



Goodheart-Willcox Publisher Correlation of <i>Professional Communication</i> ©2017 to South Carolina Department of Education CTE / Business Management & Administration Standards Course: Professional and Leadership Development (5178)	
STANDARDS / ACCOUNTABILITY CRITERIA	CORRELATING PAGES
A. SAFETY	
1. Review school safety policies and procedures.	Pg. 39–41 Workplace Safety; Pg. 41 Check Your Understanding #5; Pg. 44 Communication Skills: Reading; Pg. 44 Teamwork
2. Review classroom safety rules and procedures.	Pg. 39–41 Workplace Safety; Pg. 41 Check Your Understanding #5; Pg. 44 Communication Skills: Reading; Pg. 44 Teamwork
3. Review safety procedures for using equipment in the classroom.	Pg. 39–41 Workplace Safety; Pg. 41 Check Your Understanding #5; Pg. 44 Communication Skills: Reading; Pg. 44 Teamwork
4. Identify major causes of work-related accidents in office environments.	Pg. 39–41 Workplace Safety; Pg. 41 Check Your Understanding #5; Pg. 43 Review Your Knowledge #10; Pg. 44 Teamwork
5. Demonstrate safety skills in an office/work environment.	Pg. 39–41 Workplace Safety; Pg. 41 Check Your Understanding #5; Pg. 44 Communication Skills: Reading; Pg. 44 Teamwork
B. STUDENT ORGANIZATIONS	
1. Identify the purpose and goals of a Career and Technology Student Organization (CTSO).	Pg. 425 Career and Technical Student Organizations; Pg. 425 CTSO Goals; Pg. 426 Check Your Understanding #5
2. Explain how CTSOs are integral parts of specific clusters, majors, and/or courses.	Pg. 425–426 Career and Technical Student Organizations; Pg. 426 Check Your Understanding #5
3. Explain the benefits and responsibilities of being a member of a CTSO.	Pg. 425–426 Career and Technical Student Organizations; Pg. 426 Check Your Understanding #5; Pg. 438 Teamwork
4. List leadership opportunities that are available to students through participation in CTSO conferences, competitions, community service, philanthropy, and other activities.	Pg. 425–426 CTSO Opportunities; Pg. 438 Teamwork; Pg. 23 Event Prep: Student Organizations
5. Explain how participation in CTSOs can promote lifelong benefits in other professional and civic organizations.	Pg. 425–426 CTSO Opportunities; Pg. 426 Check Your Understanding #5; Pg. 438 Teamwork; Pg. 23 Event Prep: Student Organizations
C. TECHNOLOGY KNOWLEDGE	
1. Demonstrate proficiency and skills associated with the use of technologies that are common to a specific occupation.	Pg. 302–305 Desktop Publishing; Pg. 305–308 Using Desktop Publishing Software; Pg. 366–368 Creating a Digital Media Presentation; Pg. 309 Review Your Knowledge #7-10; Pg. 310 Apply Your Knowledge #1–5; Pg. 311 Teamwork; Pg. 370 Apply Your Knowledge #1–6; Pg. 75 Apply Your Knowledge #3; Pg. 334 Portfolio



	Development: Hard and Soft Skills; Pg. 353 Portfolio Development: Technical Skills
2. Identify proper netiquette when using e-mail, social media, and other technologies for communication purposes.	Pg. 50 paragraph 2–4; Pg. 55 Check Your Understanding #2; Pg. 75 Apply Your Knowledge #1; Pg. 76 Teamwork
3. Identify potential abuse and unethical uses of laptops, tablets, computers, and/or networks.	Pg. 59 Ethical Internet use; Pg. 51 paragraph 2 (plagiarism); Pg. 51 paragraph 3 (piracy); Pg. 53 License Agreement; Pg. 55 Check Your Understanding #5
4. Explain the consequences of social, illegal, and unethical uses of technology (e.g., piracy; illegal downloading; licensing infringement; inappropriate uses of software, hardware, and mobile devices in the work environment).	Pg. 49 Digital Communication; Pg. 49–50 Digital Citizenship; Pg. 50–54 Intellectual Property; Pg. 53 License Agreement; Pg. 59 Ethical Internet use; Pg. 75 Apply Your Knowledge #1–2;
