

Level: Elective

Estimated Time: integrated throughout course

Board Approval Date: 8/27/2018

**PA Achievement Standard(s):**

Standard - 15.3.12.N

Demonstrate appropriate work ethic in the workplace, community, and classroom.

Standard - 15.3.12.O

Identify the diverse communication skills necessary within an organization (e.g., customer relations, sales, management).

Standard - 15.3.12.P

Demonstrate leadership communication skills through delegating, negotiating, goal setting, and generating ideas.

Standard - 15.3.12.Q

Analyze communication channels and their effectiveness within the corporate culture.

Standard - 15.3.12.U

Critique the effectiveness of various electronic communication options related to desired outcomes.

Standard - 15.3.12.V

Evaluate how mobile communication impacts businesses or organizations.

Standard - 15.3.12.W

Collaborate via electronic communication with peers, educators, and/or professionals to meet organizational goals.

Standard - 15.3.12.X

Identify the diversity within a work group and the strategies for effective communication.

**Link for the achievement standard:** <http://www.pdesas.org/Standard/Views#114,115,116,117|14121|0|0>

**Big Idea/Essential Questions:** Why are communication skills essential to building positive relationships and developing a solid team?  
What is the importance of giving and receiving feedback properly?

**Competencies:** The student will be able to:

- Identify the components of interpersonal communication and soft skills.

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<ul style="list-style-type: none"> <li>• Develop skills for building positive relationships.</li> <li>• Give feedback effectively and receive it appropriately.</li> <li>• Describe techniques for resolving conflicts.</li> <li>• Develop the skills associated with leading and participating in teams.</li> <li>• Describe the features of and process used by a writing team.</li> </ul>	
<b>Learning Plan</b>	
<b>Suggested Activities/Strategies</b>	<b>Assessment Evidence:</b>
Classroom presentation aligned to key performance indicators Lessons with executive insight and industry jargon aligned to specific instructional areas Industry lessons for career exploration Verbal discussions of content and real-world examples Critical thinking via forum discussions of case studies Cooperative learning activities Use of printed/online checklists and rubrics	Teacher observation of student work Lesson assessments Pre-lesson and post-lesson quizzes Self-reflection sheet Individual and group project