## ­Positive Attitude

|  |  |  |  |
| --- | --- | --- | --- |
| Topic | Knowledge | Skill | Reasoning |
| Stress | **1) SWBAT identify different types of stress.****2) SWBAT define stress.****3) SWBAT identify physiological and emotional responses to stress.****4) SWBAT list stress management techniques.** | **9) SWBAT create a comprehensive stress management plan.****10) SWBAT research stress management techniques. (project?)** | **13) SWBAT evaluate the effectiveness of stress management plan.** |
| Time Management | **5) SWBAT identify ways to prioritize their responsibilities.****6) SWBAT list their most important and least important priorities.****7 )SWBAT identify time management methods.** | **11) SWBAT develop a personal time management plan.****12) SWBAT use a planner.**  | **14) SWBAT analyze the effectiveness of time management techniques.****15) SWBAT evaluate good vs. bad use of time in relation to a goal.** |
| Emotional Intelligence | **16) SWBAT define emotional intelligence.****17) SWBAT recognize the difference between feelings and actions.****18) SWBAT identify different ways to keep a positive attitude.** | **19) SWBAT model responses in using positive attitude techniques.****20) SWBAT test their E.Q. (project?)** |  |

**Self-Motivation**

|  |  |  |  |
| --- | --- | --- | --- |
| Topic | Knowledge | Skill | Reasoning |
| Self-Reflection | **1) SWBAT define self-reflection.****2) SWBAT identify ways to self-reflect/assess.****3) SWBAT explain the importance of being honest to one’s self.****4) SWBAT select appropriate next steps to take after self-reflection.** | **5) SWBAT develop an improvement plan based on person self-reflection.****6) SWBAT self-reflect.** | **7) SWBAT infer ways to self-reflect in different situations.****8) SWBAT analyze self-reflections for genuineness.****9) SWBAT evaluate a personal situation where self-reflection has been used for an extended time.** |
| GRIT | **10) SWBAT define GRIT.****11) SWBAT explain the value of perseverance.****12) SWBAT identify general techniques to overcome challenges.****13) SWBAT identify long term motivations.** | **14) SWBAT model GRIT in a personal situation.****15) SWBAT create an action plan to keep GRIT.****16) SWBAT research examples of GRIT. (project?)** | **17) SWBAT analyze another’s life situation and determine how GRIT was demonstrated.****18) SWBAT analyze their personal life for GRIT and determine what pushed them to persevere.****19) SWBAT infer how GRIT could be maintained in personal life situations.** |
| Goal Setting | **20) SWBAT explain how one writes a goal**[Not SMART] **21) SWBAT recognize the importance of goal setting.****22) SWBAT identify how goals are used in one’s personal and professional life.** | **23) SWBAT write a personal goal.****24) SWBAT write a professional goal**[for within an organization]**.** | **25) SWBAT apply goal setting skills to new projects and environments.** |

## Work Ethic

|  |  |  |  |
| --- | --- | --- | --- |
| Topic | Knowledge | Skill | Reasoning |
| Work Ethic | **1) SWBAT know the mission of an organization they are involved with.****2) SWBAT identify personal and organization values.****3) SWBAT identify workplace norms and expectations (both in general and in a particular type of business).****4) SWBAT identify quality levels of people and work.****5) SWBAT explain the importance of acquiring new skills and improving old one.****6) SWBAT select avenues to acquire/improve skills.****7) SWBAT define integrity.****8) SWBAT know the importance of integrity in the workplace.****9) SWBAT identify positive workplace attitudes and behaviors.** | **10) SWBAT measure the level of work ethic**(Using M.R.D. as a baseline and MRQ matrix as an assessment). **11) SWBAT demonstrate timeliness.** **12) SWBAT model high quality workplace behavior in the classroom.** **13) SWBAT model integrity**[through reacting to different scenarios].  **14) SWBAT demonstrate positive attitudes and behaviors.** | **15) SWBAT compare and contrast both values and workplace norms of different companies.** |

## Communication

|  |  |  |  |
| --- | --- | --- | --- |
| Topic | Knowledge | Skill | Reasoning |
| Communication | **1) SWBAT identify communication protocol in a workplace.****2) SWBAT identify different organizational structures based on type, sector, and size.****3) SWBAT identify different roles and titles (using organizational charts).****4) SWBAT recall the chain of command in an organization.****5) SWBAT list different forms of communication****6) SWBAT identify their personal communication style** | **7) SWBAT demonstrate proper communication within an organization and across different departments.****8) SWBAT speak appropriately and in a professional manner.** | **9) SWBAT infer what different methods of communication should be taken in different scenarios.** |
| Verbal and Non-Verbal | **10) SWBAT define verbal and non-verbal communication.****11) SWBAT explain the difference between verbal and non-verbal communication.****12) SWBAT list positive and negative attributes of both verbal and non-verbal communication.****13) SWBAT explain the impact of body language in communication.****14) SWBAT define body language.****15) SWBAT match different types of body language to different assumptions about people.** | **16) SWBAT model positive verbal and non-verbal communication.****17) SWBAT model positive use of body language.** | **18) SWBAT analyze the use of a person’s ability to communicate through verbal, non-verbal, and body language and determine whether or not it is professional.** |
| Code Switching and Message Writing | **19) SWBAT define code switching.****20) SWBAT list methods/tools to use for code switching.****21) SWBAT identify professional ways to compose a message.****22) SWBAT list professional ways to deliver a message**[to different parties and for different purposes] | **23) SWBAT perform code switching**[in different scenarios]**.****24) SWBAT speak a professional message to a superior**[for a variety of situations]**.****25) SWBAT write/compose a professional message for a superior**[for a variety of situations]. | **26) SWBAT infer the best form of communication, way to deliver a message, for a variety of scenarios.** |

