

Business Communication 2

Written Communication Foundation Skills 1

- 1 Ask questions to clarify information 1.1
- 2 Organize thoughts for written communication 1.2
- 3 Demonstrate basic research techniques for selecting a variety of references and resources for reports and presentations 1.3
- 4 Demonstrate notetaking skills that incorporate reading techniques 1.4
- 5 Interpret information, including messages, articles, and visual materials 1.5
- 6 Demonstrate Use bias-free language (e.g., gender, race, religion, physical challenges, and sexual orientation) 1.6
- 7 Communicate appropriately utilizing acceptable vocabulary for audience, purpose, and task. 1.7
- 8 Demonstrate Use acceptable standards for grammar, mechanics, and word usage 1.8
- 9 Utilize acceptable steps in the writing process (e.g., plan, compose, edit, and produce) 1.9
- 10 Write business documents using the correct style, format, and content 1.10
- 11 Distinguish and document all sources, between paraphrasing, documentation, and plagiarism, using current standards. 1.11
- 12 Edit business documents to ensure effectiveness (e.g., clear, concise, consistent, appropriate tone). 1.12
- 13 Identify factors that affect readability of text (e.g., sentence length, word selection, and type size) 1.13

Oral Communication Foundation Skills 2

- 1 Practice pronunciation, enunciation, and tone. 2.1
- 2 Ask questions to clarify information 2.2
- 3 Organize thoughts for oral communication 2.3

4 Demonstrate basic research techniques for selecting a variety of references and resources for reports and presentations 2.4

5 Demonstrate notetaking skills that incorporate critical listening techniques 2.5

6 Interpret information, including messages, articles, and visual materials 2.6

7 Communicate appropriately utilizing acceptable vocabulary for audience, purpose, and task. 2.7

8 Demonstrate acceptable grammar, mechanics, and word usage 2.8

9 Demonstrate bias-free language (e.g., gender, race, religion, physical challenges, and sexual orientation) 2.9

10 Demonstrate proper techniques to make an oral presentation 2.10

11 Distinguish and document all sources, between paraphrasing, documentation, and plagiarism, using current standards. 2.11

12 Identify active and passive listening techniques 2.12

Employability Skills 3

1 Select the appropriate reading method (e.g., skimming, scanning, speed-reading, and in-depth reading) for a particular situation 3.1

2 Discuss the impact of time management practices on personal and professional image 3.2

3 Demonstrate appropriate work skills (e.g., work area, attitude, punctuality, appearance, and behavior) 3.3

Social Communication Skills 4

1 Demonstrate professional and ethical behavior (e.g., tact, courtesy, respect) in different situations (e.g., diversity, dining, and meetings). 4.1

2 Understand the chain-of-command 4.2

3 Explain the value and impact of interpersonal relationships 4.3

4 Discuss types of workplace discrimination 4.4

5 Respond appropriately to conflict resolution, including passive, assertive, and aggressive behaviors 4.5

6 Interpret nonverbal cues in messages, including in various cultures 4.6

7 Evaluate oral presentations analytically and critically 4.7

Digital Communication

5

1 Select and demonstrate the appropriate technology for effective communication 5.1

2 Apply the etiquette rules across technology platforms 5.2

3 Understand layout, design, and graphics to enhance documents 5.3

4 Summarize approaches to electronic data security 5.4

**Employment
Communication Skills** 6

1 Complete job application forms 6.1

2 Create a resume and cover letter in print and online formats 6.2

3 Demonstrate interview skills 6.3

4 Prepare responses to commonly asked interview questions 6.4

5 Prepare a list of questions to ask an interviewer 6.5

6 Prepare responses to illegal and discriminatory interview questions 6.6

7 Discuss the significance of nonverbal communication in interviewing 6.7

8 Write a thank-you message 6.8

9 Use correct strategies for accepting or rejecting a job offer (e.g., oral and written) 6.9

10 Discuss appropriate oral and written actions when leaving a job under different circumstances (e.g., resignation and termination) 6.10

11 Create an employment portfolio 6.11

**Organizational
Communication Skills** 7

1 Discuss and employ communication techniques as these apply to customers 7.1

2 Understand office politics, including the positive and negative aspects of the “grapevine” 7.2

3 Demonstrate the impact of expressing courtesy and gratitude to others 7.3

4 Understand and analyze sexual harassment and its implications in the workplace 7.4

5 Develop a plan for a meeting involving all participants to achieve an identified purpose (e.g., schedule the facilities, arrange for a speaker, and notify the participants) 7.5

6 Involve all participants in a meeting 7.6

7 Lead a brainstorming session 7.7

8 Use appropriate leadership language (e.g., optimism, encouragement, and action) 7.8

9 Demonstrate proper parliamentary procedures 7.9

10 Use delegation techniques 7.10

11 Use techniques to provide appropriate feedback 7.11

12 Discuss the basic concepts of negotiations 7.12

13 Lead a group activity that promotes team-building concepts 7.13

14 Discuss the importance of taking responsibility for all communication (e.g., ethical and legal) 7.14