



Business Communications and Technology

Course Information

Grade(s):	9-10
Discipline/Course:	Business
Course Title:	Business Communications & Technology
Prerequisite(s):	None
Course Description: <i>Program of Studies</i>	Students will explore computer skills and applications needed on a personal, school/college, and career level. The focus of this course is to provide knowledge and skills associated with: Advanced Word Processing, Spreadsheets, Databases, Responsible Internet Use, Movie-Making software and Presentation Programs, Communications skills, and Business Etiquette. Students will create various documents: reports, business letters, tables, databases, spreadsheets, and brochures. They will also have exposure to presentations and basic business etiquette.
Course Essential Questions:	What technology and communications skills do I need to be a successful student and member of society?
Course Enduring Understandings:	Students will explore computer skills and applications needed on a personal, school/college, and career level.
Duration:	½ year
Course Materials/Resources:	Supplemental material and Instructional Resources Only
FPS Academic Expectations:	<u>Conveying Ideas</u> The student organizes information to support a claim or assertion in a style appropriate to purpose, audience, and task. <u>Using Communication (Media) Tools</u> The student makes strategic and ethical use of a range of media to enhance understanding of and interest

	in a claim or assertion.
Year at a Glance (units):	Unit 1: Computer Skills and Application (7 weeks) Unit 2: Presentation and Communication Skills (6 weeks) Unit 3: Professional and Business Etiquette (6 weeks)

Units

Unit Number and Title:	Unit 1 - Computer Skills and Applications
Duration:	7 weeks
Resource(s):	<i>Instructional Resources Only</i>
Unit Overview:	Use technology to achieve academic success and lifelong learning.
Learning Goals	
Standard(s):	<p>NBEA Standards</p> <p>DIGITAL CITIZENSHIP 1. ACHIEVEMENT STANDARD: Demonstrate respectful, responsible, inclusive, and ethical behavior in a digital world.</p> <p>INPUT TECHNOLOGIES 1. ACHIEVEMENT STANDARD: Use various input technologies to enter and manipulate information appropriately.</p>
Essential Question(s):	<ul style="list-style-type: none"> ● What technology skills do I need to communicate effectively? ● How do I use technology as a tool to research and organize information in the real-world and academic settings?
Enduring Understanding(s):	To be successful in the business career environment one must have sufficient and effective skills in computer applications.
Learning Goal(s): <i>Students will be able to use</i>	Students will be able to:

their learning to:

- generate, edit and format multiple types of documents such as simple business letters, research papers, newsletters and resumes.
- proof, edit and prepare a document for distribution.
- format a document to enhance the appearance, create visual impact and help illustrate the document's structure.
- create spreadsheets and charts with the use of annotation and formulation.
- comprehensively use spreadsheet software to organize and present numerical data.
- choose the most relevant chart for the given data that will most effectively display the data being charted.
- format graphs with relevant labels and information.
- identify technology tools used to communicate information.
- use technology tools to communicate information.
- communicate effectively with social media applications.
- demonstrate basic ability to input written information.
- use basic applications (word processing, spreadsheets, presentations, and graphics) to communicate a specific message.

Unit Number and Title:	Unit 2 - Presentation & Communication Skills
Duration:	6 weeks
Resource(s):	<i>Instructional Resources Only</i>
Unit Overview:	Students will learn how to apply presentation and interpersonal skills in personal and professional environments to communicate effectively.
Learning Goals	
Standard(s):	IV SPOKEN COMMUNICATION 1. ACHIEVEMENT STANDARD: Demonstrate professional speaking techniques and strategies.
Essential Question(s):	How do I use communication tools appropriately and effectively? How do I communicate information clearly and effectively using a variety of multimedia tools?
Enduring Understanding(s):	Effective communication is dependent on the ability to identify key messages delivered in a way that meet audience expectations.
Learning Goal(s): <i>Students will be able to use their learning to:</i>	Students will be able to: <ul style="list-style-type: none"> ● demonstrate professional speaking techniques and strategies. ● organize thoughts to reflect logical thinking before speaking. ● ask questions with confidence to elicit specific information. ● exchange ideas in informal and formal settings. ● discuss the importance of appropriate word selection in responding to questions and providing explanations. ● identify vocal segregates such as um, uh, er, so, like, etc. ● use speed, tone, emphasis, and volume to deliver content professionally.

- demonstrate appropriate and effective use of communication skills in the home, school, and community.
- identify the difference between verbal and nonverbal communication.
- develop skills to give and receive constructive feedback.
- demonstrate correct grammar, spelling, and technical writing skills.
- create presentations for a specific purpose and audience using digital media and visual displays of data.
- demonstrate shared responsibility for collaborative work and the value of contributions made by each team member.

Unit Number and Title:	UNIT 3 - Professional & Business Etiquette
Duration:	6 weeks
Resource(s):	<i>Instructional Resources Only</i>
Unit Overview:	The identification and practice of skills and behaviors that are essential for business success.
Learning Goals	
Standard(s):	II INTERPERSONAL SKILLS 1. ACHIEVEMENT STANDARD: Apply interpersonal skills in personal and professional environments to communicate effectively. A. PROFESSIONALISM AND BUSINESS ETIQUETTE
Essential Question(s):	What interpersonal skills do I need in order to communicate personally and professionally?
Enduring Understanding(s):	Professional and business etiquette and social behaviors are essential to success in school, community, and transitional settings.
Learning Goal(s): <i>Students will be able to use their learning to:</i>	Students will be able to: <ul style="list-style-type: none"> ● list characteristics inherent in a positive attitude ● demonstrate appropriate telephone and e-mail etiquette ● explain the importance of effective communication in providing good customer service in the workplace ● compose informal and formal messages using technology tools ● identify proper etiquette when communicating with technology ● express opinions and discuss issues positively and tactfully ● provide models of a positive attitude toward work ● describe the importance of a positive attitude in the home, school, and community ● list characteristics inherent in a positive attitude

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| | <ul style="list-style-type: none">● differentiate between positive and negative communication styles● demonstrate positive nonverbal communication● use courtesy and tact when communicating with others● demonstrate appropriate etiquette and manners in specific situations● develop sensitivity to and awareness of diversity● demonstrate respect for authority● respect the rights and feelings of others● work cooperatively with peers and authority figures |
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