5. Discuss legal issues and the terms of use related to copyright laws, fair use laws, and ethics pertaining to downloading of images, photographs, documents, video, sounds, music, trademarks, and other elements for personal use.	Pg. 50–54 Intellectual Property; Pg. 53 Figure 3-1 Correct Usage of Graphic Marks; Pg. 55 Check Your Understanding #3–4; Pg. 76 Internet Research: Copyright
6. Describe ethical and legal practices of safeguarding the confidentiality of business-related information.	Pg. 52 Patent; Pg. 52 Trademark; Pg. 56–57 Ethical Communication; Pg. 57 Confidentiality; Pg. 58 Honesty; Pg. 62 Secure Passwords, Security Settings, Back Up Your Computer; Pg. 63 Check Your Understanding #1–5; Pg. 75 Apply Your Knowledge #1–3, 5; Pg. 76 Teamwork
7. Describe possible threats to a laptop, tablet, computer, and/or network and methods of avoiding attacks.	Pg. 60 Phishing; Pg. 60–61 Malware; Pg. 61–62 Digital Security; Pg. 63 Check Your Understanding #3–5; Pg. 75 Review Your Knowledge #8–9
D. PERSONAL QUALITIES AND EMPLOYABILITY SKILLS	
1. Demonstrate punctuality.	Pg. 148 Business Protocol: Punctuality; Pg. 34 Time-Management Skills; Pg. 44 Internet Research: Personal Information Management (PIM); Pg. 415 Figure 18-1 Employability Skills; Pg. 41 Build Your Vocabulary (time management)
2. Demonstrate self-representation.	Pg. 17 Behavior, Attitude; Pg. 457 Questions to Ask the Employer; Pg. 457 Dressing for the Interview; Pg. 172 Ethics: Code of Ethics; Pg. 433 Business Protocol: Dress Code; Pg. 415 paragraph 1 (employability skills); Pg. 415 Figure 18-1 Employability Skills; Pg. 463 Apply Your Knowledge #7; Pg. 464 Teamwork
3. Demonstrate work ethic.	Pg. 227 Ethics: Accountability; Pg. 415 Figure 18-1 Employability Skills; Pg. 464 Communication Skills: Writing; Pg. 415 paragraph 1 (employability skills); Pg. 465 Event Prep: Day of the Event



4. Demonstrate respect.	Pg. 27 paragraph 3; Pg. 204 Be Courteous; Pg. 37 paragraph 5 (assertive behavior); Pg. 204 Business Protocol: Polite Language; Pg. 122 Ethics: Bias-Free Language; Pg. 415 Figure 18-1 Employability Skills; Pg. 17 Attitude; Pg. 37 Guidelines for Effective Meetings; Pg. 43 Apply Your Knowledge #2
5. Demonstrate time management.	Pg. 34 Time-Management Skills; Pg. 148 Business Protocol: Punctuality; Pg. 44 Internet Research: Personal Information Management (PIM); Pg. 41 Build Your Vocabulary (time management); Pg. 465 Event Prep: Day of the Event
6. Demonstrate integrity.	Pg. 60 Ethics: Integrity; Pg. 56–57 Ethical Communication; Pg. 398 Ethics: Gossip; Pg. 415 Figure 18-1 Employability Skills; Pg. 464 Communication Skills: Reading
7. Demonstrate leadership.	Pg. 31–32 Leadership; Pg. 44 Communication Skills: Listening, Speaking; Pg. 415 Figure 18-1 Employability Skills; Pg. 43 Review Your Knowledge #8
8. Demonstrate teamwork and collaboration.	Pg. 30–31 Teams in the Workplace; Pg. 33 paragraph 1 bullet 4 (collaboration skills, compromise); Pg. 415 Figure 18-1 Employability Skills; Pg. 43 Review Your Knowledge #4–7; Pg. 112 Event Prep: Teamwork
9. Demonstrate conflict resolution.	Pg. 37–39 Group Conflict; Pg. 39 Figure 2-5 Conflict-Resolving Model; Pg. 415 Figure 18-1 Employability Skills; Pg. 43 Apply Your Knowledge #8
10. Demonstrate perseverance.	Pg. 371 Event Prep: Community Service Project; Pg. 439: Event Prep: How to Prepare; Pg. 415 paragraph 1 (employability skills)
