



BUSINESS MANAGEMENT
 LAP 9.1—Chapter 9.1
 Communication Skills
 Developing Communication Skills

Name _____
 Period _____
 Date Started _____
 Date Completed _____

DoDEA Standards

- ◆PT3a Communicate ideas to justify position, persuade and convince others, and responsibly challenge existing procedures and policies.
- ◆PT3c Incorporate appropriate leadership and supervision techniques, customer-service strategies, and standards of personal ethics to communicate effectively.
- ◆PT4b Evaluate information critically and completely.
- ◆PT4c Use information accurately and creatively.

Objectives

- ◆ Understand why business managers need effective communication skills.
- ◆ List the skills needed to listen actively.
- ◆ Name five ways that business managers can improve their writing.
- ◆ Name four ways that business managers can improve their oral communication skills.
- ◆ Identify which form of communication is appropriate in different business situations.

Resource Text: Business Management
 Student Workbook and materials for above
 Chapter 9, Communication Skills (9.1—Developing Communication Skills)

Time Frame 3 hours

Introduction

In Chapter 9, Part 9.1, you will learn why communication is important in the business world, how to assess an audience, develop skills to listen actively, and understand how to read nonverbal clues.

Assignments

**Where appropriate and possible, written answers must be in complete sentences and keyed.
 Turn in completed activities as directed by instructor.**

_____ Text: Read p. 201, Management Talk, and the workplace connections section and complete the questions for Analyzing Management Skills and Applying Management Skills on a separate sheet of paper.

_____ Text: Read Section 9.1, pages 202-209, Developing Communication Skills.

_____ Text: p. 209, Section 9.1 Assessment: Key answers to critical thinking questions and case analysis.

_____ Workbook, pages 131 and 133 (Do not do p. 132): Skill Building Activities 1, and 3 : Reading, and Writing Skills. Key answers on your Chapter 9 Word Answer Document.