



BUSINESS MANAGEMENT
 LAP 9.2—Chapter 9.2
 Communication Skills
 Types of Communication

Name _____
 Period _____
 Date Started _____
 Date Completed _____

DoDEA Standards

- ◆PT3a Communicate ideas to justify position, persuade and convince others, and responsibly challenge existing procedures and policies.
- ◆PT3c Incorporate appropriate leadership and supervision techniques, customer-service strategies, and standards of personal ethics to communicate effectively.
- ◆PT4b Evaluate information critically and completely.
- ◆PT4c Use information accurately and creatively.

Objectives

- ◆ Understand why business managers need effective communication skills.
- ◆ List the skills needed to listen actively.
- ◆ Name five ways that business managers can improve their writing.
- ◆ Name four ways that business managers can improve their oral communication skills.
- ◆ Identify which form of communication is appropriate in different business situations.

Resource Text: Business Management
 Student Workbook and materials for above
 Chapter 9, Communication Skills (9.2—Types of Communication)

Time Frame 6 hours

Introduction

In Chapter 9, Part 9.2, you will learn how to prepare memos, letters, and reports, why business managers need to have excellent verbal communication skills, techniques for improving written and verbal communication skills, and how to determine which method of communication is most appropriate.

Assignments

Where appropriate and possible, written answers must be in complete sentences and keyed. Turn in completed activities as directed by instructor.

_____ Text: Read Section 9.2, pages 210-219, Types of Communication. Remember to key answers to the BusinessWeek Management Model critical thinking and decision making on page 216.

_____ Text: Management Careers in Focus (Controller), p. 213. Read and key answers to critical thinking questions.

- _____ Text: Section 9.2 Assessment, p. 219. Key answers to critical thinking questions and the case analysis.
- _____ Workbook: Complete Chapter 9 Review, pages 127-30 and 134-136.
- _____ Internet Extension (The No. One Fear) pages 37-38: Reminder: All DoDEA and School Internet Contract Rules apply to all assignments done on the Internet. Complete all questions.
- _____ Text: Chapter 9 Assessment, p. 221, Applying Management Principles. Prepare a short essay as directed.
- _____ Internet Text Activity: BusinessWeek Online, page 221. Complete as directed. Find information on junk e-mail affecting corporations and prepare a brief summary of it making sure you reference the article, date, and exact title. (You will not be presenting to the class).
- _____ Workbook: Complete Chapter 9 PowerPoint Application, pages 141-143. Follow directions carefully and fill in your interpretation of your results and conclusions.
- _____ Workbook: Chapter 9 Self-Assessment: Using the text, complete self-assessment, pages 137-140.
- _____ **See the instructor for the Chapter 9 Test.**

Self Assessment - "I/I can . . . "

- _____ Understand why business managers need effective communication skills.
- _____ List the skills needed to listen actively.
- _____ Name five ways that business managers can improve their writing.
- _____ Name four ways that business managers can improve their oral communication skills.
- _____ Identify which form of communication is appropriate in different business situations.