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| **TEXAS CTE LESSON PLAN**[www.txcte.org](http://www.txcte.org) |
| **Lesson Identification and TEKS Addressed** |
| **Career Cluster** | Human Services |
| **Course Name** | Practicum in Human Services |
| **Lesson/Unit Title** | Technology Skills and the Workplace |
| **TEKS Student Expectations** | **130.280. (c) Knowledge and Skills**(3) The student uses oral and written communication skills and solves problems using critical-thinking skills. The student is expected to:(B) use effective communication skills such as ability to empathize, motivate, listen attentively, and speak courteously and respectfully when working with clients(C) use word-processing, database, spreadsheet, or presentation software to accurately prepare needed documents  |
| **Basic Direct Teach Lesson**(Includes Special Education Modifications/Accommodations and one English Language Proficiency Standards (ELPS) Strategy) |
| **Instructional Objectives** | **Students will:*** practice using proper and effective communication
* identify positive e-mail methods and procedures

demonstrate appropriate written communication skills with the use of technology |
| **Rationale** | An important component of a business, is written communication. For example, a business has to properly document sales, invoices, customer requests, work schedules, accounts receivable and payable. With proper knowledge, transfer and documentation of business procedures, the business can ensure continuous productivity and success. According to a report by The Radicati Group, Inc., e-mail remains the go-to form of communication in the business world. In 2013, business e-mail accounts total 929 million mailboxes. This trend is expected to continue, and business e-mail will account for over 1.1 billion by the end of 2017. In preparation for careers in the field of Human Services, this lesson will provide an excellent opportunity to better understand business procedures and e-mail applications. |
| **Duration of Lesson** | Three 45-minute class periods |
| **Word Wall/Key Vocabulary***(ELPS c1a, c, f; c2b; c3a, b, d; c4c; c5b) PDAS II (5)* | **Applications:** A program (as a word processor or a spreadsheet) that performs one of the major tasks for which a computer is used**Communication:** The act or process of using words, sounds, signs or behaviors to express or exchange information or to express your ideas, thoughts or feelings to someone else**Continuity:** The quality of something that does not stop or change as time passes: a continuous quality**Etiquette:** The rules indicating the proper and polite way to behave**Netiquette:** Rules about the proper and polite way to communicate with other people when you are using the Internet**Repeatability:** To make, do, or perform again**Software:** The programs that run on a computer and perform certain functions |
| **Materials/Specialized Equipment Needed** | **Equipment:*** Computer with projector for PowerPoint presentation
* Computers with Internet access (be sure to follow district guidelines)

**Supplies:*** Copies of e-mails
* Employee handbook
* Laptop
* Samples of software programs
* Thank You Notes!
* Copies of handouts

**PowerPoint:*** Technology Skills and the Workplace
* Presentation Notes for Technology Skills and the Workplace

**Technology:*** Free iPad Apps:
	+ CashierScans barcodes, takes payments, manage inventory, e-mail receipts, track customers, run reports, and more! <https://itunes.apple.com/us/app/cashier-point-sale-pos-register/id502593329?mt=8>
* Infographic:
	+ The State of Customer Service in a Consumer Driven Market 60% of consumers said they will often pay more for a better experience. Happy customers who get their issue resolved tell about four to six people about their experience. View this Infographic below to see the true state of customer service.<http://www.clicksoftware.com/globalassets/aasite_assets/images/infographics/state-of-customer-service-infographic.pdf>
* TEDx Talk:
	+ Andy Yen: Think your email’s private? Think again Sending an email message is like sending a postcard, says scientist Andy Yen in this thought-provoking talk: Anyone can read it. Yet encryption, the technology that protects the privacy of email communication, does exist. <https://www.ted.com/talks/andy_yen_think_your_email_s_private_think_again>

**YouTube:*** Business Writing: Mistake #1 Watch this video for a closer look at Business writing mistake #1. This video is quick and to the point and it is easier than you think to correct writing mistakes.<https://youtu.be/72Z9FGR3tcw>
* Business Writing: Mistake #2 Effective business writing is all about writing for your reader.<https://youtu.be/8PrPq9BND1c>
* Business Writing: Mistake #3 How to avoid business writing mistakes.<https://youtu.be/5JynJ_LpgrA>

**Graphic Organizers:*** Note-taking Technology Skills and the Workplace

**Handouts:*** Anticipation Guide – Technology Skills and the Workplace
* Effective Business Documents
* (Key) Anticipation Guide – Technology Skills and the Workplace
* Rubric for Effective Business Documents
* Tips for Effective E-Mail
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| **Anticipatory Set**(May include pre-assessment for prior knowledge) | Display as many of the lesson-related supplies (see Materials or Specialized Equipment Needed) as you have available on a table in front of the room. Supplies can include:* Copies of e-mails
* Employee handbook
* Laptop
* Samples of software programs

