

Curriculum Map

Grade: 9-12	Course: Business Communication	Teacher:
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Semester Course

Prerequisite: Keyboarding

Month	Content	Skills	Assessments
September	Importance of communication Roles that communication plays Responsibilities of participants in communication Barriers of communication Forms of communication Editing communication Electronic communication Cultural diversity Multicultural & multinational diversity Population trends Global workplace Differences among cultures Cross-cultural communication Diversity in the workplace Team development	List the purposes of communication Understand the definition of communication Diagram the communication process & identify its main purpose List media used for sending & receiving messages List major responsibilities of senders and receivers Define forms of communication List types of barriers of communication Identify equipment & software used to create & edit documents Identify technologies used to send & store documents electronically Identify technologies used to send oral messages electronically Understand terms in relation to a diverse workplace List population trends in the US that indicate that the workplace is becoming more multicultural Identify projections for the global workplace Identify strategies for effective global communication List benefits of diversity in the workplace Recognize types of diversity in the workplace Understand challenges diversity creates Use communication tips for handling diversity Identify stages in effective team development Understand the characteristics of working in a team Describe the roles of nonverbal communication	Vocabulary Checkpoints Section questions Discussion questions Internet search Writing paragraphs Editing activities Case studies Class discussion Workbook pages Grammar & mechanics Transparency masters Video & study guide Chapter test Examples of barriers of communication Diagram of communication process Description of multicultural workplace List, describe, and give examples of the differences among cultures List & explain guidelines to help people communicate effectively across cultures Record communication tips for handling diversity Name & describe roles needed for effective teams List qualities shared by successful teams Short report on business practices of a nation Design a work training plan to incorporate diversity strategies Indicate the nonverbal symbols sent in written messages List nonverbal symbols in sent in spoken

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		<p>Discuss nonverbal symbols in differing cultural & international settings</p> <p>Describe nonverbal symbols in the environment</p> <p>Discuss the listening process</p> <p>Identify reasons for and the benefits of listening</p> <p>List the barriers to effective listening</p> <p>Describe effecting listening techniques</p>	<p>messages</p> <p>Role playing</p>
October	<p>Prewriting</p> <p>Main ideas</p> <p>Supporting information</p> <p>Receiver oriented messages</p> <p>Courteous messages</p> <p>Tone of messages</p> <p>Purposes of writing business messages</p> <p>Precise, concise & bias free language</p> <p>Sentences elements</p> <p>Paragraph structure</p> <p>Sentence structure</p> <p>Five Ws & How</p> <p>Sentence style</p> <p>Paragraph length</p> <p>Transitions</p> <p>Proofread</p> <p>Formatting documents</p> <p>Memos</p> <p>Electronic memos, email messages used in internal communication</p> <p>Parts of a memo</p> <p>Traditional & simplified memos</p> <p>Guidelines for writing effective memos & email messages</p> <p>Abuses of memos & email</p>	<p>Understand the three stages of writing</p> <p>Understand the pre-writing state of the writing process</p> <p>Identify objective & main idea</p> <p>Choose supporting information in messages</p> <p>Organize messages</p> <p>Use prewriting notes</p> <p>Choose bias free language</p> <p>Choose precise & concise words</p> <p>Eliminate unnecessary sentence elements</p> <p>Describe the sentence & paragraph structure of business messages</p> <p>Use transitions to connect sentences & paragraphs</p> <p>Use different methods of proofreading</p> <p>Format documents properly</p> <p>Incorporate graphics to enhance a business message</p> <p>Explain how memos are used in internal communication</p> <p>Describe when to use memos & e-mail messages</p> <p>Identify the parts of a memo</p> <p>Explain ways to organize memos & email messages</p> <p>List & explain the guidelines for writing effective memos & email messages</p> <p>Learn how to create bullets & boldface</p> <p>Identify and describe the abuses of memos & email messages</p> <p>Understand possible remedies of abuses</p>	<p>Vocabulary</p> <p>Checkpoints</p> <p>Section questions</p> <p>Discussion questions</p> <p>Internet search</p> <p>Writing paragraphs</p> <p>Editing activities</p> <p>Case studies</p> <p>Workbook pages</p> <p>Grammar & mechanics</p> <p>Transparency masters</p> <p>Video & study guide</p> <p>Chapter test</p> <p>Create a draft of a note</p> <p>Write courteous messages</p> <p>Create a positive tone in a note</p> <p>Revise a draft</p> <p>Write concise sentences</p> <p>Write a message using the five Ws and how</p> <p>Edit messages</p> <p>Proofread for mechanical errors</p> <p>Use proofreading marks</p> <p>Evaluation of correspondence</p> <p>Develop & write meeting agendas</p> <p>Draft minutes to report meeting results</p> <p>Write a mission statement</p> <p>Write a vision statement</p> <p>Create an informal memo</p> <p>Create a formal memo</p> <p>Create a block letter</p>

