

Workplace Etiquette

Media Type: DVD

Duration: 9 min.

Goal: To help students understand the importance of proper business manners and etiquette.

Description:

Business manners and etiquette are essential to personal success in the workplace. This presentation outlines the importance of proper business behaviors, demonstrates effective telephone skills and describes professional Internet etiquette. Students will learn how to behave properly and professionally in the workplace.

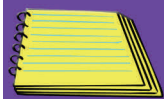
Objectives:

1. To define manner and etiquette.
2. To explain the importance of proper business behavior.
3. To demonstrate appropriate business etiquette.
4. To illustrate effective telephone skills.
5. To explain professional Internet etiquette.

Horizontal Alignment

Core-Subject Area	Foundation Concept	Basic Understanding
Math	<i>Logical Skills</i>	<ul style="list-style-type: none">• Reasoning• Problem solving
Language Arts	<i>Application of Writing Skills</i>	<ul style="list-style-type: none">• Descriptive writing• Brainstorming• Analyzing audiences• Vocabulary enhancement
	<i>Analysis of Information</i>	<ul style="list-style-type: none">• Drawing inferences and generalizations• Creating visual representations• Critical thinking
	<i>Technology Applications in Literature</i>	<ul style="list-style-type: none">• Utilizing document processing software
Social Studies	<i>Impacts of Government</i>	<ul style="list-style-type: none">• Process of government• Laws and regulations• Role of government on society
Science	<i>Scientific Thinking and Investigating</i>	<ul style="list-style-type: none">• Analytical skills• Hypothesis development• Collecting data• Evaluating conclusions• Classification/organization skills

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Lesson Plan

Class 1: Begin class by distributing the *Student Worksheet* and *Vocabulary Handout* for students to use as reference materials. Show the *Workplace Etiquette* segment. Hand out the *Etiquette Dos & Don'ts Activity* and lead a class discussion once the activity has been completed. Students should begin working on the *What Went Wrong? Project* to be presented during the next class.



9 min.

Class 2: Administer the *Workplace Etiquette Assessment*. Allow time for students to present their projects.



Lab Activity

Etiquette Dos & Don'ts

Directions:

Each student will create a list of five business manners which they believe to be appropriate and five which are considered inappropriate. Student volunteers will share their lists with the class.



Project

What Went Wrong?

Directions:

Divide the class into groups of three to four. Students will then develop a short skit demonstrating a situation where inappropriate business etiquette has occurred. The audience will point out what the performers have done wrong and suggest the appropriate business behavior in the particular situations.



Lesson Links

Etiquette Knowledge Base

- http://www.mannersinternational.com/etiquette_tips.asp

Business Etiquette - Emily Post

- <http://www.emilypost.com/business-etiquette>



Career & Technical Student Organizations

BPA

- Essential Skills
- Management, Marketing & Human Resources Workplace Skills

DECA

- Principle of Business Management and Administration
- Business Service Marketing Series

FBLA

- Business Communication
- Business Ethics



Career Connections

- iCEV50138 Jordan Craig, Administrative Assistant, American Farm Bureau Federation
- iCEV50191 Bill Werbaneth, Senior Vice President, Grey Healthcare Group
- iCEV50389 Krista Sizemore, Administrative Assistant, Oak Leaf Homes