

**LESSON PLANS & WORKSHEETS**

**FOR**

**BUSINESS SOFT SKILLS**

**USED IN A DISTANCE/BLENDED LEARNING PROGRAM**

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**BUSINESS SOFT SKILLS**  
**A**  
**WORK READINESS CURRICULUM**  
**FOR**  
**DISTANCE/BLENDED LEARNING**  
**USING**  
**DVD CHECK OUT**

The Business Skills Program consists of the following 13 lessons:

- |                                       |  |
|---------------------------------------|--|
| 1. Introduction to Soft Skills        | 8. Workplace Relationships                     |
| 2. Power Listening                    | 9. Phone Etiquette                             |
| 3. Verbal Communications              | 10. Email Essentials                           |
| 4. Introduction to the Business World | 11. Written Communications                     |
| 5. Resume Writing                     | 12. Customer Service Basics                    |
| 6. Interviewing & Business Networking | 13. Career Transitions: A Step by Step Program |
| 7. Finding a Job                      |  |

The Business Soft Skills curriculum addresses the needs of anyone entering or reentering the job market to include individuals looking for their first job to seniors getting back in the job market.

Each lesson consists of a DVD and an accompanying study guide which consists of:

1. a script;
2. an oral review;
3. a 20 Question True and False Quiz;
4. Quick Reference Cards which contain the key points of the lessons.

The Lesson 1 DVD "Introduction to Soft Skills" is an introduction to the Business Soft Skills curriculum and is primarily designed for consumers who may have purchased Business Soft Skills for personal use. Lesson 1 is short and consists of an introduction to the curriculum, a separate segment for people reentering the workforce and a separate segment for graduating students. There is a 5 question quiz in the reentering the workforce segment and no quiz in the graduating students segment. Your use of Lesson 1 is optional.

Lessons 2 through 13 each consist of:

1. a DVD;
2. a study guide which consists of a video script which is on the DVD in PDF;
3. an oral review (also on the DVD);
4. a 20 Question True and False Quiz;
5. Quick Reference Cards which contain the key points of each lesson.

There are many different ways to use Business Soft Skills, two ways are:

1. As a supplement to a skills class wherein the students checkout the DVD lessons for independent study. You can use the 20 Question Quiz for each lesson or not.
2. As a part of a traditional or Blended Distance Learning program where the DVDs are checked out for home study and the students written work is checked, the Quizzes are given and recorded as a part of a job/work readiness program.

Sample lesson plans begin on the next page for a Distance/Blended Learning program.

**LESSON PLANS FOR  
BUSINESS SOFT SKILLS  
FOR  
DISTANCE/BLENDED LEARNING**

Following are Lesson Plans for Business Soft Skills for Distance/Blended Learning wherein students check out Lessons for Independent Study or from a classroom and the students work is checked and tested.

We provide an Answer Key as a part of the Lesson Plans where the answers are True/False or one word or short answers directly from the Lesson. In some questions, the student is asked to write a short answer or to act out an answer. We can't supply answers for those.

If you wish, we will be pleased to send you these Lesson Plans in digital form so you can add, subtract and modify them. Email your request to [ybkates@aol.com](mailto:ybkates@aol.com). If you find errors, they are my fault. Let me know.

## Distance/Blended Learning

### First Meeting:

Lesson #1: (OPTIONAL) is designed for the consumer who purchases the series for their own use. It is more of a reenforcement for a consumer purchase than a lesson. However, in the first meeting, you will want to.

1. Define & discuss the need for Business Soft Skills (The Business Soft Skills Market Research Paper is online at [www.BusinessSoftSkills.com](http://www.BusinessSoftSkills.com) has useful information.

Lesson #2: Assign Lesson 2 DVD “Power Listening” and the accompanying worksheet.

## Distance/Blended Learning

### Second Meeting - Lesson 2 DVD “Power Listening” and Worksheet have been assigned.

Check the written work for Lesson 2 “Power Listening” and ask if the student has questions or comments.