11. Demonstrate commitment.	Pg. 432 paragraph 2; Pg. 43 Apply Your Knowledge #5; Pg. 371 Event Prep: Community Service Project; Pg. 439: Event Prep: How to Prepare; Pg. 415 paragraph 1 (employability skills)
12. Demonstrate a healthy view of competition.	Pg. 23 Event Prep: Student Organizations; Pg. 415 paragraph 1 (employability skills); Pg. 465 Event Prep: Day of the Event
13. Demonstrate a global perspective.	Pg. 26–27 Diversity; Pg. 27–29 Communicating in a Diverse Workplace; Pg. 122 Ethics: Bias-Free Language; Pg. 29 Check Your Understanding #5; Pg. 43 Review Your Knowledge #1–3; Pg. 44 Internet Research: English as a Second Language (ESL)



14. Demonstrate health and fitness.	Pg. 39–40 Workplace Safety; Pg. 433 Business Protocol: Dress Code; Pg. 41 Check Your Understanding #5; Pg. 415 paragraph 1 (employability skills)
15. Demonstrate self-direction.	Pg. 415 paragraph 1 (employability skills); Pg. 415 Figure 18-1 Employability Skills; Pg. 465 Event Prep: Day of the Event
16. Demonstrate lifelong learning.	Pg. 430 paragraph 1; Pg. 429 Continuing Education; Pg. 431 Professional Certification; Pg. 426 paragraph 1; pg. 420–421 Interests;
E. PROFESSIONAL KNOWLEDGE	
1. Demonstrate effective speaking and listening skills.	Pg. 316–318 Verbal Communication; Pg. 376–378 Listening Process; 382–383 Become an Active Listener; 383–388 Show You Are Listening; Pg. 333 Communication Skills: Speaking; Pg. 334 Teamwork; Pg. 390 Apply Your Knowledge #3
2. Demonstrate effective reading and writing skills.	Pg. 392 Reading with a Purpose (all); Pg. 80–109 Grammar Skills (all); Pg. 114–140 Grammar Mechanics (all); Pg. 144–163 Writing Process (all); Pg. 168–185 Writing Style (all); Pg. 408 Apply Your Knowledge #1, 3; Pg. 408 Communication Skills: Reading; Pg. 111 Apply Your Knowledge #1–10; Pg. 142 Apply Your Knowledge #1–10; Pg. 165 Apply Your Knowledge #4–10; Pg. 187 Apply Your Knowledge #4–5; Pg. 188 Communication Skills: Writing
3. Demonstrate mathematical reasoning.	Pg. 415 Figure 18-1 Employability Skills; Pg. 433–435 Funding Your Education; Pg. 437 Review Your Knowledge #10
4. Demonstrate job-specific mathematics skills.	Pg. 414 paragraph 2 (job-specific skills); Pg. 419 Aptitudes; Pg. 415 Figure 18-1 Employability Skills; Pg. 290 Apply Your Knowledge #3–4; Pg. 437 Apply Your Knowledge #2; Pg. 334 Portfolio Development: Hard and Soft Skills; Pg. 353 Portfolio Development: Technical Skills
5. Demonstrate critical-thinking and problem-solving skills.	Pg. 32 paragraph 4 bullet 1 (critical-thinking skills); Pg. 37–39 Group Conflict; Pg. 39 Figure 2-5 Conflict-Resolving Model; Pg. 415 Figure 18-1 Employability Skills; Pg. 43 Apply Your Knowledge #3, 4, 8; Pg. 188 Communication Skills: Writing
6. Demonstrate creativity and resourcefulness.	Pg. 302–305 Desktop Publishing; Pg. 305–308 Using Desktop Publishing Software; Pg. 366–368 Creating a Digital Media Presentation; Pg. 310 Apply Your Knowledge #1–5; Pg. 370 Apply Your Knowledge #1–6; Pg. 311 Teamwork; Pg. 371



	Teamwork; Pg. 409 Communication Skills: Writing
7. Demonstrate an understanding of business ethics.	Pg. 56–58 Ethical Communication; Pg. 10 Ethics: Business Ethics; Pg. 60 Ethics: Integrity; Pg. 122 Ethics: Bias-Free Language; Pg. 172 Ethics: Code of Ethics; Pg. 227 Ethics: Accountability; Pg. 270 Ethics: Ethical Messages; Pg. 320 Ethics: Ethical Communication; Pg. 364 Ethics: Information; Pg. 398 Ethics: Gossip; Pg. 446 Ethics: Applications and Résumés; Pg. 63 Check Your Understanding #1; Pg. 75 Apply Your Knowledge #3; Pg. 76 Teamwork
8. Demonstrate confidentiality.	Pg. 57 Confidentiality; Pg. 63 Check Your Understanding #1; Pg. 76 Teamwork
