**1.01B-Defend Your Ideas**

Directions: After reading the articles *“Selling Your Ideas by Jim Dawson “and “How to Defend Your Ideas without Becoming Defensive*”,

1. Students will write a paper, 2-3 paragraphs that discuss an idea or. Students may use visual aids if desired.
2. Students are to work on developing a brief 2-3 minute oral presentation designed to sell an idea or opinion (original or existing). Students may use visual aids if desired.
3. Each observer/audience member will complete the following survey for only one speaker (assigned by Mrs. Blount) and must make comments in the comments section.

Speaker’s Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Topic:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Students wanting extra credit will be allowed to present on Thursday. – (BELL RINGER)**

PRESENTATION

YES NO

\_\_\_ \_\_\_ The speaker seems to be interested in the topic she or he is discussing.

\_\_\_ \_\_\_ The speaker speaks clearly in an appropriate tone.

\_\_\_ \_\_\_ The speaker seems to consider the audience members and relates to them.

\_\_\_ \_\_\_ The speaker’s non-verbal communications are appropriate

Comments:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DEFENDED IDEA OBJECTIVELY

YES NO

\_\_\_ \_\_\_ 1. The speaker defined the opportunity/problem

\_\_\_ \_\_\_ 2. The speaker anticipated oppositions and was prepared to answer audience questions

\_\_\_ \_\_\_ 3. The speaker thanked the critics/accepted the criticism

\_\_\_ \_\_\_ 4. The speaker sold the idea/closed the deal

Comments:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**1.01C-How to Answer the Telephone Properly**

Directions: Go to: <http://sbinfocanada.about.com/cs/management/qt/telephonetips.htm>, and read the article about how to answer the phone properly. When answering a phone call, it is important to remember that someone has taken the time to call you. Before you hang up, ensure that you have completed everything that you can, and it may be nice to ask, “Is there anything else I can help you with?”

|  |  |  |
| --- | --- | --- |
|  | **Key Tips to Answer the Phone Properly** | **Example** |
| DO’s | | |
| 1 | Answer the \_\_\_\_\_\_\_\_\_\_\_ before the \_\_\_\_\_\_\_\_\_\_\_ ring | *Ex. Ring, Ring, Hello* |
| 2 | Be \_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_ |  |
| 3 | Identify \_\_\_\_\_\_\_\_\_\_\_ and the \_\_\_\_\_\_\_\_\_\_\_ |  |
| 4 | Speak \_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_ words |  |
| 5 | \_\_\_\_\_\_\_\_\_\_\_ all calls within \_\_\_\_\_\_\_\_\_\_\_ business day |  |
| 6 | Use an \_\_\_\_\_\_\_\_\_\_\_ machine to answer calls when you can \_\_\_\_\_\_\_\_\_\_\_ |  |
| 7 | Take phone messages \_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_. |  |
| DO NOT’S | | |
| 1 | Don’t use \_\_\_\_\_\_\_\_\_\_\_ or \_\_\_\_\_\_\_\_\_\_\_. |  |
| 2 | Don’t use a \_\_\_\_\_\_\_\_\_\_\_ phone unless \_\_\_\_\_\_\_\_\_\_\_ necessary. |  |
| 3 | Do not put a caller on \_\_\_\_\_\_\_\_\_\_\_ without asking them \_\_\_\_\_\_\_\_\_\_\_. Provide callers on hold with progress reports every \_\_\_\_\_\_\_\_\_\_\_ to \_\_\_\_\_\_\_\_\_\_\_ seconds. |  |

**1.01C-Business Call Role Play**

Form groups of two. Using one of the caller/receiver scenarios listed below (or creating your own scenario), write and perform a short skit for the scenario. The cast will consist of one person being the caller and the other member will act as the receiver. Two versions of the same scenario will be acted out for the class, one where the receiver will answer the phone in an inappropriate manner, and the second version, where the other receiver will answer the phone in an appropriate business-like manner.

|  |  |  |
| --- | --- | --- |
|  | **Caller** | **Receiver** |
|  | Confused about how to use the product | Having a bad day, you just spilt coffee or other liquid on your desk |
|  | Wants to know what the operating hours are | Is very busy writing an email and making a to do list |
|  | Needs to leave a message for someone | Loves your job and is happy to be a work |
|  | Wants to make a purchase | Just got hired and is new to answering phones |
|  | Wants to pay their bill | Has recently learned that the company has been bought out and expects there will be job eliminations. |
|  | Wants to reduce cell phone expenses | One sale away from being the top salesperson for the month |

**1.01D Group Discussions – Pair and Share Activity**

Students will pair up with a classmate. You will have the same partners you had yesterday and until further notice.

