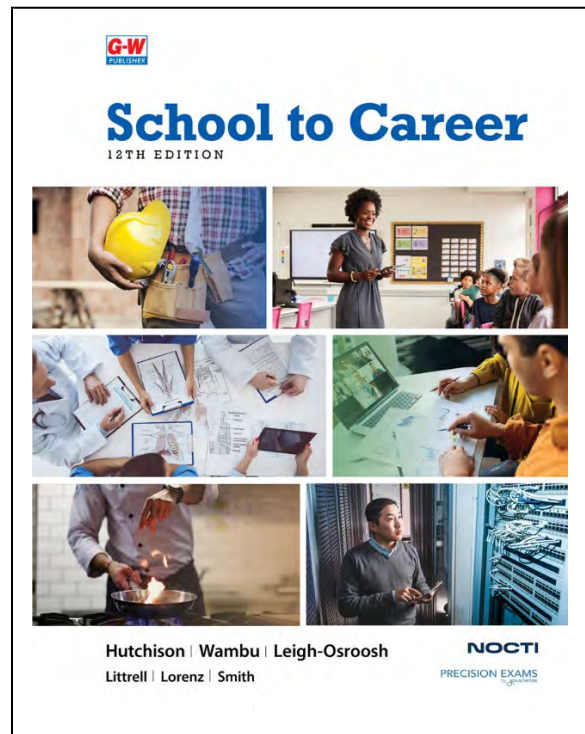


**Correlation of  
School to Career, 12e  
Hutchison, Wambu, Leigh-Osroosh, Littrell, Lorenz, Smith  
(Goodheart-Willcox Publisher ©2023)  
to  
Precision Exams 21st Century Success Skills**

**School to Career** is a contemporary text that presents the skills for success that are vitally important in today’s workplace. Students will learn personal, decision-making, and employability skills that will help create a foundation for independence. They will also learn how to become valuable employees and responsible citizens.

By studying this text, students will learn personal, decision-making, and employability skills that will help create a foundation for independence. Students will learn how to become valuable employees and responsible citizens. Personal financial management information is also presented to help students become knowledgeable consumers and financially literate individuals.



Standards / Objectives / Indicators	G-W Content
<p><b>Standard 1:</b> Candidate will understand and demonstrate the personal traits that encourage productivity, quality work, self-initiative, and employability. Applies personal traits to all situations. Understand that these traits must be practiced and developed.</p>	
<p><b>Objective 1.</b> Understand how a positive attitude effects the work environment.</p>	
<p>1. Describe how having a positive and negative attitude can affect the work environment.</p>	<p><b>Instruction:</b> Pg. 46-47 Positive Attitude Pg. 71 Attitudes</p> <p><b>Application:</b> Pg. 63 Review Your Knowledge #1, Apply Your Knowledge #3</p>

Standards / Objectives / Indicators	G-W Content
<p>2. Identify ways to deal with challenges at work.</p>	<p><b>Instruction:</b>                      Pg. 176 LO 8.1-4 Handling Job Stress                      Pg. 177 Figure 8-2                      Pg. 297-303 LO 12.2-1 Problem Solving as a Team                      Pg. 303-305 LO 12.2-2 Managing Conflict                      Pg. 303 Figure 12-9                      Pg. 335-336 Navigating Misunderstandings                      Pg. 337-339 Engaging in Difficult Discussions</p> <p><b>Application:</b>                      Pg. 180 Check Your Understanding #2                      Pg. 198 Apply Your Knowledge #6, 7                      Pg. 305 Check Your Understanding #1, 3-5                      Pg. 307 Review Your Knowledge #9, 10, Apply Your Knowledge #5, 7, 8                      Pg. 339 Check Your Understanding #4, 5                      Pg. 351 Apply Your Knowledge #4,</p>
<p>3. Identify ways to deal with conflict involving others at work.</p>	<p><b>Instruction:</b>                      Pg. 176 LO 8.1-4 Handling Job Stress                      Pg. 177 Figure 8-2                      Pg. 303-305 LO 12.2-2 Managing Conflict                      Pg. 303 Figure 12-9                      Pg. 335-336 Navigating Misunderstandings                      Pg. 337-339 Engaging in Difficult Discussions</p> <p><b>Application:</b>                      Pg. 180 Check Your Understanding #2                      Pg. 198 Apply Your Knowledge #6, 7                      Pg. 305 Check Your Understanding#1, 3-5                      Pg. 307 Review Your Knowledge#9, 10                      Pg. 339 Check Your Understanding #4, 5                      Pg. 351 Review Your Knowledge #5, 6</p>
<p>4. Identify how attitude can affect one’s ability to learn new things</p>	<p><b>Instruction:</b>                      Pg. 46-47 Positive Attitude                      Pg. 71 Attitudes</p> <p><b>Application:</b>                      Pg. 63 Review Your Knowledge #1, Apply Your Knowledge #3</p>
<p><b>Objective 2.</b> Understand the impact of being self-motivated, self-disciplined, and having a good work ethic in the work environment.</p>	

