Middle School NTI Assignment Day 1
**Skills Focus: Communication Topic: Email Formatting**

Why is email etiquette important? The way you communicate reflects the type of employee you are: your work ethic, professionalism and attention to detail. **Email etiquette** helps to streamline communication and make the information you are sending clear and concise.

Structure Components of an Email:

erinwrightwriting.com
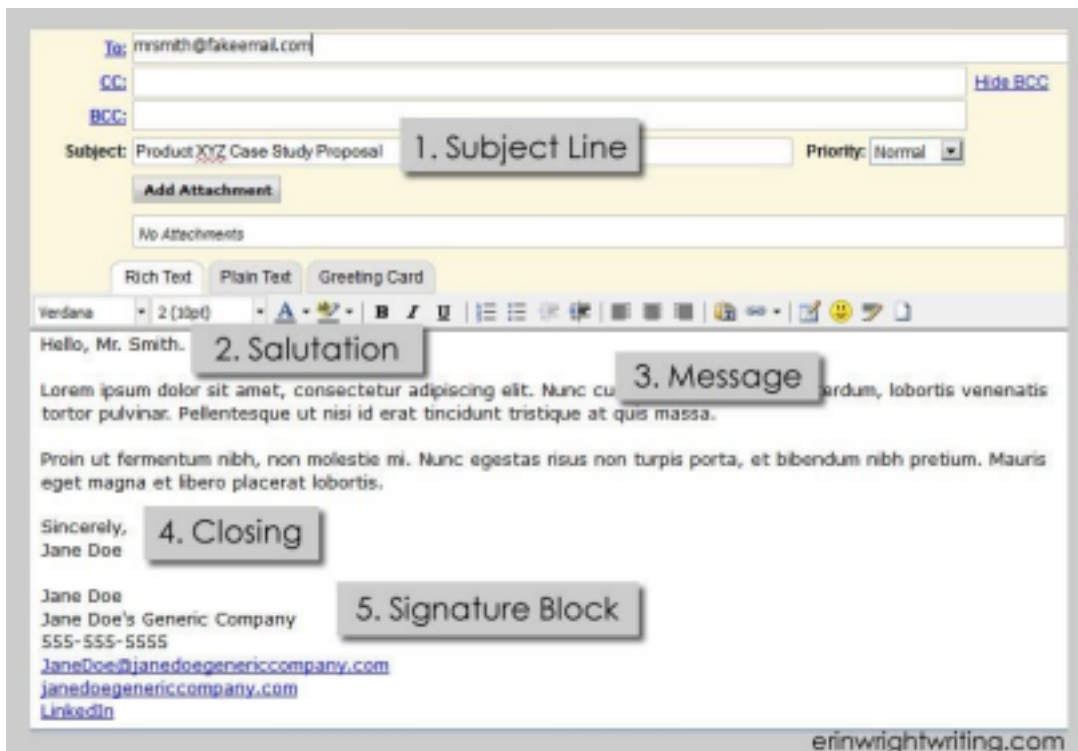
1. **To:** Here you will add the name/email address of the person to whom you wish to receive the email.
2. **Carbon Copy (CC):** This allows you to send a copy of the email with any recipient of your choice.
3. **Blind Carbon Copy (BCC):** This allows you to conceal or hide the person from other recipients while allowing them to get a copy of the email.
4. **Salutation or Greeting:** A phrase such as "Dear Mr. Right," or "To Whom It May Concern" should be used here. Be sure to think about your audience.
5. **Message:** Compose the message that you are wanting to send out.
6. **Closing:** The polite way to end a message. Again, be sure to consider your audience. "Sincerely," or "Best Regards," are professional ways to end an email.
7. **Signature Block:** A block of text appended to the end of an email message that contains the sender's name, address, phone number, disclaimer, or other contact information.

CRITICAL THINKER PROBLEM SOLVER

HENRY COUNTY
PUBLIC SCHOOLS
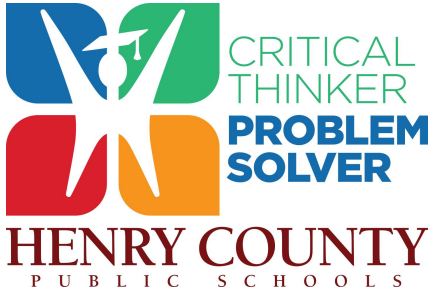
Task: Label each of the following boxes with the correct structure component.

To:	1)
CC:	2)
BCC:	
Subject: Product XYZ Case Study Proposal	3) Priority: Normal

Add Attachment

No Attachments

Rich Text   Plain Text   Greeting Card

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Hello, Mr. Smith. 4)

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc cu 5) bortis venenatis tortor pulvinar. Pellentesque ut nisi id erat tincidunt tristique at quis massa.

