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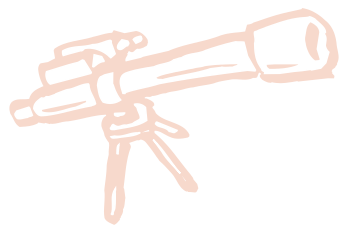
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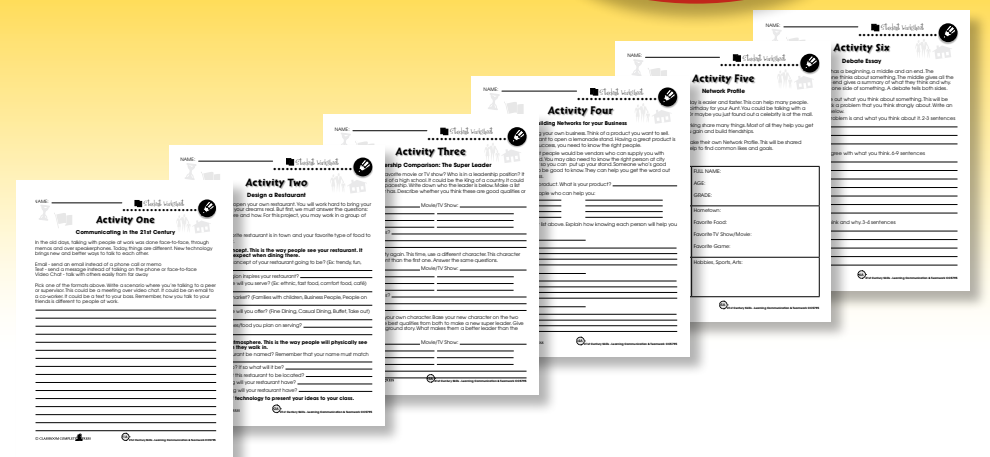
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Communicating with Peers and Supervisors

Workplace Behavior

Pick the best answer for each question.

- Mary comes into work on Monday morning. She hears two co-workers talking about another co-worker. What should Mary do?
 - A Talk to the two co-workers and tell them what they are saying is mean.
 - B Talk to her boss and let him deal with them.
 - C Tell the co-worker what they were talking about.
- John shows up late for work all the time. His co-workers are having to cover for him. What should his co-workers do?
 - A Continue to cover for him.
 - B Talk to him.
 - C Report him to the boss.
- Simone is a new employee. She's having trouble finishing some of her tasks on time. What should you do?
 - A Tell her to work faster.
 - B Complain to your boss about how slow she is.
 - C Offer to help her so she can learn to do it more quickly.
- Rafael is starting his first day in an office. What does he decide to wear?
 - A Shorts, a t-shirt and sandals.
 - B Dress pants, dress shirt, tie, blazer, and dress shoes.
 - C Jeans, a sweatshirt and runners.

Communicating with Peers and Supervisors

What is Communication?

Communicating comes in different types. It is used every day. It can be with family and friends. Or with schoolmates and teachers. Or even your dog and cat. Speaking clearly will help to fully know what someone is sharing with you. This makes it one of the most important tools you'll use.

What is communicating?

To share information. To share ideas. To share concerns with others. To know what someone means.

What are the different forms?

Verbal is a form. It means talking. So is **written**. **Body language** can also tell you something.

- What's a good time to have a conversation? _____
- What's a bad time to have a conversation? _____

Talking, writing an e-mail, waving your hand, or a smile are kinds of communication. We use these and other styles to share thoughts, ideas or feelings with people or groups of people. But just because we do these daily doesn't make them simple.

Here are some tips to help build good communication skills:

- **Respect** the other person. Being mean can quickly stop the message from being heard.
- Make **eye-contact**. Do this while talking and listening. It will help keep the other person's attention.
- Don't **interrupt**. It's rude and won't let others finish their thought.
- Be **clear** about what you are saying. Try changing how you say things if your message isn't heard, or fully understood.
- Another big point is **timing**. Sometimes the other party isn't paying attention, is distracted or preoccupied. It might be best to wait for them, or come back at a later time.

Communicating with Peers and Supervisors

How Do You Communicate?

