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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 Kris 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 Alex Groot, a less experienced colleague with whom you have worked on a number of occasions in the past. You are teaming up with Alex to prepare a meeting that is scheduled to take place tomorrow. The goal of your interaction with Alex 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. Alex Groot 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:

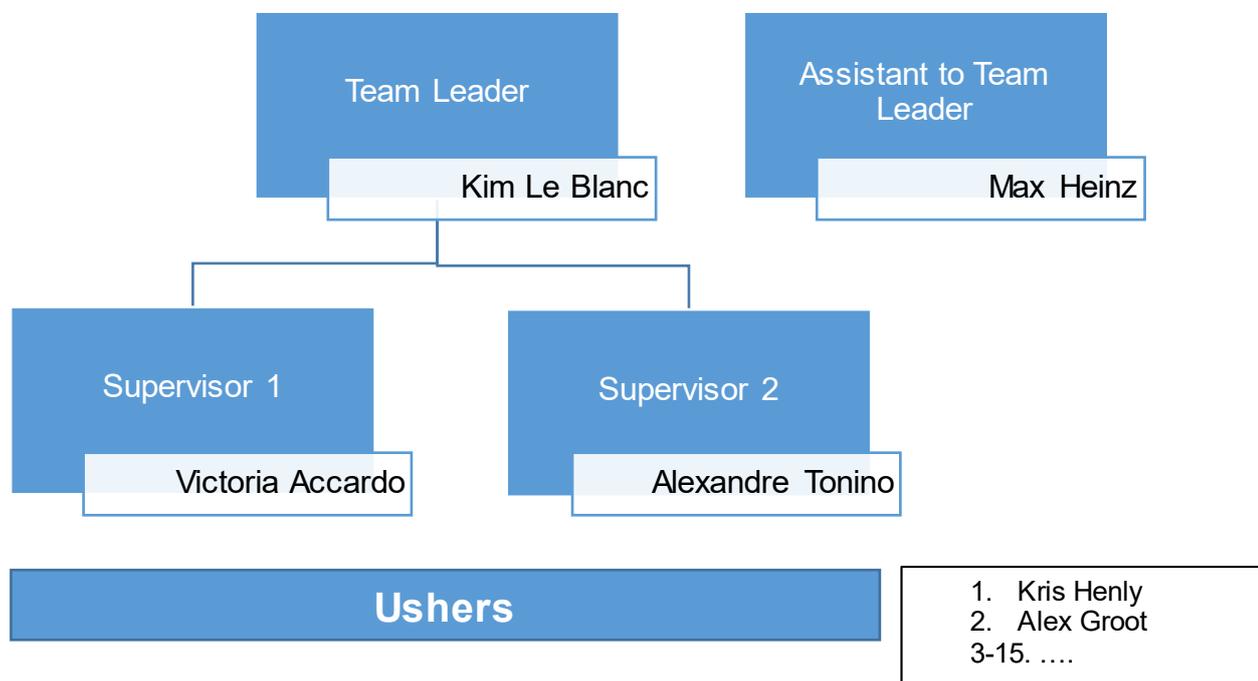
Today is Wednesday, 15 January 20XX

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. The Ushers Team is housed in one large office space and team meetings are held once every month.

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.

European Conference Centre meetings:

Security guards are posted at all entrances to the European Conference Centre to monitor everyone entering the complex. Inside the Conference Centre buildings, reception staff screen visitors before granting them further access to the building.

Only a select number of participants are allowed to be present during confidential parts of Policy Group meetings. These moments often take place at the end — and only rarely in the middle — of scheduled meetings. The participant list supplied by the meeting Secretary must clearly show who has approved access to confidential parts of meetings. The press is asked to leave the room during confidential parts of meetings.



MESSAGE

New

Reply

Reply All

Forward

Delete

Move

SUPERVISOR - WORK TO TAKE OVER



From Victoria Accardo, Supervisor, Ushers Team
Wednesday 15/01/20XX
To Kris Henly, Usher, Ushers Team

Dear Kris,

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 Consumers and Trade (CONS). I have scheduled an internal meeting between you and Alex Groot at 13:00 today, 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:

- There is a problem with the audio-visual equipment in the room that has been booked for tomorrow's meeting. Technicians have been working on the problem but have just confirmed that it cannot be fixed for tomorrow. There is one other suitable room available in which to hold the meeting, but it is in a different building, a few minutes' walk away.
- Recently, I have received several examples of negative feedback from the youngest politicians, i.e. those in their twenties. Several have been mistaken by ushers for intruders on account of their youthful appearance. 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 Alex in the past. I can assure you that you are not the only member of the team to have shared concerns about Alex's behaviour with me — apparently Alex has left work early 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 Alex to discuss this behaviour together. I therefore want you to address this matter yourself before taking any further action.

Regards,

Victoria
Supervisor
Ushers Team



MESSAGE

New

Reply

Reply All

Forward

Delete

Move

CONS MEETING 16/01/20XX



From Pietro Johansson, CONS Policy Group Secretary
Wednesday 08/01/20XX
To Victoria Accardo, Supervisor, Ushers Team

Hi Victoria,

After meeting the CONS 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 part of the meeting was supposed to be confidential; however, an undercover journalist was found in the room.

The controversial issue being discussed in this Policy Group is still not resolved, so the risk that journalists will again attempt to enter is high. It is important to safeguard the confidentiality of some subject matter and discussion points.

We have received great feedback from the Member States, which are happy to hear that a growing number of Generation Y politicians are engaged in European politics. We would like the European Conference Centre's image to remain positive.

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

Kind regards,

Pietro
CONS 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 uphold the positive image of the Ushers Team for Conference Centre stakeholders.
- Politicians are important stakeholders and regular attendants at all types of meetings. The names and photographs of politicians are available in a database on the European Conference Centre intranet.
- Ushers can also create and put up posters and signs in meeting rooms.

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- The meeting Secretary is responsible for sending meeting invitations and updates to the participants. Experience shows that not all participants read emails and meeting invitations thoroughly.
- Ushers should take action to prevent issues that can severely impact the meeting schedule (late arrivals, logistical/technical problems, disorder, etc.). Where necessary, ushers can prepare signs and maps for meetings.
- Ushers check all meeting participants' names and access badges at meeting room entrances. Doors can be locked if the number of entrances to the meeting room exceeds the number of ushers.
- Ushers must coordinate the audio-visual facilities in the rooms used for Policy Group meetings.
- The meeting President may ask ushers to call out the list of attendance.

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Suggestions?

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