**Lesson Title: Proper Etiquette and Behavior**

**Unit: Professional Communications; SAE**

TEKS: (7)(a) (7)(g)

OBJECTIVES

The student shall be able to:

1. Describe professional, ethical, and legal responsibilities.
2. Demonstrate effective speaking skills.

TEACHING MATERIALS, TOOLS, AND EQUIPMENT

PPT: None

HO: Objectives listed on a sheet (1 ea.)

WS: An exit ticket will be used (1 ea.)

TEACHING PROCEDURE

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| --- | --- |
| Interest Approach/Anticipatory Set | Teacher Notes |
| As a warm up the students will have to complete a sentence starter on the board. (outcome sentence) The sentence starter will read: If I worked at a grocery store and a complaining customer approached me complaining about their merchandise I would… (Explain in detail what you would tell the customer in order to calm them down and satisfy their needs.) This will be used as an immediate work assignment.  1. Link – The students will have to link information from the previous lessons, and background knowledge on how to solve the problem with the complaining customers.  2. Motivation - I will provide cushioning to the students by telling them that no one is a failure. While participating in the skit, if the volunteer says something incorrect, the class as a whole will come up with a better solution for the problem.  Example: As we discussed yesterday, we are going to be learning how to effectively satisfy a complaining customer by demonstrating effective speaking skills.   * As a class the students will determine the correct way to handle a customer full of complaints by constructing a list on the board. * Choral work will be used to help the students remember the proper solutions. The teacher will demonstrate the correct etiquette that needs to take place before the students are asked to repeat this same action.   TRANSITION – Today, we’re going to try to think about the professional, ethical, and legal responsibilities by following proper guidelines of a workplace. High expectations will be set, and the students will contribute to the most of the lesson by having to use background or previous knowledge to solve the problems at the workplace with the unsatisfied customer. | Ask questions to students |

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| --- | --- |
| Teaching Plan and Strategy / Presentation of New Material | Teacher Notes |
| The students will first complete the warm up then be asked to participate in the teachers demonstration of an employee and complaining customer. Following the teacher demonstration the students will be asked to perform the skill. Next the students will collaborate on the board the important things observed or learned when trying to deal with this upset customer.  Objective 1: Describe professional, ethical, and legal responsibilities. (by following job guidelines)  Objective 2: Demonstrate effective speaking skills. | Techniques and media used to teach with (PPT, problem solving, demo, worksheet, video, Web sites, etc.) |

ENGAGEMENT

This is where student should be able to relate the objectives to the activity that took place during the lesson. The students will first watch my demonstration, and then they will be asked to perform a similar task.

EVALUATION

The students will review the objectives and be asked to complete an exit ticket over the important skills they mastered, described, and demonstrated during the lesson after reviewing the objectives. A rubric will be provided for the presentation.

ADDITIONAL MATERIALS

The board and dry-erase markers.

College & Career Readiness Standards: II.C.1; II.E.7 (7)(a) and (7)(g)

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