9. Demonstrate an understanding of workplace structures, organizations, systems, and climates.	Pg. 10 paragraph 5–6; Pg. 11 Figure 1-2 (communication direction); Pg. 11 Check Your Understanding #5; Pg. 21 Apply Your Knowledge #3–5
10. Demonstrate diversity awareness.	Pg. 26–27 Diversity; Pg. 27–29 Communicating in a Diverse Workplace; Pg. 122 Ethics: Bias-Free Language; Pg. 29 Check Your Understanding #5; Pg. 43 Review Your Knowledge #1–3; Pg. 44 Internet Research: English as a Second Language (ESL)
11. Demonstrate job acquisition and advancement skills.	Pg. 440–459 Writing for Employment; Pg. 461 Check Your Understanding #1–4; Pg. 463 Apply Your Knowledge #1–8; Pg. 464 Teamwork
12. Demonstrate task management skills.	Pg. 34 Time-Management Skills; Pg. 44 Internet Research: Personal Information Management (PIM)
13. Demonstrate customer-service skills.	Pg. 317 paragraph 3 (impromptu speaking); Pg. 320–322 Handling Telephone Calls; Pg. 206 Form Response; Pg. 207 Courtesy Response; Pg. 201 Making Requests; Pg. 196 Confirmation Message; Pg. 322 Check Your Understanding #3, 5; Pg. 216 Apply Your Knowledge #3, 6
F. UNDERSTANDING LEADERSHIP AND TEAM DYNAMICS	
1. Identify the different personality types to include an inventory (MBTI, True Colors, etc.).	Pg. 36 paragraph 2; Pg. 36 Figure 2-3 Group Member Roles; Pg. 43 Apply Your Knowledge #5
2. Compare and contrast the differences between a leader and a manager, including communication styles.	Pg. 31–32 Leadership; Pg. 32 Figure 2-1 Common Leadership Styles; Pg. 41 Check Your Understanding #2; Pg. 43 Review Your Knowledge #8
3. Describe behavioral leadership styles (e.g. collaborative, direct, decision-maker).	Pg. 31–32 Leadership; Pg. 32 Figure 2-1 Common Leadership Styles; Pg. 41 Check Your Understanding #2; Pg. 43 Review Your Knowledge #8



4. Identify and describe effective and non-effective leadership characteristics.	Pg. 31–32 Leadership; Pg. 32 Figure 2-1 Common Leadership Styles; Pg. 44 Communication Skills: Speaking
5. Formulate strategies for resolving conflict (e.g. competing, accommodating, avoiding, collaborating, and compromising).	Pg. 37–39 Group Conflict; Pg. 39 Figure 2-5 Conflict-Resolving Model; Pg. 33 paragraph 1 bullet 4 (collaboration skills, compromise); Pg. 415 Figure 18-1 Employability Skills; Pg. 43 Apply Your Knowledge #3, 8
6. Analyze the stages of team development (i.e. forming, storming, norming, and performing).	Pg. 35 Group Process; Pg. 39 Figure 2-2 Tuckman’s Stages of Team Development; Pg. 43 Review Your Knowledge #9
7. Evaluate internal and external motivation, and the role of incentives.	Pg. 213–214 Encourage the Reader to Take Action; Pg. 270 paragraph 2
8. Identify and give examples of equity/access issues.	Pg. 26 Diversity; Pg. 27 paragraph 3; Pg. 39 Workplace Safety; Pg. 40 paragraph 1 (OSHA); Pg. 44 Teamwork
9. Demonstrate team building skills.	Pg. 30–31 Teams in the Workplace; Pg. 32–34 Characteristics of Effective Team Members; Pg. 35 Group Process; Pg. 39 Figure 2-2 Tuckman’s Stages of Team Development; Pg. 43 Review Your Knowledge #4–10 Pg. 43 Apply Your Knowledge #22–3, 5–8
G. EFFECTIVE COMMUNICATION	
1. Discuss the steps involved in communication (thinking, encoding, transmitting, receiving, and decoding).	Pg. 8–10 Communication Process; Pg. 8 Figure 1-1 (communication process); Pg. 20 Review Your Knowledge #2–3; Pg. 21 Apply Your Knowledge #2
2. Identify various forms of communication (visual, verbal, and digital).	Pg. 12–17 Types of Communication; Pg. 19 Check Your Understanding #1; Pg. 20 Review Your Knowledge #5–10
