  
Communicate orally in the professional world

## Activity 5 \_ Task 1



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context



**TRANSVERSAL SKILLS 8**  
Work in a group and as a part of a team

This activity consists of a role-play that can be based on one of the situations identified in Level 3.

The environmental conditions for the staging must be guaranteed.



**TRANSVERSAL SKILLS 9**  
Learn and train yourself throughout life



**TRANSVERSAL SKILLS 10**  
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**TRANSVERSAL SKILLS 10**  
Build your professional career

## Activity 5 \_ Task 1

Form groups of 3 participants

Each participant will have a role to play

You can choose :

- a home helper with more work experience;
- a novice home helper;
- a beneficiary.



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**TRANSVERSAL SKILLS 8**  
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**TRANSVERSAL SKILLS 9**  
Learn and train yourself throughout life



**TRANSVERSAL SKILLS 10**  
Build your professional career

## Activity 5 \_ Task 1

Share your proposal with the group.



# 10:00



**TRANSVERSAL SKILLS 1**  
Communicate orally in the professional world



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context



**TRANSVERSAL SKILLS 8**  
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**TRANSVERSAL SKILLS 9**  
Learn and train yourself throughout life



**TRANSVERSAL SKILLS 10**  
Build your professional career

## Activity 5 \_ Task 1

A script of the beneficiary's role must be prepared to ensure the presence of habits (see level 3).



**TRANSVERSAL SKILLS 1**  
Communicate orally in the professional world



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context



**TRANSVERSAL SKILLS 8**  
Work in a group and as a part of a team



**TRANSVERSAL SKILLS 9**  
Learn and train yourself throughout life



**TRANSVERSAL SKILLS 10**  
Build your professional career

## Activity 5 \_ Task 1

The more experienced home helper must be able to transmit to the novice home helper the relevant information related to his profession, acquired at levels 1, 2 and 3, before being in contact with the beneficiary.



**TRANSVERSAL SKILLS 1**  
Communicate orally in the professional world

## Activity 5 \_ Task 1



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context



**TRANSVERSAL SKILLS 8**  
Work in a group and as a part of a team



**TRANSVERSAL SKILLS 9**  
Learn and train yourself throughout life



**TRANSVERSAL SKILLS 10**  
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The novice home helper must demonstrate the skills acquired at levels 1, 2 and 3 during the role play.





**TRANSVERSAL SKILLS 1**  
Communicate orally in the professional world



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context



**TRANSVERSAL SKILLS 8**  
Work in a group and as a part of a team



**TRANSVERSAL SKILLS 9**  
Learn and train yourself throughout life



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Build your professional career

# Prior Learning Assessment





**TRANSVERSAL SKILLS 1**  
Communicate orally in the professional world

## Evaluation :

For **level 1**, the assessment will consist in identifying the rules related to the profession by preparing 5 rules by the participants after the discussion of situation 2, task 3.



**TRANSVERSAL SKILLS 7**  
Use social codes related to the professional context

For **level 2**, the assessment will consist in demonstrating the understanding of the implicit codes in the situation described in situation 3 - task 3 by applying the checklist (checklist\_activity3\_Task3 \*).



**TRANSVERSAL SKILLS 8**  
Work in a group and as a part of a team

For **level 3**, the assessment will consist of the ability to adapt to formal and/or unknown frameworks by providing a final list of Task 1 proposing a way to adapt to the situation while achieving the objective.



**TRANSVERSAL SKILLS 9**  
Learn and train yourself throughout life

For **level 4**, the assessment will consist in providing a guide for a new situation, in which the home helper is able to identify and explain the relevant social codes within his profession, as well as the way to adapt to them.



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Build your professional career



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Communicate orally in the professional world



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**TRANSVERSAL SKILLS 8**  
Work in a group and as a part of a team



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Learn and train yourself throughout life



**TRANSVERSAL SKILLS 10**  
Build your professional career

# Good work!