Script: Look at the items on the table. How do the items relate to proper and effective communication at the workplace?Allow time for class discussion.Distribute the Anticipation Guide – Technology Skills and the Workplace handout prior to viewing the PowerPoint. Prior to the start of this lesson, the students will read each statement and place a check mark by each statement they THINK is true. After they have answered each statement, students are to put the handout away for later use during Lesson Closure. |
| **Direct Instruction \*** | Note to teacher: Prior to beginning this lesson, review, preview and select the appropriate multimedia for your classes.Introduce objectives, terms, and definitions.Distribute the handout Note-taking Technology Skills and the Workplace. Teacher will determine the notes to be recorded by students. Inform students that they will be expected to take notes and participate in discussions while viewing the slide presentation.Introduce and discuss the PowerPoint Technology Skills and the Workplace. Allow time for questions, answers, and classroom discussion.Use appropriate notes from Presentation Notes for Technology Skills and the Workplace for discussion.Using the Note-taking Technology Skills and the Workplace handout, students will have an opportunity to reflect upon, review and respond to the information pertaining to the PowerPoint. They will write a summary of topics or statements which reflect the information from the lesson:* Discuss the topic
* Write down your thoughts
* Make a real-world connection to the lesson
* How is this information helping you in a career in Human Services?

Allow for questions and answers to check for understanding.Videos included in slide presentation:* Business Writing: Mistake #1Watch this video for a closer look at Business writing mistake #1. This video is quick and to the point and it is easier than you think to correct writing mistakes.<https://youtu.be/72Z9FGR3tcw>
* Business Writing: Mistake #2Effective business writing is all about writing for your reader.<https://youtu.be/8PrPq9BND1c>
* Business Writing: Mistake #3How to avoid business writing mistakes.<https://youtu.be/5JynJ_LpgrA>

*Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:** checking for understanding
* providing a copy of the slide presentation
* allowing students to make illustrations instead of writing out information
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| **Guided Practice \*** | Distribute the Tips for Effective E-Mail handout. Individually, students will determine five e-mail etiquette tips to effectively communicate at the workplace. Students will also include five e-mail mistakes they should avoid when sending a business e-mail.If students wish, they may volunteer to share what they wrote on the handout. Allow time for classroom discussion.Check for understanding.Completion of handout can be assessed as a daily grade.*Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:** encouraging participation
* providing extra time for assignments
* reducing assignment
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| **Independent Practice/Laboratory Experience/Differentiated Activities \*** | Divide class into groups of three.Read the following scenario:You are employed as one of several assistants at a local business in the Human Services Career Industry and your team has been asked to create six business documents. Your team’s main objective is to facilitate effective written communication to both employees and clients.Distribute Effective Business Documents handout. Instruct groups to practice and demonstrate creating effective business documents. Students will choose a business in the Human Services Career Pathways that will be the focus of their documents. The groups will create a fictitious business and faux documents. Each group will demonstrate the following:* creating a packing slip
* creating a sales invoice
* designing a business card
* designing a retail sale flyer
* writing a business e-mail to a client
* writing an interoffice e-mail

Students may use Microsoft® Word Online Business Templates to create the documents.Documents will be presented during Lesson Closure.Distribute and review Rubric for Effective Business Documents prior to the start of the assignment so that students are aware of assessment procedures.Keep students focused and on task. Provide assistance if needed.*Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:** extending ‘wait time’
* providing praise and encouragement
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| **Lesson Closure** | Review lesson objectives, terms, and definitions.Re-distribute the graphic organizer Anticipation Guide – Technology Skills and the Workplace used in the Anticipatory Set and allow students to revisit each statement. Allow students to re-read each statement and place a check mark by statements they know are true. They should also provide information that proves other statements are not true. (Key) Anticipation Guide – Technology Skills and the Workplace has been provided for your use.As class, compare the two sets of answers.Allow for questions and class discussion. Check for understanding. |
| **Summative/End of Lesson Assessment \***  | Documents will be presented in class and assessed with Rubric for Effective Business Documents.*Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:** grading according to work done
* shortened, simplified instructions
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| **References/Resources/****Teacher Preparation** | **Images:*** How to Write Better Emails (Infographic)
* Photos obtained through a license with Shutterstock.com®.

**Websites:*** How to Write Better Emails (Infographic)Emails are your window to the world these days, and so if your e-mails aren’t getting attention, then that probably means you aren’t, either. Learn about tips on how to improve your e-mail life.<http://www.entrepreneur.com/article/237292>
* The Radicati Group, Inc.E-mail Statistics Report, 2013-2017.<http://www.radicati.com/wp/wp-content/uploads/2013/04/Email-Statistics-Report-2013-2017-Executive-Summary.pdf>
* Slim ImageIf you utilize a sensible email shopper, business email rule will assist you build healthy business communications, eliminate email overload and boost your email productivity.<http://slim-slimmer.blogspot.com/2015_05_01_archive.html>
* Write ExpressWriting an Effective Business Document.<http://www.writeexpress.com/writing-business.html>