Standards / Objectives / Indicators	G-W Content
<p>1. Explain the importance of working and thinking independently.</p>	<p><b>Instruction:</b>                      Pg. 46 LO 3.1-1 Personal Qualities Needed on the Job                      Pg. 50 Organization                      Pg. 50-51 Initiative                      Pg. 175 LO8.1-3 Developing Productive Work Habits                      Pg. 175 Figure 8-1                      Pg. 383-384 Having the Right Characteristics</p> <p><b>Application:</b>                      Pg. 54 Check Your Understanding #2                      Pg. 63 Review Your Knowledge #2, 3, Apply Your Knowledge #4                      Pg. 180 Check Your Understanding #1, 3</p>
<p>2. Identify the consequences of being self-motivated and self-disciplined.</p>	<p><b>Instruction:</b>                      Pg. 50 Initiative                      Pg. 74-75 What Are Ethics?                      Pg. 383 Having the Right Characteristics</p> <p><b>Application:</b>                      Pg. 54 Check Your Understanding #2                      Pg. 63 Apply Your Knowledge #4</p>
<p>3. Identify how to be helpful by finding ways to provide value at work.</p>	<p><b>Instruction:</b>                      Pg. 46-51 LO 3.1-1 Personal Qualities Needed on the Job                      Pg. 50-51 Organization, Initiative                      Pg. 52 LO 3.1-2 Being Part of a Team                      Pg. 175 LO 8.1-3 Developing Productive Work Habits</p> <p><b>Application:</b>                      Pg. 54 Check Your Understanding                      Pg. 63 Review Your Knowledge #1-4, Apply Your Knowledge                      Pg. 180 Check Your Understanding #1, 3                      Pg. 198 Apply Your Knowledge #7</p>

Standards / Objectives / Indicators	G-W Content
<p>4. Explain the value of self-improvement and continuous learning both professionally and personally.</p>	<p><b>Instruction:</b>                      Pg. 36-38 LO 2.3-1 Study and Learn                      Pg. 127 Continuing Education                      Pg. 178-179 Training Opportunities                      Pg. 261-262 LO 11.1-4 The Future of Technology in the Workplace                      Pg. 508-509 Intellectual Wellness</p> <p><b>Application:</b>                      Pg. 41 Review Your Knowledge #1-3, 9, 10                      Pg. 133 Review Your Knowledge #8, 9                      Pg. 197 Review Your Knowledge #4                      Pg. 262 Check Your Understanding #5                      Pg. 279 Review Your Knowledge #4                      Pg. 280 Apply Your Knowledge #2                      Pg. 511 Check Your Understanding #4, 5</p>
<p>5. Understand the importance of doing your best work while being paid by an employer.</p>	<p><b>Instruction:</b>                      Pg. 46-51 LO 3.1-1 Personal Qualities Needed on the Job                      Pg. 50 Initiative                      Pg. 175 LO 8.1-3 Developing Productive Work Habits                      Pg. 175 Figure 8-1                      Pg. 176-179 LO 8.1-5 Evaluating Job Performance</p> <p><b>Application:</b>                      Pg. 54 Check Your Understanding #3, 4                      Pg. 63 Apply Your Knowledge #2, 3, 5                      Pg. 180 Check Your Understanding #3-5                      Pg. 198 Apply Your Knowledge #7</p>
<p><b>Objective 3.</b> Understand the importance of dealing honestly and with integrity in all situations.</p>	
<p>1. Explain the importance of taking responsibility for own actions.</p>	<p><b>Instruction:</b>                      Pg. 47-49 Dependability, Attendance, Punctuality                      Pg. 49-50 Performance                      Pg. 175 LO8.1-3 Developing Productive Work Habits                      Pg. 175 Figure 8-1</p> <p><b>Application:</b>                      Pg. 48 Career Case                      Pg. 63 Review Your Knowledge #2-6, Apply Your Knowledge #2-5                      Pg. 180 Check Your Understanding #3</p>

