

Lesson Plan Template

Date: _____

Grade: 9		Subject: Communication Management	
Materials: Chapter 13-2 Communication Management Lecture powerpoint		Technology Needed: teacher computer	
Instructional Strategies: <input type="checkbox"/> Direct instruction <input type="checkbox"/> Peer teaching/collaboration/cooperative learning <input type="checkbox"/> Guided practice <input type="checkbox"/> Visuals/Graphic organizers <input type="checkbox"/> Socratic Seminar <input type="checkbox"/> PBL <input type="checkbox"/> Learning Centers <input type="checkbox"/> Discussion/Debate <input type="checkbox"/> Lecture <input type="checkbox"/> Technology integration <input type="checkbox"/> Modeling <input type="checkbox"/> Other (list)		Guided Practices and Concrete Application: <input type="checkbox"/> Large group activity <input type="checkbox"/> Hands-on <input type="checkbox"/> Independent activity <input type="checkbox"/> Technology integration <input type="checkbox"/> Pairing/collaboration <input type="checkbox"/> Imitation/Repeat/Mimic <input type="checkbox"/> Simulations/Scenarios <input type="checkbox"/> Other (list) Explain:	
Standard(s) <ul style="list-style-type: none"> Identify various types of communication channels (9.4d.1.3) Explain how management identifies and uses various resources in the organizing process to accomplish goals (9.1b.1.4) 		Differentiation Below Proficiency: may need to help students think of ideas. Above Proficiency: encourage more in depth responses to the exit slip. Approaching/Emerging Proficiency: leave lesson as is. Modalities/Learning Preferences: <ul style="list-style-type: none"> Visual: powerpoint, book tables Auditory: lecture, hearing terminology Kinesthetic: none Tactile: none 	
Objective(s) <ul style="list-style-type: none"> By the end of the lesson, the student will explain how organizational culture influences formal and informal communication networks. By the end of the lesson, the student will describe how to manage teams effectively. 			
Bloom's Taxonomy Cognitive Level: Evaluate			
Classroom Management- (grouping(s), movement/transitions, etc.) <ul style="list-style-type: none"> Let class know what page number of the book we are on. Purposeful proximity 		Behavior Expectations- (systems, strategies, procedures specific to the lesson, rules and expectations, etc.) <ul style="list-style-type: none"> Students are not to be on websites that are not authorized during lecture. Everyone needs to participate in the Kahoot. 	
Minutes	Procedures		
2	Set-up/Prep: <ul style="list-style-type: none"> Have students open to page 338, section 13.2 on Communication Management. Pull up Chapter 13-2 Lecture powerpoint Log in to Kahoot and have it ready. Have 3, 2, 1 Exit Slip prompt ready. 		
5	Engage: (opening activity/ anticipatory Set – access prior learning / stimulate interest /generate questions, etc.) <ul style="list-style-type: none"> Ask students what they have been working on and learning about so far in class. Ask students what professions they are thinking about pursuing. Ask students what they discussed on Friday. 		
25	Explain: (concepts, procedures, vocabulary, etc.) <ul style="list-style-type: none"> Inform students that today we are looking at section 13.2 – Communication Management We will look at organizational culture, communication networks, and managing teams effectively Begin with organizational culture. 		
10	Explore: (independent, concrete practice/application with relevant learning task -connections from content to real-life experiences, reflective questions- probing or clarifying questions) <ul style="list-style-type: none"> Kahoot Exit Slip Workbook pages 96-97 - Questions 13C, 13D 		
5	Review (wrap up and transition to next activity): <ul style="list-style-type: none"> Inform students that tomorrow's topic will be Organizational Communication. We will be talking about communication conflicts, how to resolve conflicts, cross-cultural communication, and improving organizational communication. Remind students to turn the exit slips into me. Remind students that Workbook pages 96-97, Questions 13C, 13D are due tomorrow. 		