1. Review the 10 Power Listening Rules/Points. Ask if the student has questions or comments on any of the 10 Points. As time permits, discuss any or all of the 10 Rules/Points:
  1. Listening demands concentration and commitment on your part.
  2. Make sure you can see and hear the speaker.
  3. Remove all distractions.
  4. Concentrate on what is being said and the feelings of the speaker.
  5. Do not interrupt the person speaking.
  6. Ask for a definition of any word or acronym you do not understand.
  7. Avoid “filtering” the information you don’t want to hear.
  8. While listening, do not mentally “rehearse” what you’re going to say.
  9. Don’t try to top someone with a “better” story.
  10. Occasionally summarize what has been said.
2. Review the Oral Questions with the student. Use the Video Script or the DVD.
3. Deliver the 20 Question True & False Quiz and correct. The Quiz is in the Video Script.

Assign Lesson 3 DVD “Business Verbal Communications” and the accompanying worksheet.

## Distance/Blended Learning

**Third Meeting - Lesson 3 DVD “Business Verbal Communications” and Worksheet have been assigned.**

Check written work for Lesson 3 “Business Verbal Communications” and ask if the student has questions or comments.

1. Review the 5 Rules of Business Communications:
  1. Get the attention of the person you are talking to.
  2. Communicate clear and concise information.
  3. Get acknowledged.
  4. Listen.
  5. Properly terminate the communications cycle.
2. Ask the student to demonstrate positive body language and negative body language.
3. Ask the student to critique Case Study #114, page 65 in the Script. Ask, who is the better employee, Justin or Ryan?
4. Review the Oral Questions with the student. Use the Video Script or the DVD.
5. Deliver the 20 Question True & False Quiz and correct. The Quiz is in the Video Script.

Assign Lesson 4 DVD “Introduction to the Business World” and the accompanying worksheet.

## Distance/Blended Learning

### **Fourth Meeting - Lesson 4 DVD “Introduction to the Business World” and Worksheet have been assigned.**

Check the written work for Lesson 4 “Introduction to the Business World” and ask if the student has questions or comments.

1. Review the 7 helping points for transitioning into the Business World:
  1. Integrate into the corporation.
  2. Learn to make decisions.
  3. Take problems to your supervisor.
  4. Distinguish rumor versus fact.
  5. Learn to work with people and teams.
  6. Create a positive reputation.
  7. Continue to network and learn during your career.
2. Ask the student to introduce him/herself as if they were meeting you as a fellow employee.
3. Ask if the student would fire Chris (Case Study #184, page 88 in the Script)? Ask why or why not?
4. Check to see if the student has begun a work journal. (Determine whether you want the student to keep a work journal for the remainder of the class.)
5. Ask the student if they should call, text, or twitter friends and family while on the job?
6. Ask the student for the name of a Trade Journal for any industry or job/skill area.
7. Ask the student for the name of a Trade Association for an industry or job/skill area.
8. Review the Oral Questions with the student. Use the Video Script or the DVD.
9. Deliver the 20 Question True & False Quiz and correct. The Quiz is in the Video Script.

Assign Lesson 5 DVD “Resume Writing” and the accompanying worksheet.

## Distance/Blended Learning

### **Fifth Meeting - Lesson 5 DVD “Resume Writing” and the Worksheet have been assigned.**

Check the written work for Lesson 5 “Resume Writing” and ask if the student has questions or comments.

1. Ask the student for his/her resume and check to see if it conforms to the 6 Rules for creating an effective resume:
  1. Relevant and accurate information.
  2. Easy to read format.
  3. No spelling or grammar errors.
  4. Position you desire is defined.
  5. Is the student satisfied.
  6. Use of keywords.

The students should have their references separate.

