



Role play

Assessors

Open Competition
EPSO/AST-SC/08/19
Parliamentary Ushers (SC1/SC2)

Version 1

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ASSIGNMENT

IMPORTANT NOTICE

This document presents a fictitious scenario. It has been produced solely for the purpose of this exercise. All references to existing countries, international organisations, private companies, departments and their representatives, etc. have been invented purely as examples. Any views expressed should not be taken to represent the opinions of those bodies or persons. When dealing with the assignment, participants should therefore rely solely on the information presented in the exercise and not on any prior expertise in the field.

For this interactive exercise, you will take on the role of Robin Henly, a member of the European Conference Centre's Ushers Team. You have several years of experience in this role and are seen as a senior member of the team.

You have to prepare for interaction with Sam García, a less experienced colleague with whom you have worked on a number of occasions in the past. You are teaming up with Sam to prepare a meeting that is scheduled to take place tomorrow. The goal of your interaction with Sam is for both of you to (a) discuss various issues and (b) decide on the next steps to take to ensure that tomorrow's meeting can go ahead. Sam García will be played by a role player.

All the necessary information is provided: this comprises a number of emails and other documents that you have to analyse in order to be able to deal properly with the assignment given to you.

It is important that you accept the scenario as it is presented. Although in real life you would have access to other sources of information and would be able to consult your colleagues, in this exercise you are limited to the information provided. You are, however, allowed to make logical assumptions where information is missing or incomplete.

This role play is designed to assess the following competencies: Analysis & Problem Solving, Delivering Quality & Results, Resilience and Working with Others. No previous knowledge is required to deal with the assignment.

You will have 20 minutes for the discussion.

Please note:

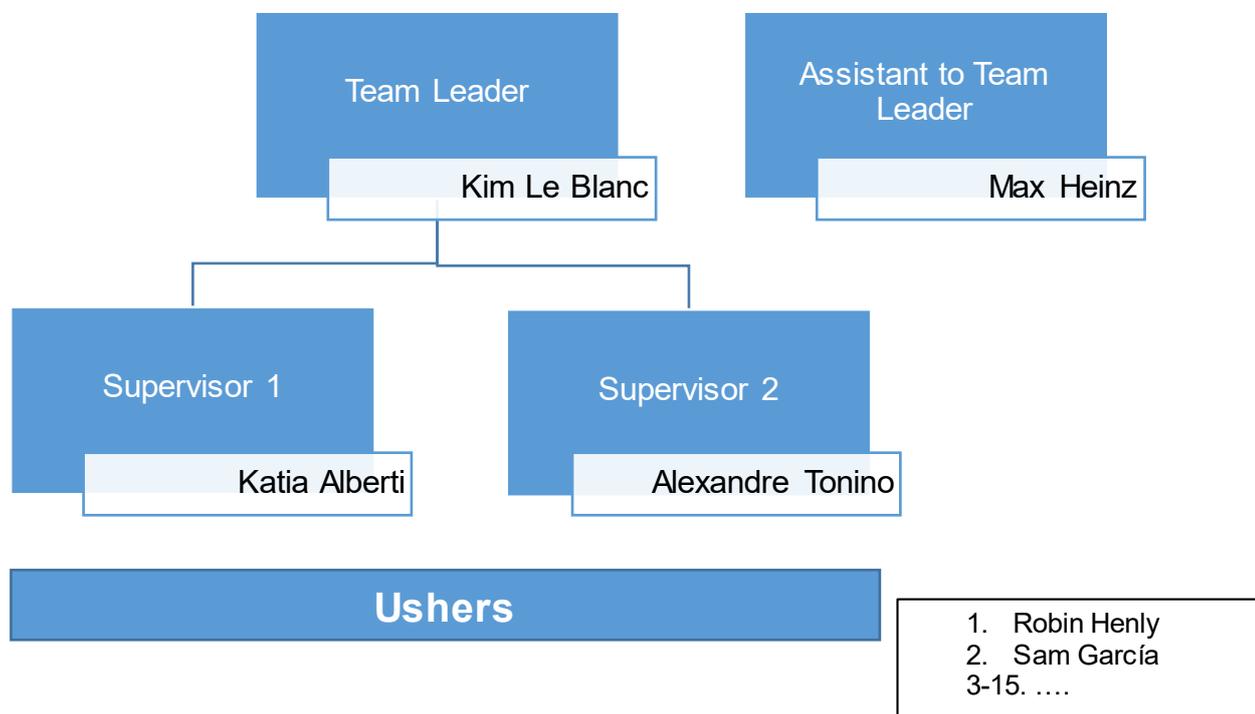
Today is Wednesday, 15 January 20XX

The interaction with the role player takes place at 13:00 today.

Last year was 20XX-1, next year will be 20XX+1

GENERAL INFORMATION

Organigram of the Ushers Team:



The 15 members of the Ushers Team handle up to 100 Policy Group meetings a week. Five members of the team have several years’ experience, while others are newer colleagues just starting their careers. Ushers work in pairs for periods of six months.

