



## BUSINESS MANAGEMENT

### LAP 9—Chapter 9 Communication Skills

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

**Time Frame** 7 hours

### Introduction

In Chapter 9, you will learn why communication is important in the business world, how to assess an audience, develop skills to listen actively, understand how to read nonverbal clues, 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 p. 201, Management Talk, and the workplace connections section and complete the questions for Analyzing Management Skills and Applying Management Skills on a separate sheet of paper.

\_\_\_\_\_ Text: Read Section 9.1, pages 202-209, Developing Communication Skills.

\_\_\_\_\_ Text: p. 209, Section 9.1 Assessment: Key answers to critical thinking questions and case analysis.

\_\_\_\_\_ 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, pages 127 through 130 and 134 through 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 141-142-143. 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 through 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.