- 1.A Does the student have all the elements in the six steps?:
  1. Gather employment and education information.
  2. Contact information (Name, City, State, Zip & Email).
  3. Objective clearly stated.
  4. Experience (listed in reverse chronological order).
  5. Education (all education activities).
  6. Use of keywords.
2. Review the Oral Questions with the student. Use the Video Script or the DVD.
3. Deliver the 20 Question True & False Quiz and correct. The Quiz is in the Video Script.

Assign Lesson 6 DVD “Interviewing and Business Networking” and the accompanying worksheets.

## Distance/Blended Learning

**Sixth Meeting - Lesson 6 DVD “Interviewing and Business Networking” and Worksheets have been assigned (You may want to use 2 meetings for this lesson).**

Check the written work for Lesson 6 “Interviewing and Business Networking” and ask if the student has questions or comments.

1. Review the 4 Steps for a Successful Interview:
  1. Prepare for the interview.
  2. Make a good first impression.
  3. Present a quality interview.
  4. Follow up and self analysis.
2. Check what company/organization the student would like to work for and check the students points and questions.
3. Ask the student to give his/her “elevator speech”.
4. Ask the student to give a positive answer to the question, “What are some of your weaknesses?”
5. Practice an initial interview greeting with the student.
6. Conduct or arrange mock interview(s) with the student.
7. Check the students “Thank You” letters.
8. Check the Six Tips for Successful Networking:
  1. Get to the events early.
  2. Be positive and approachable.
  3. Ask questions of new people.
  4. Listen to conversations before you speak.
  5. Don’t try to sell your products or services.
  6. Establish connections.
9. Ask the student to discuss the errors Kyle made in Case Study #321 (page 157 & 158 in the Script). Ask the student if they would do anything different than Kyle in Case Study #321.
10. Review the Oral Questions with the student. Use the script or the DVD.
11. Deliver the 20 Question True & False Quiz and correct. The Quiz is in the Video Script.

Assign Lesson 7 DVD “Finding a Job” and the accompanying worksheet.

## Distance/Blended Learning

### Seventh Meeting - Lesson 7 DVD "Finding a Job" has been assigned.

Check the written work for Lesson 7 "Finding a Job" and ask if the student has questions or comments.

1. Review the 6 Methods for finding a job.

The 6 Methods for finding a job:

1. Word of mouth - Ask everyone.
2. Search the Internet.
3. Internet Posting - Post your resume.
4. Publications.
5. Attend meetings (Job Fairs, Trade Associations, Lectures and Trade Shows).

The 4 Points for "working" a trade show:

1. Look for people you know.
  2. Determine key people at a booth, collect business cards, send resume.
  3. Look for Trade Associations related to your work.
  4. After it is over, review the Exhibitor's Guide and email your resume to everyone you missed.
6. Recruiters.
  7. Additional Methods?
3. Review the Oral Questions with the student. Use the Video Script or the DVD.
  4. Deliver the 20 Question True & False Quiz and correct. The Quiz is in the Video Script.

Assign Lesson 8 DVD "Workplace Relationships" and the accompanying worksheet.

## Distance/Blended Learning

**Eighth Meeting - Lesson 8 DVD “Workplace Relationships” and worksheets have been assigned.**

Check the written work for Lesson 8 “Workplace Relationships” and ask if the student has questions or comments.

1. True and False Questions:

1. Being on time for work means being at your work station and ready to begin at the time the workday starts?

True  X  False      

2. If you are sick, you do not have to call your employer until you are ready to go back to work?

True       False  X

3. Always refuse “extra’ work?

True  X  False      

4. Your reputation will follow you throughout your career.

True  X  False      

5. When you dress for work, you should look as different as possible from other employees?

True       False  X

2. Review the 6 Points to remember about attending meetings:

1. Prepare for it before you go.
2. Make sure you get to the meeting a few minutes early.
3. Contribute information that you know is accurate.
4. Pay attention.
5. If you don’t understand something ask.
6. Make sure you complete all action items that you were given in the meeting by the agreed time frame.