Standards / Objectives / Indicators	G-W Content
<p>2. Identify consequences of acting with honesty and integrity.</p>	<p><b>Instruction:</b> Pg. 74-77 What Are Ethics?</p> <p><b>Application:</b> Pg. 76 Event Prep Pg. 82 Career Case Pg. 79 Check Your Understanding #2, 4, 5 Pg. 87 Apply Your Knowledge #3</p>
<p><b>Objective 4.</b> Understand the importance of being dependable in all situations.</p>	
<p>1. Explain the importance of regular and on-time attendance.</p>	<p><b>Instruction:</b> Pg. 47-49 Attendance, Punctuality</p> <p><b>Application:</b> Pg. 48 Career Case Pg. 54 Check Your Understanding #2 Pg. 63 Apply Your Knowledge #2, 3</p>
<p>2. Explain the importance of completing assigned tasks on-time.</p>	<p><b>Instruction:</b> Pg. 37 Develop Organization Skills Pg. 47 Dependability Pg. 48 Punctuality Pg. 49-50 Performance, Organization Pg. 529-531 Managing Your Time</p> <p><b>Application:</b> Pg. 42 Apply Your Knowledge #9 Pg. 48 Career Case Pg. 63 Review Your Knowledge #2, 4, Apply Your Knowledge #2, 3 Pg. 536 Check Your Understanding #2 Pg. 547 Apply Your Knowledge #7</p>
<p>3. Explain the importance of making and keeping commitments.</p>	<p><b>Instruction:</b> Pg. 47 Dependability Pg. 529-531 Managing Your Time</p> <p><b>Application:</b> Pg. 63 Review Your Knowledge #4, 6 Pg. 536 Check Your Understanding #2, 3 Pg. 547 Apply Your Knowledge #7</p>
<p>4. Identify consequences of being dependable.</p>	<p><b>Instruction:</b> Pg. 47 Dependability</p> <p><b>Application:</b> Pg. 63 Review Your Knowledge #2</p>
<p><b>Objective 5.</b> Understand the role of respect in the work environment.</p>	

Standards / Objectives / Indicators	G-W Content
<p>1. Explain the importance of respect for others as individuals.</p>	<p><b>Instruction:</b> Pg. 173-175 LO 8.1-2 Relating to Others at Work Pg. 332-339 Section 14.1 Understanding Diversity</p> <p><b>Application:</b> Pg. 339 Check Your Understanding #1, 3-5 Pg. 351 Review Your Knowledge #1, Apply Your Knowledge #1, 3 Pg. 352 College and Career Readiness Activities</p>
<p>2. Explain the importance of respect for other’s time and possessions</p>	<p><b>Instruction:</b> Pg. 47-48 Attendance Pg. 48-49 Punctuality Pg. 74-77 What Are Ethics?</p> <p><b>Application:</b> Pg. 48 Career Case Pg. 63 Apply Your Knowledge #2, 3 Pg. 76 Event Prep Pg. 82 Career Case Pg. 88 Apply Your Knowledge #7</p>
<p>3. Identify the difference between personal time and work time.</p>	<p><b>Instruction:</b> Pg. 47 Attendance Pg. 528-533 Balancing Family and Work Roles Pg. 533-536 Family-Friendly Workplace</p> <p><b>Application:</b> Pg. 48 Career Case Pg. 63 Apply Your Knowledge #2, 3 Pg. 536 Check Your Understanding #2, 4 Pg. 547 Review Your Knowledge #2, Apply Your Knowledge #2, 3</p>
<p>4. Identify the appropriate use of work time.</p>	<p><b>Instruction:</b> Pg. 172-173 Starting Your First Day Pg. 175 LO 8.1-3 Developing Productive Work Habits Pg. 175 Figure 8-1</p> <p><b>Application:</b> Pg. 180 Check Your Understanding #1, 3 Pg. 197 Review Your Knowledge #4 Pg. 198 Apply Your Knowledge #6, 7 Pg. 198 Teamwork</p>
<p><b>Objective 6.</b> Understand the importance of being adaptable and flexible in the work environment.</p>	

