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TEACHER GUIDE

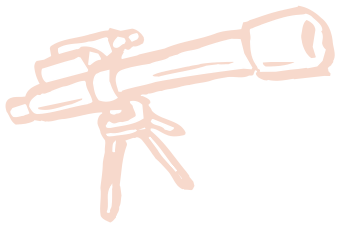
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STUDENT HANDOUTS

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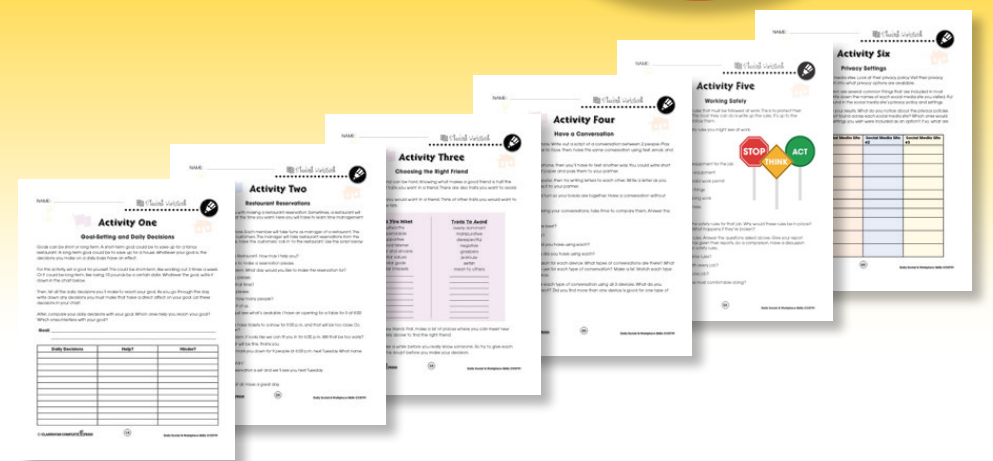
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Texting, Email & Telephone Manners

1. Samuel answers his work phone. He says: "Hello, Leah's Software Repair. Samuel speaking." What mistakes does Samuel make?



2. Viktor sends a work-related email to a client. The email says: "Please see attached for order form." What mistakes does Viktor make?



3. Use the words in the box to answer each question. You may use a dictionary to help you.

spam impersonal blind carbon copy professional

- a) What is it when someone is not showing their personal feelings?
- b) What is a person called when they are very good at something?
- c) What is a type of mail that is junk and not important?
- d) What do you call an exact copy of an original?
- e) What is it called when you can't see anything?



Texting, Email & Telephone Manners

If we want to talk, we can text, email, or phone each other. The trick is to know when to use each one. A text is personal and uses short form. An email and telephone conversation can be impersonal or personal. You would use full sentences.

Form of Communication	When to Use It?
Text	Chatting with friends; quick messages.
Email	Long-distance messages; work-related.
Telephone	Quick talks; work-related.

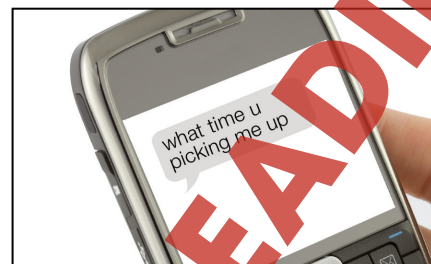
Know who you want to talk to. If it's a friend, you can be personal. If it's a business, be professional and impersonal.

Sometimes, you may have to leave a message when you phone someone. Always say your name and why you're calling. Remember to leave a number to call back.

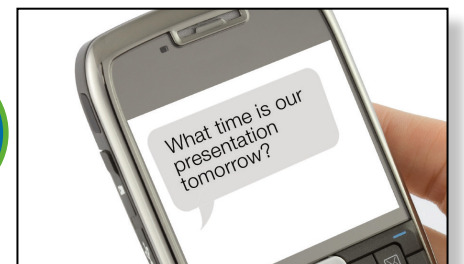
Workplace Tip

When at work, use email or phone. Always be professional and impersonal.

Elizabeth sends a text to her friend. She also sends a text to her co-worker. What differences do you see in the two texts?



Friend vs. Work



Text to a Friend

- short unfinished sentence
- no attention to punctuation or capitalization

Text to a Co-Worker

- complete and proper sentence
- uses correct capitalization and punctuation

Texting, Email & Telephone Manners

1. Put a check mark (✓) next to the answer that is most correct.

a) Which form is for personal use only?

- A Text
- B Email
- C Telephone
- D Face-to-face

b) What's the first thing to do when contacting someone?