Proin ut fermentum nibh, non molestie mi. Nunc egestas risus non turpis porta, et bibendum nibh pretium. Mauris eget magna et libero placerat lobortis.

Sincerely,
Jane Doe   6)

Jane Doe
Jane Doe's Generic Company   7)
555-555-5555
JaneDoe@janedoegenericcompany.com
janedoegenericcompany.com
LinkedIn

Summarize: Why is it important to use clear and concise language in email messages?
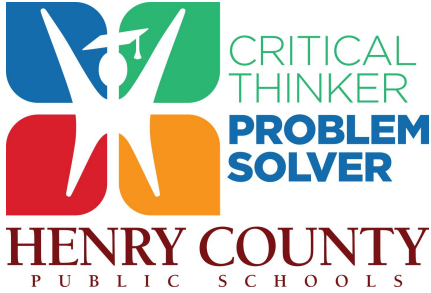
Middle School NTI Assignment Day 2
Skills Focus: Communication Topic: Compose an Email

What is "etiquette"? Etiquette is a series of communication and behavior rules used in professional groups. Etiquette examples include table etiquette (napkin on your lap, do not talk with food in your mouth, etc.) and social etiquette (saying please and thank you, and excuse me when you interrupt, etc.). Email etiquette defines how professionals communicate effectively.

Why is this important? Learning email etiquette rules promotes positive professional communication.

- ❏ Include a subject line that clearly and concisely communicates the email's idea.
- ❏ Include a greeting/salutation (Dear…) and a closing (Sincerely,). Email should mimic a written letter.
    - Always begin with Dear…. – and end with Sincerely.
    - Sincerely is often the best "professional" choice for a closing
- ❏ Use business language, spell check, and avoid abbreviations.
- ❏ Avoid using ALL CAPS. ALL CAPS USUALLY MEANS YOU ARE SCREAMING. NO ONE LIKES TO BE YELLED AT, EVEN IN AN EMAIL.
- ❏ Do not use jokes, witty remarks, or sarcasm because they may be inappropriate and often do not translate well in email (since the reader decides the "tone").
- ❏ Keep the communication short and to the point. Use telephone calls to address more lengthy topics.
- ❏ Do not use emoticons in professional emails.
- ❏ Reread before hitting "send" to ensure your email is accurate and professional.

Directions: Read the scenario on the next page. Compose an email to a teacher using the image as a guide.
- ● **If you are handwriting, you may write directly on the image.**
- ● **If you are typing on the computer, edit the prompts below the image.**

Scenario: Your teacher sent you an email yesterday asking you to complete an assignment but you believe you have turned it in already. Compose an email to respond to your teacher using your knowledge of etiquette.

- ● Teacher's email address: teacherfirstname.teacherlastname@district.kyschools.us
- ● Your parents have asked to be included in your response.
- ● The assignment is a test grade and is worth 100 points.
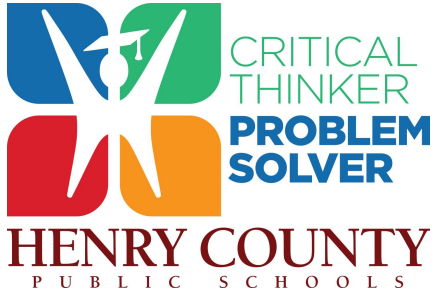
Student Name:
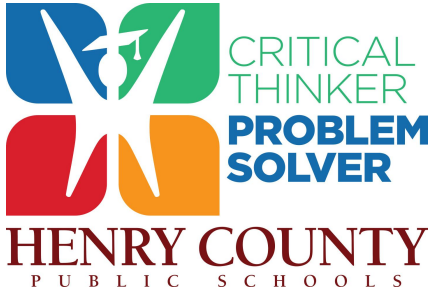Homeroom Teacher:
Circle Grade: 6   7   8

To:
CC:
BCC:
Subject:

Send   Discard

CRITICAL
THINKER
PROBLEM
SOLVER

HENRY COUNTY
P U B L I C   S C H O O L S

Student Name:
Homeroom Teacher:
Circle Grade: 6   7   8

Middle School NTI Assignment Day 3
Skills Focus: Communication Topic: Communicating with Different Audiences

How do you communicate with their friends? How do you communicate with family members? How will you communicate with an employer at a job interview?

Why is this important? Knowing how to communicate with people in the right context for a given situation is an important skill. Every group has unspoken rules and standards of communication and behavior. For example, it's common practice in the professional world to shake hands with people when meeting, rather than offering a highfive or a hug. We might use slang with our friends when talking about what happened at school or at a party, but we would usually use different words and mannerisms when telling our parents the same information

Directions: Consider the following situations.
Write three versions of how to communication the situation with each of following groups:

- FRIENDS
- FAMILY
- PROFESSIONAL (INTERVIEWER, EMPLOYER, TEACHER, ETC.)