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	<p>Formative Assessment: (linked to objectives, during learning) Progress monitoring throughout lesson (how can you document your student's learning?)</p> <ul style="list-style-type: none">• Kahoot• 3, 2, 1 Exit Slip	<p>Summative Assessment (linked back to objectives, END of learning)</p> <ul style="list-style-type: none">• Workbook pages 96-97, Questions 13C, 13D
<p>Reflection (What went well? What did the students learn? How do you know? What changes would you make?):</p>		

PAGE 338 ORGANIZATIONAL CULTURE

- the collection of beliefs and patterns of behavior that are shared by people within an organization
- the group may be a corporation, a nation, or any other organized group.
- Each business has its own internal culture that influences the way formal and informal communications occur.
- An organizational culture often influences the way people interact with each other and with people outside of the organization.
- The culture of an organization influences the communication climate.
- Cultures can be very closed, very open, or somewhere in between.
- Closed culture – one that relies on top-down decision making and adheres to many rules and strict disciplining for violations of established procedures.
 - Discourages trust, creativity, and decision making at lower levels. Encourages secrecy.
 - Also referred to as closed communication system.
- Open culture – encourages creativity and problem solving at all levels and supports communication and information sharing.
- Trust, supportiveness, risk taking, and decision making determine whether a person will like or dislike working for a company as well as how productive employees will be.
- Most organizations have neither a fully open nor fully closed culture.
- A comfortable culture for one person may be uncomfortable for another person.
- In addition, some people may prefer a closed communication system while others may prefer an open communication system.

Page 339 Communication Network – structure through which information flows in a business. Communication networks can be formal or informal.

Formal networks – system of official channels that carry organizationally approved messages.

- Formal communication flows upward, downward, and across the organization in a prescribed manner.
- Things like budget distributions flows downward from top level managers to lower level managers.
- Other things like budget expenses flow from the bottom to the top of the organization.
- Upward communication includes oral and written reports from lower level to upper level managers.
- Downward communication in organizations occurs mainly by memos, emails, reports, and manuals.
- Lateral communication flows horizontally or across the organization

Informal networks – unofficial ways that employees share information in an organization.

- Most common means of communication: small informal groups and the grapevine.
- Rely heavily on interpersonal communications and email.
- A lot of communication occurs in small informal groups, especially among employees who get along well together.
- Often informal groups have more influence than managers do over the behavior of individual workers
- It is important that informal groups support the efforts of the entire business. If they do not, informal groups can interfere with business goals and hurt moral and decrease productivity.
- Grapevine – the informal transmission of information among workers.
- Like a game of telephone
- Travel quickly and can be distorted because they are often based on unofficial, partial, or incorrect information.

- Often labeled rumors.

Page 341 Managing Teams Effectively

- Important skill for managers.
- Teams of individuals with different skills and backgrounds often work together on complex projects.
- To obtain the best results, managers must be able to ensure that all ideas are heard and considered to help produce better results and stronger buy-in to the team's recommendations.
- Managers often prefer team meetings with open communication to encourage discussion and feedback.
- Disadvantages of team meetings:
 - Excessive time meetings take, which means managers have to carefully plan meetings.
 - Differences of those who attend the meetings, which means the manager needs to encourage but control discussions so that the team hears and discusses all ideas.

Nominal Group Technique – group problem solving method in which team members write down and evaluate ideas to be shared with the team.

- Figure 13-5 Steps in using the Nominal Group Technique

Brainstorming – team discussion technique used to generate as many ideas as possible for solving a problem

- Team leader presents a problem and asks team members to offer any solution that comes to mind.
- While brainstorming is under way, no judgements should be made on whether an idea is good or bad.
- Often brainstorming is used to deal with problems that need especially creative solutions, such as generating new product ideas and creating advertisements.

Homework: Workbook pages 96-97, Questions 13C, 13D

Burrow, J. L. & Kleindl, B. (2008). *Business Management*. Mason, OH: South-Western Cengage Learning

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Exit Slip:

3 things you learned in today's lesson.

2 things you liked or two interesting facts about the lesson.

1 question you still have about the lesson.