- A Leave your message.
- B Ask who you're talking to.
- C Introduce yourself.
- D Say goodbye.

c) How do you send a copy of a message to someone without others knowing?

- A To
- B BCC
- C From
- D CC

2. Match the forms of communication with when to use them.

text email telephone

- _____ a) Long-distance messages.
- _____ b) Quick talks.
- _____ c) Chatting with friends.



Texting, Email & Telephone Manners

3. Marshall leaves the following voicemail message: What mistakes did Marshall make?



"I'm returning a call that was left for me by Ryan at 2:30 p.m. I think it was about missing information on a form I had submitted. Give me a call back."

Graphic Organizer

4. Use the graphic organizer on page 12 to get tips on manners.

The manners you use will be different based on the situation. They can also be different whether it's a text, email or phone call. How you behave while using these devices also matter.

First, describe your situation at the top. Then, follow the chart to find the right manners you should use.

Remember, this is just a guide. It will help you choose the best manners for your situation. Use your best judgment to make the final decision.



Cyber Bullying Experiment

Start a private group or page on a social media site. Invite your teacher as an administrator (someone in charge). Invite your classmates to join.

Give some classmates roles to play as bully and victim. Make up situations for them to play out in your group.

These should touch on:

- Send mean messages or images.
- Post things about someone without his or her permission.
- Pretend to be someone else.
- Leave someone out on purpose.
- Start rumours that are not true.

See how the rest of your classmates react to these situations. What happens?

- Did some ignore it?
- Did some join in the bullying?
- Did some do anything to stop it?

As an added activity, show good social media behaviours by policing the page.

- How do you show the group or page?
- How do you show yourself?
- How did you react to cyber bullying?

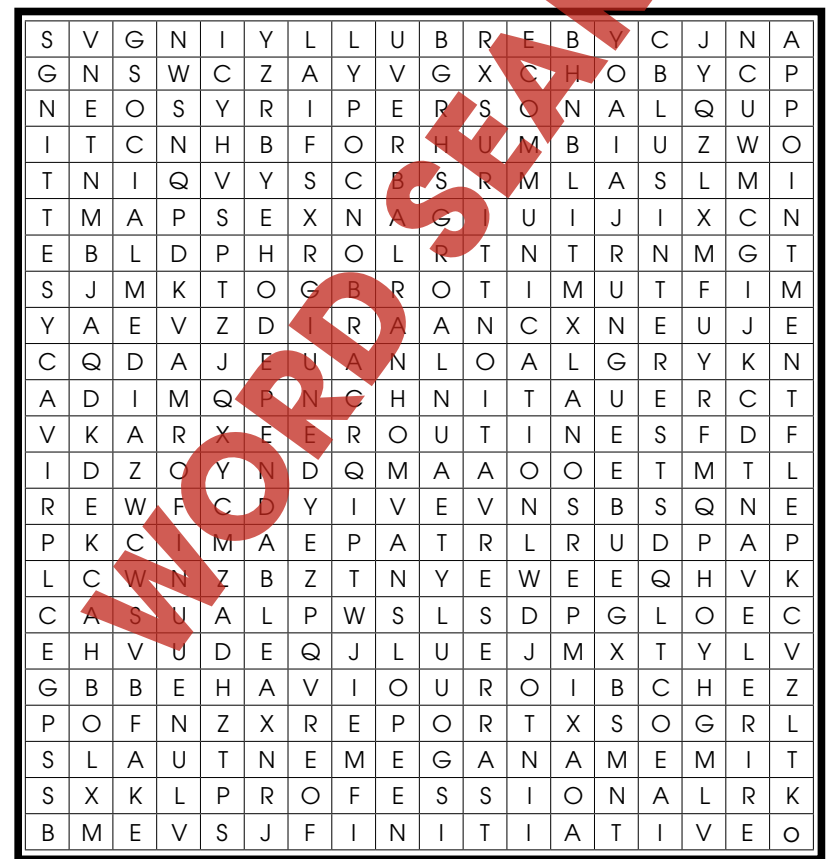
At the end, write a report showing the results. In your report, describe what took place. Explain how your classmates reacted to it. Answer all the questions above. End your report with a sentence explaining what you learned from this experiment.



Word Search

Find all of the words in the Word Search. Words are written horizontally, vertically, diagonally, and some are even written backwards.

rely	trusted	initiative	social media	acquaintance
goals	uniform	personal	appointment	privacy settings
spam	hacked	behaviour	professional	communication
verbal	relevant	nonverbal	carbon copy	time management
report	interests	impersonal	dependable	
casual	routines	reservation	cyber bullying	



Comprehension Quiz

Part C

Answer each question in complete sentences.