### **Eighth Meeting Continued:**

3. Review the 9 Rules of job behavior:
  1. Observe, listen, keep quiet, and absorb.
  2. Be aware of gossip and corporate culture.
  3. Be professional.
  4. Know your individual responsibilities.
  5. Always have a positive attitude.
  6. Ask for feedback and know how to accept criticism.
  7. Expect changes, surprises, and the unexpected.
  8. Keep your sense of humor.
  9. Maintain a high level of ethics.
4. Review the Oral Questions with the student. Use the Video Script or DVD.
5. Deliver the 20 Question True & False Quiz and correct. The Quiz is in the Video Script.

Assign Lesson 9 DVD "Phone Etiquette" and the accompanying worksheet.

## Distance/Blended Learning

### **Ninth Meeting - Lesson 9 DVD “Phone Etiquette” and Worksheet have been assigned.**

Check the written work for Lesson 9 “Phone Etiquette” and ask if the student has questions or comments.

1. Review the 6 Rules for Phone Etiquette:
  1. Smile and be friendly when on the phone.
  2. Always identify yourself and try to answer on the second ring.
  3. Be articulate.
  4. Listen closely to your caller.
  5. Help resolve problems.
    - 5.1 What information is needed when taking a phone message?  
Caller’s name and company, phone number with extension, the time and date of the call, what the call is regarding and the best time to return the call.
  6. End calls properly and follow cell phone etiquette and safety rules.
2. Review the Oral Questions with the student. Use the Video Script or the DVD.
3. Deliver the 20 Question True & False Quiz and correct. The Quiz is in the Video Script.

Assign Lesson 10 DVD “Email Essentials” and the accompanying worksheet.

## Distance/Blended Learning

### Tenth Meeting - Lesson 10 DVD "Email Essentials" and Worksheet have been assigned.

Check the written work for Lesson 10 "Email Essentials" and ask if the student has questions or comments.

1. Do employers have the legal right to examine and archive all employee emails and instant messages? Yes
2. Review the 10 Rules for Email Essentials:
  1. Be Brief.
  2. Answer all the questions.
  3. Use proper spelling, grammar and punctuation.
  4. Reply Quickly.
  5. Do not write in CAPITALS.
  6. Don't leave out the message thread.
  7. Watch your formatting.
  8. Avoid sending confidential information.
  9. Never send libelous or offensive remarks.
  10. READ it before you SEND it.
3. Review the 6 Key Steps to writing an effective and professional email:
  1. Determine who you are sending your email to.
  2. Complete the CC (Carbon Copy) field.
  3. Create the subject of your email.
  4. Write the body of the email.
  5. Locate your Signature Block at the bottom of the email.
  6. Proof read and edit.
4. Review the Oral Questions with the student. Use the Video Script or the DVD.
5. Deliver the 20 Question True & False Quiz and correct. The Quiz is in the Video Script.

Assign Lesson 11 DVD "Business Written Communications" and the accompanying worksheet.

## Distance/Blended Learning

### **Eleventh Meeting - Lesson 11 DVD "Business Writing Communications" and Worksheet have been assigned.**

Check written work for Lesson 11 "Business Writing Communications" and ask if the student has questions or comments. (This lesson is a familiarization exercise and may point out a students need for additional work in writing.)

1. Review the 5 Steps to better Business Writing:
  1. Determine your writing objective and the audience.
  2. Gather and organize your information.
  3. Begin writing.
  4. Proofread and edit.
  5. Verify proper distribution.
2. Review the 3 Rule for developing a report:
  1. Add background information in order to explain any complex or unique situations.
  2. Use summaries.
  3. When possible, suggest solutions to defined problems.
3. Review the Oral Questions with the student. Use the Video Script or the DVD.
4. Deliver the 20 Question True & False Quiz and correct. The Quiz is in the Video Script.