Two Supervisors — each responsible for specific Policy Group meetings — manage the schedules of the various usher pairs and form the main points of contact for meeting organisers. After gathering information relating to the various meetings, they instruct the pairs on how to prepare these meetings and on what needs to be done during these meetings. Neither Supervisor acts as backup for the other.

The work of the ushers is governed by strict protocols. Any adaptations and/or improvements to their working methods must go through the approval procedure, via management.

Access to the European Conference Centre building:

Security guards are posted at all entrances to the European Conference Centre to monitor access to the building.

Conference Centre staff and politicians carry access badges that allow them to enter the building. Visitors without an access badge must present themselves at the Events Reception near the main entrance, where their ID and meeting invitations will first be checked by security before they are granted access to the building.

Members of the press, however, must not use the main entrance. Reporters who regularly attend meetings can obtain a press access badge, which remains valid for a month. However, for *ad hoc* visits, reporters must sign in at the reception desk near the Press Entrance.



MESSAGE

New

Reply

Reply All

Forward

Delete

Move

SUPERVISOR - WORK TO TAKE OVER



From Katia Alberti, Supervisor, Ushers Team
Wednesday 15/01/20XX
To Robin Henly, Usher, Ushers Team

Dear Robin,

I have not been feeling very well recently, and the doctor has advised me to take two weeks off. Immediately after sending this mail, I will be leaving the office and going directly to hospital, so I might be difficult to reach.

Apologies for dropping this on you at the last minute, especially as it is a really busy week for the whole team and Alexandre is also out of the office today. Nevertheless, given your seniority in the team, I'm confident that you can take over preparations for tomorrow's Policy Group meeting on Social Welfare and Economy (SWEC). I have scheduled an internal meeting between you and Sam García today at 13:00, where you can discuss the various issues together and decide on the next steps to take to ensure that the meeting can go ahead in my absence. You will be paired together for the coming period.

There are a few practical things you should know:

- In order to have enough time to prepare the seat markers, I should have received the final participant list three days ago. However, I have just checked my mailbox and we are still missing 100 names from the SWEC participant list.
- I have recently received a number of complaints from the meeting room coordinator that rooms are frequently left in a mess in a way that goes beyond the usual responsibilities of the cleaning staff (i.e. documents left on the tables, markers on the floor, etc.). I would like your input on what I/we could do to change this.

I'm aware that things did not go too smoothly when you worked with Sam in the past. I can assure you that you are not the only member of the team to have shared concerns about Sam's behaviour with me — apparently Sam has turned up late to preparatory briefings on several occasions. In the light of the fact that you will be working together regularly over the coming weeks, I would like you and Sam to discuss this behaviour together. I therefore want you to address this matter yourself before taking any further action.

For your information, Sam has an appointment at the town hall this evening and has been authorised to leave at 16:00.

Regards,

Katia
Supervisor
Ushers Team



MESSAGE

New

Reply

Reply All

Forward

Delete

Move

SWEC MEETING 16/01/20XX



From Joshua Artigoa, SWEC Policy Group Secretary
Wednesday 08/01/20XX
To Katia Alberti, Supervisor, Ushers Team

Hi Katia,

After meeting the SWEC President for a debrief on the last meeting (which took place in November), I want to pass on some feedback for your team. As you know, last time a number of activists (posing as journalists and carrying press cards) made it into the meeting room and disrupted proceedings. We would like to avoid this kind of incident happening again in the future.

That being said, the controversial issue being discussed by this Policy Group is still not resolved, so the risk of another attempt at creating a disturbance is high. Nonetheless, it is important that any measures to prevent this balance the need for security with the need to avoid becoming overly suspicious and creating a negative image for the important guests.

For your information, a number of participants also gave feedback that there were not enough waste bins in the meeting room. Perhaps you can take this into account during the preparatory steps?

Do not hesitate to contact me for further information or with any questions regarding SWEC meetings.

Kind regards,

Joshua
SWEC Secretary
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+32 42 65 79 450

EXTRACT – USHER PROTOCOL

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Duties and Stakeholders

- It is the ushers' duty to ensure that the meeting rooms give a good image. Meeting rooms are generally large and are often difficult to move around in, especially when there is a large number of meeting participants. Meeting rooms frequently have several entry/exit doors.
- Ushers create and put up any posters and/or signs used in the meeting rooms.
- Ushers are responsible for clearing all confidential material from the meeting room after meeting closure.

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- Ushers check meeting participants' names and access badges at the meeting room entrances. They reserve the right to ask for additional proof of identification.
- Members of the press enter the meeting room via a Press Entrance door.
- Ushers must prepare and print seat markers for all stakeholders attending each Policy Group meeting (an average of 2 hours' work per meeting).
- Standard practice when preparing seat markers is to work in pairs: one usher prints the markers and the other then double checks them.

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Suggestions?

- Send them to the Ushers group email mailbox: ECCUshers@euroconf@europa.eu