3. Describe nonverbal and verbal communication techniques.	Pg. 12–17 Types of Communication; Pg. 19 Check Your Understanding #2, 3; Pg. 19 BYV (verbal communication, nonverbal communication, body language, paralanguage); Pg. 21 Apply Your Knowledge #6
4. Demonstrate appropriate communication etiquette.	Pg. 10 Informal and Formal Communication; Pg. 10 paragraph 4 (etiquette); Pg. 21 Apply Your Knowledge #3–5
5. Demonstrate effective listening skills.	Pg. 376–378 Listening Process; 382–383 Become an Active Listener; 383–388 Show You Are Listening; Pg. 8–10 Communication Process; Pg. 390 Apply Your Knowledge #3; Pg. 391 Communication Skills: Listening
6. Apply effective communication strategies to deliver a presentation (oral, written, and/or multimedia).	Pg. 349 Deliver and Evaluate the Presentation; Pg. 316–318 Verbal Communication; Pg. 352 Apply Your Knowledge #6; Pg. 333 Communication Skills: Speaking; Pg. 334



	Teamwork; Pg. 371 Teamwork; Pg. 241 Event Prep: Extemporaneous Speaking
H. GOAL SETTING	
1. Establish and communicate the vision, mission, goals, and objectives of an organization.	Pg. 149 paragraph 1 (public relations); Pg. 421 paragraph 3 (short-term goal, long-term goal); Pg. 56 paragraph 2 (code of ethics); Pg. 57 paragraph 1 (code of conduct); Pg. 76 Apply Your Knowledge #6; Pg. 165 Apply Your Knowledge #4–8
2. Discuss the need for short-range and long-range goals in an organization or business.	Pg. 421 paragraph 3 (short-term goal, long-term goal)
3. Develop and evaluate specific, measurable, attainable, realistic, time-bound (SMART) personal and/or organizational short-range and long-range goals.	Pg. 421–422 Setting SMART Goals; Pg. 421 Figure 18-5 SMART Goals; Pg. 426 Check Your Understanding #3; Pg. 437 Apply Your Knowledge #4
J. MANAGING TIME AND RESOURCES	
1. Explain effective time management skills and practices.	Pg. 34 Time-Management Skills; Pg. 148 Business Protocol: Punctuality; Pg. 44 Internet Research: Personal Information Management (PIM); Pg. 41 Build Your Vocabulary (time management)
2. Discuss the importance of prioritizing personal and professional responsibilities.	Pg. 34 Time-Management Skills; Pg. 148 Business Protocol: Punctuality; Pg. 44 Internet Research: Personal Information Management (PIM); Pg. 41 Build Your Vocabulary (time management); Pg. 465 Event Prep: Day of the Event
3. Describe techniques for managing stress and maintaining balance in the school/workplace environment.	Pg. 147 paragraph 2; Pg. 439 Event Prep: How to Prepare; Pg. 255 Business Protocol: Out of Office Notice
4. Explain human resource management functions, (e.g., recruitment, training/orientation, retention, and performance evaluation).	Pg. 454–457 Job Interview; Pg. 460–461 Employment Process; Pg. 461 Check Your Understanding #1–3, 5; Pg. 463 Review Your Knowledge #7–10; Pg. 463 Apply Your Knowledge #6–7
5. Create financial budgets for organization, project, and activities.	Pg. 268 paragraph 3 (data, quantitative data); Pg. 271–272 Analyzing the Data; Pg. 295 Tables; Pg. 295–298 Graphs; Pg. 309 Review Your Knowledge #1; Pg. 310 Apply Your Knowledge #1
6. Develop a plan to manage business resources.	Pg. 281 Conclusions and Recommendations; Pg. 421 paragraph 3 (short-term goal, long-term goal); Pg. 421–422 Setting SMART Goals; Pg. 421 Figure 18-5 SMART Goals; Pg. 426 Check Your Understanding #3
K. MEETING MANAGEMENT AND PROCEDURES	
1. Identify types and purposes of meetings.	Pg. 37 Team Meetings; Pg. 31 Types of Teams; Pg. 37 Figure 2-4 Guidelines for Effective