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	<p>messages Meetings Agendas Minutes Mission statement Vision statement Correct order of letters Parts of letters Types of letters Envelopes Neutral or positive message letters Negative message letters</p>	<p>Identify common abuses particular to email messages Describe several kinds of meetings Understand the parts of a business letter Understand how to format a block style, open punctuation business letter Compose & format business letters that request, respond & persuade Understand how to fold a letter for insertion into different-sized envelopes Identify the use of letters Select the correct order for letters Describe the standard & optional parts of a business letter Use the block, modified block, & simplified block formats Prepare a business envelope Plan, organize, & write letters with neutral or positive messages Plan, organize & write letters with negative messages</p>	<p>Create a modified block letter Create a simplified block letter Prepare a business envelope Fold a letter Write a letter with a neutral or positive messages Write a letter with a negative message</p>
November	<p>Informal reports Direct order Indirect order Personal writing style Impersonal writing style Parts of an informal report Formal reports Special reports Basic reports Technical reports Writing steps for instructions Procedure manual Process instructions</p>	<p>Explain how to classify reports according to their style, purpose, & format Identify the steps in planning an informal report Explain the difference between data, conclusion, and recommendation Explain when to use direct or indirect order to organize an informal report Know when to use the personal and impersonal writing styles in informal reports List the parts of an informal report Describe when to use the letter, memo, and manuscript formats for informal reports Decide when to use a formal report Prepare preliminary & supplementary parts of a formal report Name types of special reports</p>	<p>Vocabulary Checkpoints Section questions Discussion questions Internet search Writing paragraphs Editing activities Case studies Workbook pages Grammar & mechanics Transparency masters Video & study guide Chapter test Identify the topic of a report Create an outline for a report Writing directions Creating a map from written directions—</p>

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		<p>Identify basic reports to management</p> <p>Designate three principal technical reports</p> <p>List the basic parts of a set of instructions & what types of information are found in each part</p> <p>Describe how to write effective steps for instructions</p> <p>Understand the parts of a training manual</p> <p>Explain how a manual is similar to & different from instructions</p> <p>Describe how to make information in a manual easy to locate</p> <p>Explain how a process description differs from a set of instructions</p> <p>Describe the components of object & mechanism descriptions</p> <p>Explain how to write a description of an object or mechanism</p>	<p>following directions</p> <p>Describe a process</p> <p>Create that process using the instructions</p> <p>Create a trouble shooting chart from the process</p> <p>Identify objects or mechanisms from a given list of instructions</p> <p>Compose a training manual</p> <p>Critique an operator's manual</p> <p>Written proposal</p>
December	<p>Persuasive letters</p> <p>Sales letter</p> <p>Collection letter</p> <p>Proposal</p> <p>Newsletters</p> <p>Introducing speakers</p> <p>Briefings</p> <p>Formal oral presentations</p> <p>Delivering oral presentations</p> <p>Meetings</p> <p>Leading meetings</p>	<p>Plan a persuasive letter</p> <p>Organize a persuasive letter</p> <p>Organize a sales letter & a collection letter</p> <p>Plan & organize a proposal</p> <p>Organize a newsletter</p> <p>Describe two types of short oral presentations</p> <p>Discuss planning, organizing, & outlining a formal presentation</p> <p>Describe three important factors in delivering speeches</p> <p>Identify guidelines for effective participation in meetings</p> <p>Organize a productive meeting</p> <p>Discuss guidelines for leading a meeting effectively</p>	<p>Vocabulary</p> <p>Checkpoints</p> <p>Section questions</p> <p>Discussion questions</p> <p>Internet search</p> <p>Writing paragraphs</p> <p>Editing activities</p> <p>Case studies</p> <p>Workbook pages</p> <p>Grammar & mechanics</p> <p>Transparency masters</p> <p>Video & study guide</p> <p>Chapter test</p> <p>Written collection letter</p> <p>Written sales letter</p> <p>Basic newsletter</p>

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<p>January</p>	<p>Employment communication Career goals Personal qualifications Resumes Job application Interviewing skills Follow up letter Questions to ask in an interview Questions you may be asked in an interview Tips for interviewing Nonverbal skills & interviewing</p>	<p>Analyze your personal & career goals Identify your qualifications Analyze the job market Research potential employers Describe how to organize & prepare a resume Understand the opportunities provided by electronic resumes Describe types of application letters Understand the parts of the application letter Describe the content of an application letter Fill in an application form Discuss the purpose of a job interview Explain how to prepare for an interview Understand the skills necessary for a successful interview Write a follow up letter</p>	<p>Vocabulary Checkpoints Section questions Discussion questions Internet search Writing paragraphs Editing activities Case studies Workbook pages Grammar & mechanics Transparency masters Video & study guide Chapter test Semester exam Create a resume Application letter Completed application form Set of questions that you might be asked in an interview Prepare a list of questions to ask in an interview Follow up letter</p>
<p>February</p>			
<p>March</p>			
<p>April</p>			

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May			
June			