- Use the right body language.
- Stop and listen.
- Think of what you're going to say before talking.
- Find the right time to talk to someone.
- Don't attack the other person.
- Be honest.
- Talk face to face (if you can).

There are two ways to talk to each other. Different places or people need one of these ways. **Formal** means proper or professional. This would be the government or churches. **Informal** means relaxed or casual. This would be the grocery store or water park.

- List 3 or more formal and informal people or places.

FORMAL	INFORMAL
Police Officer	Brother/Sister
Doctor's Office	Schoolyard

Circle One:

- TRUE/FALSE** 2. It is okay to talk to your boss the same way you talk to your friends.
- TRUE/FALSE** 3. You have a problem with something your boss said. You should complain to your co-workers.
- TRUE/FALSE** 4. Listen and encourage ideas. This will show respect.
5. Think of a time when talking to someone didn't go the way you wanted. Why did this happen? How can you share your message better next time?
- _____
- _____
6. A boss should speak nicely with his employees. Why?
- _____
- _____

Communicating with Peers and Supervisors

Talking With Your Boss

At work, situations may happen between you and your boss. This may call for you to start a difficult talk. If you are like most people, you have time to start a difficult talk. But you may not really feel like you do or want to. Planning will give you the help to do so and not put it off.

A "difficult conversation" is when both parties in the talk need to stay connected. The beliefs vary and emotions may be high. Your boss may be many things, but they are not a mind reader. So, if something is not working you need to find your voice.

Examples of a difficult talk:

- Getting a poor work report.
- Asking for a pay increase.
- Being micromanaged.
- Problem with a co-worker.

Four easy steps to have a good talk about a difficult issue:

- Homework - plan what you want to say.
- Start - choose a time that works for both.
- Talk - **Share** your facts. **Tell** your story. **Ask** for their view.
- Finish - review what was agreed and not agreed. List any items to take action.

Example of a good conversation:

"In the meeting, I heard you say xyz. When I heard it, I felt upset because of abc. Can you understand my feelings?"

Get into pairs and have a difficult talk. Take turns being the boss. Write down your example of a difficult talk below. Include **Sharing** your facts, **Telling** your story, and **Asking** for their view.



Communicating with Peers and Supervisors

Different Ways to Communicate

Talking does not always happen face-to-face. There are other ways we can connect with one another.

- Telephone Call
- Text Message
- Video Chat
- E-mail
- Social Networking

Texting and Social Networking is something you do with your friends. A Telephone Call or an E-mail is a good way to talk to people at work. A Video Chat can be okay for both work and friends.

Different ways to communicate are listed. Examples of when to use each one is also listed. Draw a line to match each with its example.

1 Telephone	All found a funny video online. She wants to share it with her friends.	A
2 E-mail	Spencer wants to interview Brad for a job. Brad lives in another city.	B
3 Text Message	Seb wants to send Natalie a document. It tells her how to update her website.	C
4 Social Networking	Landon is picking up his friend Michelle. She wants him to let her know when he gets there.	D
5 Video Chat	Jackson has a question for his boss. He needs an answer right away.	E

Elevator Talk

Practice your new skills. Make up a short speech that you use to explain something in your life. It could be explaining to someone what your job is. It should be interesting enough to grab someone's attention. A good elevator talk should last no longer than a short elevator ride of 20 to 30 seconds. Ready, Set, Go!



Communicating with Peers and Supervisors

Digital Communication in the Workplace

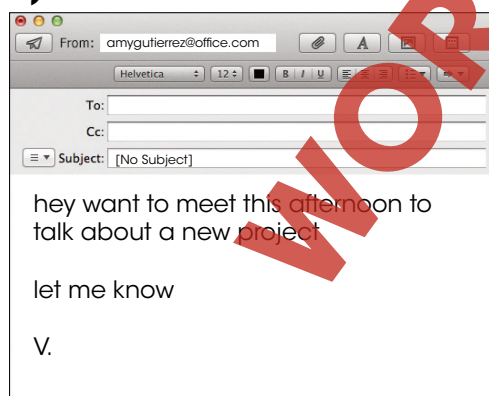
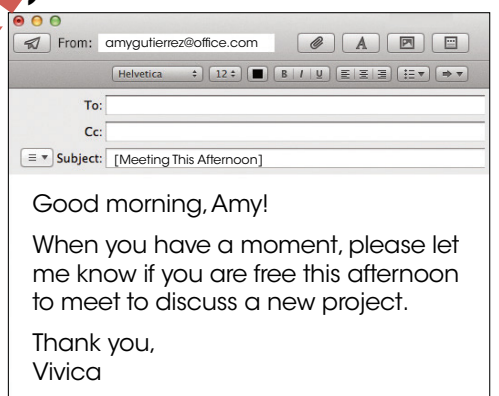
Today is the digital age. So it makes sense that the way we talk to one another is done electronically. **Digital Communication** is sharing information electronically. Cell phones and computers are used for this.