Standards / Objectives / Indicators	G-W Content
<p>1. Identify how to handle change and setbacks.</p>	<p><b>Instruction:</b>                      Pg. 176 LO 8.1-4 Handling Job Stress                      Pg. 177 Figure 8-2                      Pg. 368-369 LO 15.2-3 Business Management                      Pg. 337-339 Engaging in Difficult Discussions                      Pg. 519 LO 20.2-4 Manage Stress                      Pg. 531 Personal Support Systems</p> <p><b>Application:</b>                      Pg. 180 Check Your Understanding #2, 4                      Pg. 198 Apply Your Knowledge #6                      Pg. 366 Career Case                      Pg. 521 Review Your Knowledge #1-5</p>
<p>2. Explain the importance of being teachable.</p>	<p><b>Instruction:</b>                      Pg. 24-28 Section 2.1 Work-Based Learning Programs                      Pg. 36-39 Section 2.3 Importance of Study Skills                      Pg. 118-119 LO 6.1-2 Informational Interviews and Personal Observations                      Pg. 120-127 LO6.2-1 Education and Training                      Pg. 174 Finding A Mentor                      Pg. 287 LO 12.1-2 Teams in the Workplace                      Pg. 292 Stage 3: Norming</p> <p><b>Application:</b>                      Pg. 28 Check Your Understanding #1-5                      Pg. 119 Check Your Understanding #5                      Pg. 131 Check Your Understanding #1-5                      Pg. 133 Review Your Knowledge #8-10                      Pg. 134 Apply Your Knowledge #7, 8                      Pg. 296 Check Your Understanding #4                      Pg. 307 Apply Your Knowledge #5</p>
<p>3. Understand the importance of seeking and accepting feedback.</p>	<p><b>Instruction:</b>                      Pg. 174 Accepting Constructive Criticism                      Pg. 178 Performance Reviews                      Pg. 204-205 LO 9.1-2 The Communication Process                      Pg. 205 Figure 9-1</p> <p><b>Application:</b>                      Pg. 180 Check Your Understanding #2                      Pg. 198 Apply Your Knowledge #7</p>

Standards / Objectives / Indicators	G-W Content
<p>4. Identify ways to resourcefully produce results regardless of challenges or tedious tasks.</p>	<p><b>Instruction:</b> Pg. 175 LO8.1-3 Developing Productive Work Habits Pg. 175 Figure 8-1 Pg. 297-303 LO 12.2-1 Problem Solving as a Team</p> <p><b>Application:</b> Pg. 180 Check Your Understanding #1, 3 Pg. 305 Check Your Understanding #1, 3, 4 Pg. 307 Review Your Knowledge #2-5, 8-10, Apply Your Knowledge #7, 8, 10 Pg. 308 Teamwork</p>
<p><b>Objective 7.</b> Understand the importance of acting professionally in a work environment.</p>	
<p>1. Identify how to dress appropriately for interviews.</p>	<p><b>Instruction:</b> Pg. 57-58 LO 3.2-2 Dressing for the Job Pg. 155-156 Polish Your Appearance</p> <p><b>Application:</b> Pg. 61 Check Your Understanding #1-3 Pg. 64 Apply Your Knowledge #8, 9 Pg. 163 Check Your Understanding #1, 3 Pg. 166 Apply Your Knowledge #8</p>
<p>2. Identify how to dress appropriately for different work situations.</p>	<p><b>Instruction:</b> Pg. 57-58 LO 3.2-2 Dressing for the Job Pg. 155-156 Polish Your Appearance</p> <p><b>Application:</b> Pg. 61 Check Your Understanding #1-3 Pg. 64 Apply Your Knowledge #8, 9 Pg. 163 Check Your Understanding #1, 3 Pg. 166 Apply Your Knowledge #8</p>
<p>3. Explain the importance of using appropriate and non-discriminatory language in a work environment.</p>	<p><b>Instruction:</b> Pg. 49 Cultural Competence Pg. 205-206 Communication Competence Pg. 334-335 LO 14.1-3 Cross-Cultural Communication</p> <p><b>Application:</b> Pg. 63 Review Your Knowledge #5, 10 Pg. 228 Apply Your Knowledge #3, 4 Pg. 339 Check Your Understanding #1, 4, 5 Pg. 352 Apply Your Knowledge #8 Pg. 352 Teamwork Pg. 352 College and Career Readiness Activities</p>



