

Statistics & Business Decision Making
Randice Nelson

3/23-3/27

	TEKS for the week	Objectives	Lesson
Monday	11.J.iii	1. To define conflict. 2. To analyze common causes of conflict. 3. To compare five conflict management styles. 4. To learn skills to resolve conflict. 5. To explain third party intervention process.	<ul style="list-style-type: none"> - Final Assessment - Project & Activities
Tuesday	1.B.i, 1.B.ii	1. To identify key components of superior customer service. 2. To analyze how customer loyalty is created and sustained. 3. To describe the customer service cycle.	<ul style="list-style-type: none"> - Steps to Superior Customer Service - Customer Service Script Activity
Wednesday			<ul style="list-style-type: none"> - Steps to Superior Customer Service - Quiz - Customer Service Script Activity - Customer Service Manager Project
Thursday			<ul style="list-style-type: none"> - Final assessment - Customer Service Manager Project
Friday			<ul style="list-style-type: none"> - Career Connections