Assign Lesson 12 DVD "Customer Service Basics" and the accompanying worksheet.

## Distance/Blended Learning

**Twelfth Meeting - Lesson 12 DVD “Customer Service Basics” and Worksheet have been assigned.**

Check written work for Lesson 12 “Customer Service Basics” and ask if the student has questions or comments.

1. Review the 6 Rules of Customer Service:
  1. Have a positive attitude.
  2. Know your product or service.
  3. Listen to the customer.
  4. Maintain communications.
  5. Solve the problem.
  6. Always follow up.
2. Practice a customer service roleplay.
3. Review the Oral Questions with the student. Use the Video Script or the DVD.
4. Deliver the 20 Question True & False Quiz and correct. The Quiz is in the Video Script.

Assign Lesson 13 DVD and the accompanying worksheet.

## Distance/Blended Learning

### Thirteenth Meeting

Check the written exercises and ask if the student has questions or comments.

1. Review the 7 Steps in determining the students career:
  1. Create an Interest and Experience Assessment.
    - 1.A Review Figure 1 & Figure 2.
  2. Generate Skills and Motivational Inventory.
    - 2.A Review Figure 3.
  3. Career Evaluation.
    - 3.A Review Figure 4.
  4. Determine Transferable Skills.
  5. Create a New Plan.
  6. Establish educational requirements.
  7. Create a new career approach.
2. There is no 20 Question True & False Quiz for the Career Transitions DVD.
3. OPTIONAL: You can use the 50 question test found in the Train The Trainer Package as a final.

**STUDENT WORKSHEETS**  
**FOR**  
**BUSINESS SOFT SKILLS FOR**  
**DISTANCE/BLENDED LEARNING**

Following are Student Worksheets for the Lesson Plans for Business Soft Skills for Distance/Blended Learning.

They are to be distributed to the students along with the DVD.

If you wish, we will be pleased to send you these in digital form so you can add, subtract and modify them.

Email your request to [vbkates@aol.com](mailto:vbkates@aol.com).

Student Name: \_\_\_\_\_

**Lesson 2 “Power Listening” Worksheet:**

1. List the 10 Points for Power Listening:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

2. Describe a situation where you have had to listen very carefully:

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**Lesson 3 “Business Verbal Communications” Worksheet:**

1. List the Five Rules of Business Communications:

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_
- 5. \_\_\_\_\_

2. List Key elements to presenting positive body language:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

3. Write a short description of Case Study #114:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Lesson 4 “Introduction to the Business World” Worksheet:**

1. List the 7 helping points for transitioning into the Business World:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_

2. Prepare to introduce yourself to the teacher as if you were introducing yourself to someone at work.

3. Case Study #184:

1. Would you fire Chris? Yes \_\_\_\_\_ No \_\_\_\_\_

Why? \_\_\_\_\_ Why Not? \_\_\_\_\_

4. Begin a “work journal” if you are presently employed. If you are not, begin a work journal organized around your search for work. You maybe asked to keep this for the remainder of this class.

5. How often should you call, text or twitter friends or family while on the job? \_\_\_\_\_.

6. Pick an industry or job or skill area and find the name(s) of a Trade Journal that reports on it, for example the Restaurant Industry (Industry) or Sales & Marketing (Job or Skill Area):

\_\_\_\_\_

7. Find the name of a Trade Association for an industry or job or skill area:

\_\_\_\_\_

8. Review the checklists in the document section of this lesson. If you have been employed before, would these checklists have been helpful? \_\_\_\_\_

\_\_\_\_\_

**Lesson 5 “Resume Writing” Worksheet:**

– What is the most commonly used resume format? \_\_\_\_\_

1. List the 6 Rules to creating an effective resume:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

1.A List the 6 Steps in resume writing:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

2. Produce your own resume.

Include references separately.