**YouTube:*** Business Writing: Mistake #1 Watch this video for a closer look at Business writing mistake #1. This video is quick and to the point and it is easier than you think to correct writing mistakes.<https://youtu.be/72Z9FGR3tcw>
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* Business Writing: Mistake #3How to avoid business writing mistakes.<https://youtu.be/5JynJ_LpgrA>
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| **Additional Required Components** |
| **English Language Proficiency Standards (ELPS) Strategies** | * Practice newly acquired vocabulary, using it verbally and in writing during the exercises of this lesson plan.
* Use various partners in pair-share opportunities so that ELLs learn to speak and listen to various dialects within the classroom.
* Use pre-reading supports such as graphic organizers, illustrations, and pre-taught topic-related vocabulary and other pre-reading activities to enhance comprehension of written text.
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| **College and Career Readiness Connection[[1]](#footnote-1)** |  |
| **Recommended Strategies** |
| **Reading Strategies** | Current Events:Assign students to read about the importance of writing a proper business documents. Information can be found in newspaper articles, magazines, journals, and online print. Suggestions:* Seven Simple Examples of Business E-Mail Writing in English<http://www.myenglishteacher.eu/blog/7-simple-steps-to-improve-business-email-writing-skills-in-english>
* Slim Image If you utilize a sensible email shopper, business email rule will assist you build healthy business communications, eliminate email overload and boost your email productivity.<http://slim-slimmer.blogspot.com/2015_05_01_archive.html>
* The Radicati Group, Inc. Email Statistics Report, 2013-2017<http://www.radicati.com/wp/wp-content/uploads/2013/04/Email-Statistics-Report-2013-2017-Executive-Summary.pdf>
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| **Quotes** | To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.**-Tony Robbins**Communication – the human connection – is the key to personal and career success.**-Paul J. Meyer**The two words ‘information’ and ‘communication’ are often used interchangeably, but they signify quite different things. Information is giving out; communication is getting through.**-Sydney J. Harris** |
| **Writing Strategies****Journal Entries + 1 Additional Writing Strategy** | **Journal Entries:*** Three tips for effectively writing an e-mail to a client are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
* If I could make one invention to help communication at the workplace more efficient it would be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
* As a business owner, a proper business document is important because \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**Writing Strategy:**RAFT Writing Strategy* Role – Business owner
* Audience – Employees
* Format – Interoffice memo
* Topic – The importance of using proper and effective communication at the workplace
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| **Communication****90 Second Speech Topics** | * Using proper and effective communication at the workplace is important because \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
* E-mail communication at the workplace is vital because \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
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| **Other Essential Lesson Components** |
| **Enrichment Activity**(e.g., homework assignment) | * Visit the human resources department in a human services company and go through a short training program conducted for employees regarding business tools used on the job.
* Find examples of common types of letters written in business and personalize them to the career of your interest. Follow the guidelines for writing business communications and proofread for errors. Partner with another student and trade documents to check for proper etiquette and correct each other’s papers. Rewrite and keep for future reference.

**TED Talks:**TEDx is a program of local, self-organized events that bring people together to share a TED-like experience. At a TEDx event, TEDTalks videos and live speakers combine to spark deep discussion and connection in a small group. These local, self-organized events are branded TEDx, where x = independently organized TED event.The video below is related to this lesson. Allow students to view the video, and lead a discussion concerning the TED Talk.Andy Yen: Think your email’s private? Think again Sending an email message is like sending a postcard, says scientist Andy Yen in this thought-provoking talk: Anyone can read it. Yet encryption, the technology that protects the privacy of email communication, does exist. <https://www.ted.com/talks/andy_yen_think_your_email_s_private_think_again> |
| **Family/Community Connection** | Interview a manager in a government, medical, retail or personal service business to find out how the Internet, E-commerce, video or teleconferencing and the computers are used in the business to assist customers or patients. What are the benefits, pitfalls of the Internet? Does this speed up service or care? Write a report and share it with class. |
| **CTSO connection(s)** | **Family, Career and Community Leaders of America (FCCLA)**hppt[://texasfccla.org](file:///C%3A%5Ctexasfccla.org)STAR Events:* Advocacy – An individual or team event, recognizes participants who demonstrate their knowledge, skills and abilities to actively identify a local, state, national or global concern, research the topic, identify a target audience and potential partnerships, form an action plan and advocate for the issue to positively affect a policy or law. Participants must prepare a portfolio, an oral presentation and complete a case study.
* Illustrated Talk – An individual or team event – recognizes participants who make an oral presentation about issues concerning Family and Consumer Sciences and/or related occupations. Participants use visuals to illustrate content of the presentation.
* Interpersonal Communications – An individual or team event – recognizes participants who use Family and Consumer Sciences and/or related occupations skills and apply communication techniques to develop a project designed to strengthen communication.
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| **Service Learning Projects** | Successful service learning project ideas originate from student concerns and needs. Allow students to brainstorm about service projects pertaining to the lesson. For additional information on service learning see<http://www.ysa.org>True service learning is developed with student voice about concerns and needs. As the students are learning about this topic, ask them to think about ways they can maximize their learning to benefit others.Ask students how they will use their new-found knowledge of writing proper business documents.Brainstorm with your students about a service project pertaining to this lesson.Example: have students create posters on writing proper business documents. |

1. Visit the Texas College and Career Readiness Standards at <http://www.thecb.state.tx.us/collegereadiness/CRS.pdf>, Texas Higher Education Coordinating Board (THECB), 2009. [↑](#footnote-ref-1)