Standards / Objectives / Indicators	G-W Content
<p>4. Explain the importance of using appropriate body language in a work environment.</p>	<p><b>Instruction:</b> Pg. 203-204 Nonverbal Communication Pg. 334-335 Speaking a Different Language Pg. 344-347 LO 14.2-3 Freedom from Sexual Harassment</p> <p><b>Application:</b> Pg. 209 Check Your Understanding #5 Pg. 229 College and Career Readiness Activities Pg. 352 College and Career Readiness Activities</p>
<p><b>Standard 2: Candidate will understand and demonstrate how to search for and locate information for any given subject. Understand that finding information on a subject (research) is a fundamental part of everyday life and work, and that effective research skills enhance work and personal life.</b></p>	
<p><b>Objective 1.</b> Demonstrate how to develop and ask the appropriate questions to get the information that is needed.</p>	
<p>1. Understand that information can consist of, or come from, any relevant data, evidence, knowledge, circumstances, surroundings, etc., that adds to your understanding.</p>	<p><b>Instruction:</b> Pg. 204-205 LO 9.1-2 The Communication Process Pg. 205 Figure 9-1 Pg. 220-222 Reports Pg. 298-300 Step 2: Collect and Analyze Data</p> <p><b>Application:</b> Pg. 225 Check Your Understanding #1 Pg. 227 Review Your Knowledge #8 Pg. 228 Apply Your Knowledge #5 pg. 307 Apply Your Knowledge #5</p>
<p>2. Focus question development on a specific situation.</p>	<p><b>Instruction:</b> Pg. 297-301 Steps in Problem Solving</p> <p><b>Application:</b> Pg. 307-308 Apply Your Knowledge #5, 7, 8</p>
<p>3. Properly use interrogative questions to research the needed information (who, what, where, why, when, which, how).</p>	<p><b>Instruction:</b> Pg. 212-213 The W's of Writing Pg. 220-222 Reports</p> <p><b>Application:</b> Pg. 215 Check Your Understanding #3 Pg. 225 Check Your Understanding #4 Pg. 228 Apply Your Knowledge #3, 9</p>
<p>4. Understand the pros and cons of using the following questioning strategies:</p>	<p><b>Instruction:</b> Pg. 398 Step 2: Collect and Analyze Data</p>
<p>1. Yes and no questions</p>	<p><b>Instruction:</b> Pg. 298-300 Step 2: Collect and Analyze Data</p> <p><b>Application:</b> Pg. 299 Figure 12-6</p>

Standards / Objectives / Indicators	G-W Content
2. Probing questions	<p><b>Instruction:</b> Pg. 298-300 Step 2: Collect and Analyze Data</p> <p><b>Application:</b> Pg. 299 Figure 12-6</p>
3. Leading questions	<p><b>Instruction:</b> Pg. 298-300 Step 2: Collect and Analyze Data</p> <p><b>Application:</b> Pg. 299 Figure 12-6</p>
<b>Objective 2.</b> Understand how to gather and determine if information is relevant.	
1. Locate and gather information in printed and digital formats from various sources including:	<p><b>Instruction:</b> Pg. 112-119 Research Careers and Find Job Leads Pg. 220-222 Reports</p> <p><b>Application:</b> Pg. 119 Check Your Understanding #1-4 Pg. 133 Review Your Knowledge #1 Pg. 133-134 Apply Your Knowledge #2, 10 Pg. 225 Check Your Understanding #1, 4, 5 Pg. 228 Apply Your Knowledge #3</p>
1. Different search engine results	<p><b>Instruction:</b> Pg. 112-119 Research Careers and Find Job Leads Pg. 221 Compiling Data in Reports</p> <p><b>Application:</b> Pg. 119 Check Your Understanding #1-4 Pg. 133 Review Your Knowledge #1 Pg. 133-134 Apply Your Knowledge #2, 10 Pg. 225 Check Your Understanding #1, 4, 5</p>
2. Libraries, colleges, and universities	<p><b>Instruction:</b> Pg. 117-118 School Placement Services, Libraries Pg. 128 Find College Resources Online Pg. 221 Compiling Data in Reports</p> <p><b>Application:</b> Pg. 133 Apply Your Knowledge #1 Pg. 225 Check Your Understanding #1</p>