**Lesson 6 “Interviewing and Business Networking” Worksheets:**

1. List the 4 Steps for a Successful Interview:

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_

2. Select a company/organization you would like to work for and prepare points to make and questions to ask during an interview:

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3. Produce your own “elevator speech”:

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4. Prepare a positive response to the question, “What are some of your weaknesses?”

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5. Prepare to practice an initial interview greeting from first contact to sitting down to begin an interview with your teacher or another student.

**Lesson 6 Worksheets Continued**

5.A Prepare answers for possible interview questions. Write down the questions and answers:

Q: \_\_\_\_\_

A: \_\_\_\_\_

Q: \_\_\_\_\_

A: \_\_\_\_\_

Q: \_\_\_\_\_

A: \_\_\_\_\_

Q: \_\_\_\_\_

A: \_\_\_\_\_

6. Prepare for a mock interview with your teacher, other students or ?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6.A Prepare a self analysis of your mock interview(s) and write down the questions that gave you difficulty:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

7. Prepare "Thank You for the Interview" letters on a separate sheet.

**Lesson 6 Worksheet Continued**

8. List the 6 Tips for Successful Networking:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

9. From Case Study #321, list the errors Kyle made based on the “bad interview”:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

10. List anything you would change or say different in the “good interview”:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

11. Describe what “Michael” should have done differently in Case Study #322:

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**Lesson 7 “Finding a Job” Worksheet:**

1. List the 6 Methods of Finding a Job:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

1A. List the 4 Points for “working” a trade show:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

2. Are there any other methods to finding a job?

3. List what information is provided in an offer or “offer letter”:

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**Lesson 8 “Workplace Relationships” Worksheet:**

1. True & False Questions:

1. Being on time for work means being at your work station and ready to begin at the time then workday starts? True \_\_\_\_\_ False \_\_\_\_\_

2. If you are sick, you do not have to call your employer until you are ready to go back to work?  
True \_\_\_\_\_ False \_\_\_\_\_

3. Always refuse “extra’ work? True \_\_\_\_\_ False \_\_\_\_\_

4. Your reputation will follow you throughout your career? True \_\_\_\_\_ False \_\_\_\_\_

5. When you dress for work, you should look as different as possible from other employees?  
True \_\_\_\_\_ False \_\_\_\_\_

2. List the 6 Points to remember about attending meetings:

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_
- 5. \_\_\_\_\_
- 6. \_\_\_\_\_

3. List the 9 Rules of job behavior:

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_
- 5. \_\_\_\_\_
- 6. \_\_\_\_\_
- 7. \_\_\_\_\_
- 8. \_\_\_\_\_
- 9. \_\_\_\_\_

**Lesson 9 “Phone Etiquette” Worksheet:**

1. List the 6 Rules for Phone Etiquette:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

5.1. List the information you need to get when taking a message.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. \_\_\_\_\_

**Lesson 10 “Email Essentials” Worksheet:**

1. Do employers have the legal right to examine and archive all employee emails and instant messages? \_\_\_\_\_

2. List the 10 Rules for Email Essentials:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

3. List the 6 Key Steps to writing an effective and professional email:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

Student Name: \_\_\_\_\_

**Lesson 11 “Business Written Communications” Worksheet:**

1. List the 5 Steps to better Business Writing:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

2. List the 3 Rules for developing a report:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Student Name: \_\_\_\_\_

**Lesson 12 DVD “Customer Service Basics” Worksheet:**

1. List the 6 Rules of Customer Service:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

2. Practice a customer service roleplay.

**Lesson 13 “Career Transitions” Worksheet:**

1. List the 7 Steps in determining the best career for you. Attach your worksheets for Figures 1,2,3 &4.

1. \_\_\_\_\_

1.A Attach your Figures 1&2. \_\_\_\_\_

2. \_\_\_\_\_

2.A Attach your Figure 3. \_\_\_\_\_

3. \_\_\_\_\_

3.A Attach your Figure 4. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_

7. \_\_\_\_\_