

ND BUSINESS EDUCATION FRAMEWORKS

Business Communications

Course Code	Course Name/Course Description	Grade Levels	High School Credit Options
14060	<p>Business Communications: Students will learn to integrate oral and written communication in a clear, courteous, concise, complete and correct manner on both personal and professional levels. Listening skills, learning styles, and teamwork will be incorporated to provide students with a solid base so they are able to communicate effectively.</p> <p>Prerequisite: Keyboarding or equivalent skill NOTE: This course can be taught for Business Education credit only.</p>	9-12	1/2 or 1
Topic	Performance Expectations		
Foundations of Communication	<ul style="list-style-type: none"> • Identify relevant information while listening (4.1a.1.6) • Listen attentively for the purpose of recording information and taking accurate notes (4.1a.1.7) • Evaluate effectiveness of digital and spoken presentations (4.1a.1.10) • Identify barriers to listening (4.1a.1.11) • Distinguish between fact and opinion (4.1c.1.7) • Expand vocabulary to include basic business terminology (4.1c.1.9) • Use contextual clues to recognize word meaning (4.1c.1.11) • Interpret information from a variety of sources (4.1c.1.18) • Select an appropriate reading method (e.g., skimming, scanning, speed-reading, and in-depth reading) for particular situations (4.1c.1.19) • Demonstrate sensitivity to language bias (4.3a.1.15) • Handle both friendly and hostile questions effectively in informal and formal situations (4.4a.1.18) • Use standard English when speaking on the job, especially avoiding the use of expletives, slang, unfamiliar jargon and technical terms (4.4a.1.19) 		
Business Writing Process	<ul style="list-style-type: none"> • Determine whether to organize content directly or indirectly (4.1b.1.8) • Identify and use appropriate research sources (4.1c.1.6) • Collaborate using technology to acquire needed expertise to solve specific business problems (4.1d.1.31) (Level 4) 		

	<ul style="list-style-type: none"> • Use correct spelling, grammar, word and number usage, punctuation and formatting (4.3a.1.1) (Level 1) • Proofread business documents to ensure that they are clear, correct, concise, complete, consistent, and courteous (4.3a.1.16) • Use language, strategies, and techniques that reflect cultural sensitivity (4.3a.1.23) • Apply correct formats to various business messages (4.3b.1.12) • Prepare informal and formal reports using professional format and appropriate supporting graphics (4.3b.1.18)
Workplace Communication	<ul style="list-style-type: none"> • Discuss the positive and negative aspects of the “grapevine” (4.1b.1.16) • Apply proper etiquette when communicating with technology (4.1d.1.13) • Compose informal and formal messages using technology tools (4.1d.1.23) • Discuss the importance of extending courtesy in the business environment (4.2a.1.20) • Solve problems using techniques that take into consideration personal and ethical values (4.2a.1.36) • Demonstrate appropriate strategies for communicating in face-to-face discussions (4.4a.1.22) • Identify ways to respond to customer concerns and why it is important (6.4c.1.1) (Level 1) • Demonstrate how successful teams use support networks for problem solving (6.7c.1.8)
Business Documents	<ul style="list-style-type: none"> • Demonstrate correct grammar, spelling, and technical writing skill (3.3d.1.7) • Demonstrate basic research techniques (4.1c.1.13) • Proofread business documents to ensure that they are clear, correct, concise, complete, consistent, and courteous (4.3a.1.16) • Apply a variety of specific proofreading techniques to identify and correct errors (4.3a.1.24) • Compare drafts to final documents and make editorial changes (4.3a.1.25) • Prepare informal and formal reports using professional format and appropriate supporting graphics (4.3b.1.18)
Professionalism, Team Meetings, and Presentation Skills	<ul style="list-style-type: none"> • Exhibit leadership skills (1.1.3.6) • Practice tact and courtesy in relationships with peers and authority figures (4.2a.1.18) • Explain the value and impact of interpersonal relationships in the business environment (4.2a.1.21) • Display a positive attitude in personal and professional settings (4.2a.1.28) • Practice conflict resolution in academic, social, and business environments (4.2a.1.33) • Discuss common types of unethical behavior in the workplace (4.2a.1.35) • Organize and lead informal groups (4.2b.1.5) • Plan, organize, and conduct meetings to achieve identified purposes (4.2b.1.8) • Demonstrate the ability to involve all participants in a meeting, including those participating virtually (4.2b.1.14)

	<ul style="list-style-type: none"> • Demonstrate skills in leading collaborative groups (4.2b.1.17) • Apply team skills in a business environment (4.2b.1.18) • Resolve conflict in collaborative environments (4.2b.1.31) (Level 4) • Use language, strategies, and techniques that reflect cultural sensitivity (4.3a.1.23) • Organize and lead discussions (4.4a.1.17) • Demonstrate ability to speak persuasively for a specific cause (4.4a.1.24) • Use multiple technology tools to deliver presentations (4.4b.1.13) • Use proper techniques to deliver professional business presentations (4.4b.1.21)
<p>Employment Communication</p>	<ul style="list-style-type: none"> • Write simple application messages and résumés for simulated job opportunities (4.5.1.4) • Discuss the assessment of interests, skills, and abilities as they relate to selecting a job/career (4.5.1.7) • Complete job application forms (4.5.1.21)