**Professional Attitude**

|  |  |  |  |
| --- | --- | --- | --- |
| Topic | Knowledge | Skill | Reasoning |
| Norms | **1) SWBAT identify the mission and goals of an organization.****2)****SWBAT list hidden/unspoken expectations of an organization.****3)****SWBAT explain the importance of having culture and norms in an organization.****4) SWBAT recognize the norms and culture in an organization.****5)****SWBAT explain the importance of being on time and completing work in a timely manner.** | **6) SWBAT create professional goals that align with a organization’s mission.****7)****SWBAT do their work in a timely manner.** | **8) SWBAT infer the goals of an organization based on its mission.****9)****SWBAT evaluate the impact of following directions, being flexible, timeliness, priority setting, and gossip affect an organization’s mission, norms, and culture.** |
| Gossip | **10) SWBAT know different methods to use for keeping track of directions.****11)****SWBAT define flexibility.****12)****SWBAT explain the importance of being flexible.****13)****SWBAT define gossip.****14)****SWBAT choose tasks that have priority in an organization.** | **15) WBAT follow directions.****16)****SWBAT demonstrate flexibility****17)****SWBAT avoid gossip in/about an organization.****18)****SWBAT do tasks in an organization that are of top priority.** |  |
| Customer Service Skills | **19) SWBAT identify a variety of customer service skills.****20) SWBAT explain how tact is an important customer service skill.****21) SWBAT explain how empathy is an important customer service skill.****22) SWBAT explain how personal appearance affects customer service.** | **23) SWBAT perform customer service skills.****24) SWBAT demonstrate empathy and tact.****25) SWBAT model appropriate personal appearance.** | **26) SWBAT compare and contrast customer service skills (in a variety of scenarios).** |
| Conflict Resolution | **27) SWBAT Describe the nature of conflict.****28)****SWBAT Articulate the components of negotiation.****29)****SWBAT Know the types of conflict management styles.****30)****SWBAT Recognize the influence of personality on conflict management style.****31)****SWBAT Explain the importance of good communication skills; the influence of gender and cultural differences, persuasion, perception, and power in conflict resolution.** | **32) SWBAT use different conflict management styles in a conflict.** | **33) SWBAT infer the link between effective negotiation skills and effective leadership.****34)****SWBAT evaluate the importance of assessing one's own conflict management style.** |

## Teamwork

|  |  |  |  |
| --- | --- | --- | --- |
| Topic | Knowledge | Skill | Reasoning |
| Teamwork | **1) SWBAT define teamwork.****2) SWBAT Describe why teams are important for an organization.****3) SWBAT Describe characteristics of a successful teamwork experience.****4) SWBAT Describe the five tenets of cooperative learning (working) in their own words.**[positive interdependence, face-to-face promotive interaction, individual accountability, interpersonal and small group skills, and group processing]**5) SWBAT Identify the problems associated with organizing and managing teams.** | **6) SWBAT create a plan for a team to solve a problem/accomplish a task together.** | **7) SWBAT Evaluate situations to determine if they satisfy the five tenets of cooperative learning.****8) SWBAT Evaluate the appropriateness of teamwork plans for problems/tasks.**[i.e. evaluate how a team can work together to accomplish a problem by assigning roles, accountability check-ins, etc.) |
| Group Think  | **9) SWBAT define group think.****10) SWBAT explain the impact of group think on a team.** | **11) SWBAT design methods/ways to avoid group think.** |  |
| Roles and Goals | **12) SWBAT identify a variety of roles members can play in a team.****13) SWBAT explain the importance of providing roles in a team**[think avoid group think, inclusion, task management, etc.]**14) SWBAT list ways to assign tasks to group members.****15) SWBAT identify parties in an organization to report to.****16) SWBAT choose which parties in an organization should be communicated with for a variety of scenarios.****17) SWBAT choose methods of benchmarking a team’s and individual member’s progress (trello, basecamp, etc.)****18) SWBAT identify methods of reflection on both self and group work.****19) SWBAT define strength and weakness.****20) SWBAT list the strengths and weaknesses of a team and its individuals.** | **21) SWBAT play multiple roles in a team.****22) SWBAT write goals and objectives for a team.****23) SWBAT assign appropriate roles to group members based on their strengths and weaknesses.****24) SWBAT assign tasks equally to members of a group.****25) SWBAT report out to appropriate parties about teamwork, conflict, and progress.****26) SWBAT reflect as individuals and as a group.** | **27) SWBAT evaluate a team’s success based on roles, goals, benchmarks, reflection, and completion of tasks.** |
| Criticism | **28) SWBAT identify positive and negative criticism.****29) SWBAT define constructive criticism.****30) SWBAT list ways to provide constructive criticism.****31) SWBAT explain constructive language and its usage in a team.** | **32) SWBAT give constructive criticism.****33) SWBAT receive constructive criticism.** | **34) SWBAT analyze received criticism as constructive or not.****35) SWBAT infer next steps to be taken based on received criticism.** |