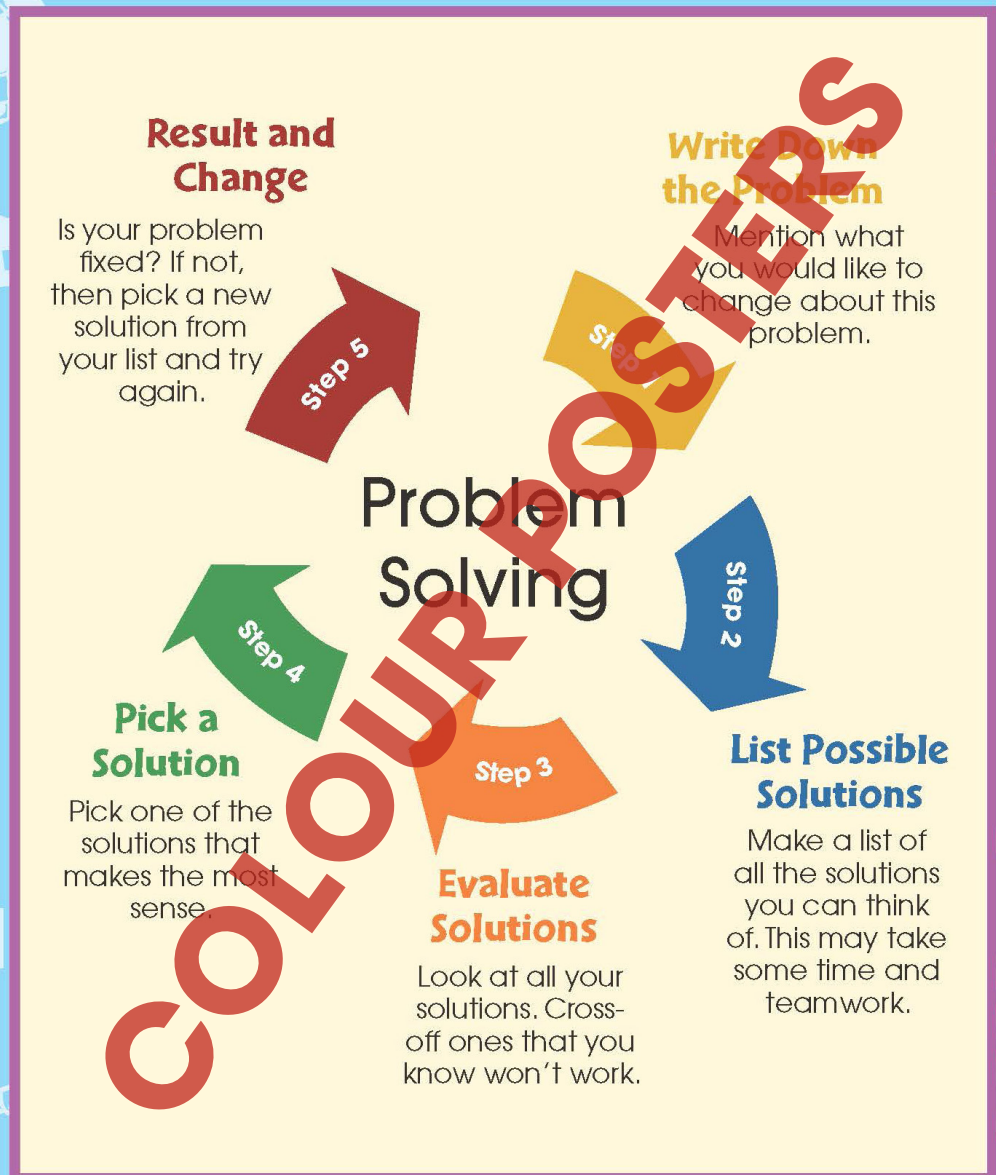
1. What is the difference between short-term and long-term goals? 2

2. Why is it a good thing to set up an appointment? 2

3. What are the 3 different types of communication? 3

4. Why is the subject line important in an email? 3

Steps to Solve a Problem





Texting, Email & Telephone Manners

1. Put a check mark (✓) next to the answer that is most correct.

a) Which form is for personal use only?

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- A To
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2. Match the forms of communication with when to use them.

text	email	telephone
_____	a) Long-distance messages.	
_____	b) Quick talks.	
_____	c) Chatting with friends.	



1.

a) A

b) C

c) B

2.

a) email

b) telephone

c) text

10



EASY MARKING ANSWER KEY