It's good to explore BOTH verbal language (what we say and how we say it, i.e., tone of voice) and non-verbal language (facial expressions, behavior, body language.

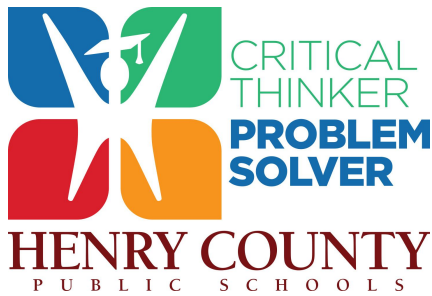**Situation 1 Saying Hello or Goodbye**

Friends: _____

Family:_____

Professional: _____

Situation 2 Asking for Help

Friends: _____

Family:_____

Professional: _____

Situation 3 Showing Excitement

Friends: _____

Family:_____

Professional: _____

Situation 4 Emailing or Texting

Friends: _____

Family:_____

Professional: _____

In the space below, answer two of the following questions:

- Why is it important to communicate differently with different audiences (friends, family, professionals)?

- What are the expectations of each person?

- What would happen if you greeted your friends in the way you greeted an interviewer?

- What would happen if you greeted an interviewer the same way you greet your friends?
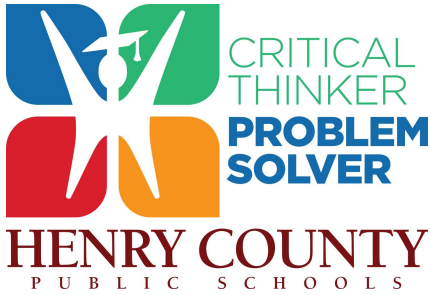
Middle School NTI Assignment Day 4
Skills Focus: Communication Topic: Conflict Management

Why is this important? Everyone faces conflict and must develop a plan to manage communication, keep it civil and kind, and de-escalate issues. This is frequently achieved by listening carefully to the other person, reflecting their concerns in your statement (It seems like you are upset because…), and avoiding "you statements" (you are wrong, you are confused). Finally, regardless of what we say, the tone and body language we use matters. As students practice thinking through responses and working on them, they can positively impact their relationships, build better friends, and contribute to a better community.

Directions: You are given a scenario of an argument between two friends. For each drama response, write your own more friendly response that would keep the situation calm rather than create an argument. (Option: Choose 3 or 5 out of the list)

Drama Statement	Write a Calming Response
That's my seat! You took it! Give it back!	
No, that's my seat. I always sit here.	
Put your phone away. You aren't supposed to have it out at school anyway.	
Be quiet. Besides, you have yours out all the time anyway.	
I am trying to do my work. Be quiet! You are distracting me.	

Summarize: How can we effectively manage negative statements from friends and peers?

Why is this important? The purpose of this activity is to help you understand how teamwork is managed on the job – both from the perspective of the boss and from the perspective of the employee.

Directions: Read the scenario then answer the questions in the space provided

SCENARIO : Shawn works in a library. She and three other co-workers have been tasked to work together on a project. Shawn turns in the completed product, but she completed it without input or help from the others. Shawn said it was really tough to find time to meet together. She did text the others (asking about working together), but got no responses. Her supervisor, Nathaniel, knows that she is a promising young librarian who wants to advance to a leadership position. Nathaniel also believes that Shawn has the potential to be a good leader, but feels she is impatient when it comes to working with others.

• What did Shawn do well?

• What could she have done differently?

• How might she handle herself in the future?

• How should Nathaniel handle this situation?

• Consider the fact that he probably wants to help Shawn to improve and not necessarily punish her.

Journaling Activity Think about a time when you were part of a group/team and things worked really well, and a time when things didn't work out so well. **In the space below, answer: What were the situations and what made the differences?**

Conclusion: The importance of teamwork is undeniable

➔ **Support** - Teamwork leads to camaraderie between team members. This will not only lead to better social relationships, but can also act as a support when things go wrong.

➔ **Varied skills** – Different team members bring with them different skills.

➔ **Distribution of work** - Distributing work not only reduces each individual's burden, but also increases responsibility and ensures better commitment to completing the task individually and as a whole.

➔ **Creativity** - Different people have different skills and possess different perspectives. Therefore any activity that involves teamwork benefits from the various creative thoughts and inspirations of different people

➔ **Accomplish faster** – People working together will tend to complete a project faster than if one person was working alone.