This form is quick and easy. It also has its problems. The biggest one is not seeing the person. A person's face or body language says a lot. Without this, it's harder to get your meaning across with just words. This is a big problem in the workplace. That's why a set of rules to behave online is good to follow.

1. What forms are good to use in the workplace? **Circle** the right answers.

E-mail Social Media Instant Messaging Cell Phone Computer

2. Two different kinds of e-mails are shown. Which one is to a supervisor? Which one is to a peer?

<p>a)</p> 	<p>b)</p> 
--	--

3. Do you think the examples are good for the workplace? **Circle** YES or NO.

- YES/NO** a) Being on social media at work.
YES/NO b) Sending updates to your supervisor in an e-mail.
YES/NO c) Sending a message to a friend while at work.
YES/NO d) Texting a friend while in a meeting.



Bloom's Taxonomy

Bloom's Taxonomy for Reading Comprehension

The activities in this resource engage and build the full range of thinking skills that are essential for students comprehension. Based on the six levels of thinking in Bloom's Taxonomy, assignments are given that challenge students to move beyond the worksheet to understand the information through higher-order thinking. By using higher-order skills of remembering, understanding, applying, analyzing, evaluating, and creating, students become active learners, drawing more meaning from the information, and applying and extending their learning in more sophisticated ways.

Our resource, therefore, is an effective tool for any Social Studies program. Whether it is used in whole or in part, or adapted to meet individual student needs, this resource provides teachers with the important questions to ask and interesting content, which promote creative and meaningful learning.

Vocabulary

- Branding:** Creating your own impression.
- Collaboration:** To work together for the same goal.
- Commitment:** To work just as hard as everyone else.
- Communicating:** To share ideas and things with others.
- Communication:** To get someone to know what you are trying to say.
- Compromise:** To come to an agreement.
- Confidence:** To believe in yourself.
- Conflict:** A fight with something or someone.
- Cons:** The not good things of something.
- Creativity:** To have great ideas and can think on your feet.
- Debate:** A talk with different sides.
- Digital Communication:** Using things like a computer or cell phone to talk.
- Inquiry-Based Learning:** Asking questions instead of giving facts.
- Integrity:** To be honest and fair.
- Leader:** A person that takes charge or leads.
- Mechanism Debates:** Set around a question of how something should be done.
- Motivation:** The reason to do something.
- Network:** A group of people who have things in common.
- Networking:** Talking to others and getting to know them.
- Personal Brand:** Helps YOU sell YOURSELF to the world.
- Problem Debates:** Set around a question if something is right or wrong.
- Pros:** The good things of something.
- Rebuttal:** To share the other side of something.
- Rube Goldberg Machine:** An everyday simple task that uses more than one step.
- Technology:** Using science to solve problems.
- Traits:** The good things about you.
- Work Networking:** Finding other people to meet and share.

The Best Ways to Communicate



NAME: _____

Worksheet



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- Be **clear** about what you are saying. Try changing how you say things if your message isn't heard, or fully understood.
- Another big point is **timing**. Sometimes the other party isn't paying attention, is distracted or preoccupied. It might be best to wait for them, or come back at a later time.

Answers will vary, but may include:

1. A good time would be when someone is paying attention.

2. A bad time would be while someone is on the phone.

1.

Answers will vary.

1 E

2 C

3 D

2.

FALSE

3.

FALSE

4.

TRUE

5.

Answers will vary.

4 A

5 B

6.

Answers will vary.

8

10



1.

E-mail, Computer

2.

a) peer
b) supervisor

3.

a) NO
b) YES
c) NO
d) NO

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EASY MARKING ANSWER KEY