	Meetings; Pg. 45 Event Prep: Parliamentary Procedure; Pg. 41 Check Your Understanding #1;
2. Demonstrate proper parliamentary procedure/meeting etiquette.	Pg. 37 paragraph 1; Pg. 379 Listen for Specific Information; Pg. 45 Event Prep: Parliamentary Procedure; Pg. 5 Case Study: Nonverbal Messages; Pg. 315 Case Study: Audience Attention
3. Identify the different roles of officers and members when conducting a meeting.	Pg. 36 Member Roles; Pg. 36 Figure 2-3 Group Member Roles
4. Identify proper methods to document and record meetings.	Pg. 37 Team Meetings; Pg. 36 Member Roles; Pg. 231–234 Formatting Memos; Pg. 45 Event Prep: Parliamentary Procedure; Pg. 111 Communication Skills: Speaking
5. Conduct a meeting and record the minutes.	Pg. 37 Team Meetings; Pg. 36 Member Roles; Pg. 45 Event Prep: Parliamentary Procedure; Pg. 111 Communication Skills: Speaking
L. CITIZENSHIP AND COMMUNITY SERVICE	
1. Identify personal responsibility to the school and community.	Pg. 48 paragraph 1 (digital citizen); Pg. 49–50 Digital Citizenship; Pg. 54–55 Electronic User’s Bill of Rights; Pg. 56–57 Ethical Communication; Pg. 59 Ethical Internet Use; Pg. 172 Ethics: Code of Ethics; Pg. 320 Ethics: Ethical Communication; Pg. 55 Check Your Understanding #1–2, 5; Pg. 63 Check Your Understanding #1–2; Pg. 75 Review Your Knowledge #1, 5–7; Pg. 75 Apply Your Knowledge #2–3; Pg. 241 Portfolio Development: Community Service
2. Identify the personal character traits of a responsible school and community member (honesty, respect, accountability, etc.).	Pg. 415 paragraph 1; Pg. 56–58 Ethical Communication; Pg. 58 Honesty; Pg. 204 Be Courteous; Pg. 27 paragraph 3; Pg. 415 Figure 18-1 Employability Skills; Pg. 60 Ethics: Integrity; Pg. 122 Ethics: Bias-Free Language; Pg. 172 Ethics: Code of Ethics; Pg. 227 Ethics: Accountability; Pg. 63 Check Your Understanding #1–2; Pg. 75 Review Your Knowledge #1; Pg. 75 Apply Your Knowledge #2–3; Pg. 241 Portfolio Development: Community Service
3. Identify the needs of the school and community.	Pg. 59 Ethical Internet Use; Pg. 49–50 Digital Citizenship; Pg. 54–55 Electronic User’s Bill of Rights; Pg. 63 Check Your Understanding #2; Pg. 75 Apply Your Knowledge #2–3; Pg. 241 Portfolio Development: Community Service
4. Research, plan, and implement a community service project for the school and/or community.	Pg. 58 Social Responsibility; Pg. 426 paragraph 1 bullet 1; Pg. 371 Event Prep: Community Service Project; Pg. 241 Portfolio Development: Community Service



M. PROFESSIONAL PREPARATION	
1. Identify personal and professional benefits of membership in professional organizations.	Pg. 425–426 Career and Technical Student Organizations; Pg. 424 Networking; Pg. 431 Professional Certification; Pg. 426 Check Your Understanding #5; Pg. 438 Teamwork; Pg. 371 Portfolio Development: Clubs and Organizations
2. Identify and prepare for competitive events in respective career and technology student organizations.	Pg. 425 CTSO Opportunities; Pg. 438 Teamwork; Pg. 23 Event Prep: Student Organizations; Pg. 439 Event Prep: How to Prepare; Pg. 465 Event Prep: Day of the Event
3. Identify scholarship opportunities in respective career and technology student organizations.	Pg. 425 CTSO Opportunities; Pg. 438 Teamwork; Pg. 23 Event Prep: Student Organizations
4. Create and/or update resume based on experiences.	Pg. 442–447 Writing a Resume; Pg. 447–448 Publishing a Resume; Pg. 444 Figure 19-2 Pg. 463 Apply Your Knowledge #1–4
5. Prepare for and participate in mock interviews.	Pg. 455 paragraph 2 (mock interview); Pg. 464 Teamwork; Pg. 409 Event Prep: Job Interview