

Statistics and Business Decision Making

8/19/24-8/23/24

Mon	Unit 1: Professional Standards and Communication Lesson: demonstrate an understanding of appropriate communication with customers, employers, and coworkers through verbal, nonverbal, or digital means 1 (A)	Present Slideshow of 4 communication STYLES (volunteers only) Print out this page and have teams present the 4 Forms of COMMUNICATION - read in teams one at a time out loud Vocabulary Handout Crossword Go over Components of Prof Comm . Slides - Slides 1-22 Go over assessment together: Components of Professional Communication
Tues	Lesson: demonstrate an understanding of the use of business etiquette; 1 (B)	Go over etiquette slides - slide 51-67 Go over assessment together: Etiquette and Responsibilities
Wed	Lesson: demonstrate an understanding of appropriate customer service such as building customer relationships and resolving customer complaints; 1 (C)	Promote listening skills: Ask students to name their favorite food, athlete or hobby Show Listening Skills (slides 23-37) After slides ask if a student can name off other students favorite food, athlete or hobby - how well were you listening? Customer service Go over assessment together: Listening Process
Thurs	Lesson: demonstrate an understanding of ethical and legal issues in business 1 (D)	Video: Ethics in Business - Watch section 1, 2 and 3 stopping to discuss after each section Ethics Role Play print and pass out to teams Go over assessment together Intro to Business Ethics
Fri	Unit 1: Test	Video: Ethics in Business - Watch section 4 and 5 stopping to discuss after each section Take Unit 1 test