1. Each pair will be assigned to read a short article on group discussions found at the website <http://www.exforsys.com/career-center/group-discussions.html> (the 17 articles listed below have been formatted into Word documents and can be found in the resource folder).
2. Students will be allowed 10 minutes to read, discuss and highlight at least 4-5 key points (ideas) about group discussions found in their assigned article
3. And then the class as a whole will come together to share their findings, compare the similarities of key points among the articles as well as recognize new points.
4. **PLEASE KEEP YOUR VOICES DOWN.**
5. **We may not be able to continue with the group projects or go outside**, if everyone does not abide by the rules and cannot keep their voices down. THANK YOU!!

* [Group Discussion Tips](http://www.exforsys.com/career-center/group-discussions/strategies-that-can-allow-your-group-discussion-to-succeed.html" \o "Group Discussion Tips)
* [How To Get The Most Out Of Group Discussions](http://www.exforsys.com/career-center/group-discussions/how-to-get-the-most-out-of-group-discussions.html" \o "How To Get The Most Out Of Group Discussions)
* [Resource For Succeeding In Group Discussion](http://www.exforsys.com/career-center/group-discussions/resource-for-succeeding-in-group-discussion.html" \o "Resource For Succeeding In Group Discussion)
* [Group Discussion – Discussing On Topics Selected By Hiring Company](http://www.exforsys.com/career-center/group-discussions/discussing-on-topics-selected-by-hiring-company.html" \o "Group Discussion – Discussing On Topics Selected By Hiring Company)
* [Do’s and Don’ts in a Group Discussion](http://www.exforsys.com/career-center/group-discussions/dos-and-donts-in-a-group-discussion.html" \o "Do’s and Dont’s in a Group Discussion)
* [How To Discuss In a Group](http://www.exforsys.com/career-center/group-discussions/how-to-discuss-in-a-group.html" \o "How To Discuss In a Group)
* [Group Discussion Etiquette](http://www.exforsys.com/career-center/group-discussions/group-discussion-etiquette.html" \o "Group Discussion Etiquette)
* [How To Speak Properly During Group Discussions](http://www.exforsys.com/career-center/group-discussions/how-to-speak-properly-during-group-discussions.html" \o "How To Speak Properly During Group Discussions)
* [Tips For Running a Successful Group Discussion](http://www.exforsys.com/career-center/group-discussions/tips-for-running-a-successful-group-discussion.html" \o "Tips For Running a Successful Group Discussion)
* [Selecting Topics for Group Discussion](http://www.exforsys.com/career-center/group-discussions/selecting-topics-for-a-discussion.html" \o "Selecting Topics for Group Discussion)
* [How To Encourage Members During Group Discussions](http://www.exforsys.com/career-center/group-discussions/how-to-encourage-members-during-group-discussions.html" \o "How To Encourage Members During Group Discussions)
* [Group Discussion Challenges](http://www.exforsys.com/career-center/group-discussions/group-discussion-challenges.html" \o "Group Discussion Challenges)
* [How To Avoid Problems During Group Discussions](http://www.exforsys.com/career-center/group-discussions/how-to-avoid-problems-during-group-discussions.html" \o "How To Avoid Problems During Group Discussions)
* [How To Work With Group Members during Group Discussions](http://www.exforsys.com/career-center/group-discussions/how-to-work-with-group-members.html" \o "How To Work With Group Members during Group Discussions)
* [Successful Group Discussion Techniques](http://www.exforsys.com/career-center/group-discussions/successful-group-discussion-techniques.html" \o "Successful Group Discussion Techniques)
* [What Should Happen During a Group Discussion](http://www.exforsys.com/career-center/group-discussions/what-should-happen-during-a-group-discussion.html" \o "What Should Happen During a Group Discussion)
* [How To Prepare For Group Discussions](http://www.exforsys.com/career-center/group-discussions/how-to-prepare-for-group-discussions.html)