Standards / Objectives / Indicators	G-W Content
<p>3. Community and industry groups, associations, publications, and businesses</p>	<p><b>Instruction:</b> Pg. 112-119 Section 6.1 Research Careers and Find Job Leads pg. 221 Compiling Data in Reports</p> <p><b>Application:</b> Pg. 119 Check Your Understanding #3 Pg. 133 Review Your Knowledge #2, Apply Your Knowledge #4 Pg. 225 Check Your Understanding #4</p>
<p>4. Subject matter experts</p>	<p><b>Instruction:</b> pg. 221 Compiling Data in Reports</p> <p><b>Application:</b> Pg. 225 Check Your Understanding #4</p>
<p>2. Differentiate between primary, secondary, and tertiary sources, and understand the basic pros and cons of each source type.</p>	<p><b>Instruction:</b> Pg. 221 Compiling Data in Reports Pg. 221 Figure 9-5</p> <p><b>Application:</b> Pg. 225 Check Your Understanding #4 Pg. 228 Apply Your Knowledge #3</p>
<p>3. Understand the difference between quantitative and qualitative information.</p>	<p><b>Instruction:</b> pg. 221 Compiling Data in Reports</p> <p><b>Application:</b> Pg. 225 Check Your Understanding #4 Pg. 228 Apply Your Knowledge #3</p>
<p>4. Understand the difference between relevant and credible sources versus irrelevant and questionable sources.</p>	<p><b>Instruction:</b> pg. 221 Compiling Data in Reports pg. 538-539 Voting</p> <p><b>Application:</b> Pg. 225 Check Your Understanding #4 Pg. 545 Check Your Understanding #2</p>

Standards / Objectives / Indicators	G-W Content
<p>1. Understand how and why (for what purposes) different information (messages, content, media, advertising, research, etc.) is developed and presented.</p>	<p><b>Instruction:</b>                      Pg. 212-213 The W’s of Writing                      Pg. 216-217 LO 9.3-1 Giving Presentations                      Pg. 219-220 Purposes of Business Letters                      Pg. 221 Compiling Data in Reports                      Pg. 223-224 Social Media                      Pg. 448-449 Understanding Advertising and Other Promotional Methods                      Pg. 538-539 Voting</p> <p><b>Application:</b>                      Pg. 215 Check Your Understanding #3                      Pg. 225 Check Your Understanding #1, 4, 5                      Pg. 227 Review Your Knowledge #5, 6, 9, 10                      Pg. 228 Apply Your Knowledge #3, 5                      Pg. 465 Apply Your Knowledge #2                      Pg. 547 Apply Your Knowledge #10</p>
<p>2. Recognize bias or spin within the messages presented.</p>	<p><b>Instruction:</b>                      Pg. 220-221 Reports                      Pg. 335-336 Navigating Misunderstandings                      Pg. 538-539 Voting</p> <p><b>Application:</b>                      Pg. 225 Check Your Understanding #1, 4, 5                      pg. 547 Apply Your Knowledge #10</p>
<p>3. Recognize when information becomes propaganda and how it might influence beliefs and behaviors.</p>	<p><b>Instruction:</b>                      Pg. 538-539 Voting</p> <p><b>Application:</b>                      Pg. 547 Apply Your Knowledge #10</p>
<p>4. Identify the difference between fact and opinion.</p>	<p><b>Instruction:</b>                      pg. 221 Compiling Data in Reports                      pg. 538-539 Voting</p> <p><b>Application:</b>                      Pg. 225 Check Your Understanding #1, 4                      Pg. 547 Apply Your Knowledge #10</p>
<p><b>Objective 3.</b> Understand the ethical and legal issues surrounding the access and use of information.</p>	
<p>1. Explain basic copyright and fair use laws, <b>including that the citation of copyrighted material without authorization is still unlawful.</b></p>	<p><b>Instruction:</b>                      Pg. 266-268 Copyright                      Pg. 268-269 Patent and Trademark, License Agreement</p> <p><b>Application:</b>                      Pg. 279 Review Your Knowledge #4, 5</p>

Standards / Objectives / Indicators	G-W Content
<p>2. Explain the difference between paraphrasing and plagiarism.</p>	<p><b>Instruction:</b> Pg. 265 LO 11.2-3 Intellectual Property</p> <p><b>Application:</b> Pg. 269 Check Your Understanding #5 Pg. 279 Review Your Knowledge #4, 5</p>
<p>3. Explain the importance of providing proper citation for sources, <b>including that the citation of copyrighted material without authorization is still unlawful.</b></p>	<p><b>Instruction:</b> Pg. 265-269 LO 11.2-3 Intellectual Property</p>
<p><b>Standard 3: Candidate will understand how to critically think and objectively analyze information.</b></p>	
<p><b>Objective 1.</b> Understand and demonstrate how to read, monitor, and interpret information presented in various formats or tools (i.e. news articles, journal articles, charts, graphs, tables, flow charts, gauges, dials, signs, controls, etc., that may be found in various work situations).</p>	<p><b>Instruction:</b> Pg. 37 Improve Reading Skills Pg. 211-212 LO 9.2-2 Reading Skills Pg. 245-249 LO 10.3-1 Data Analysis</p> <p><b>Application:</b> Pg. 228 Apply Your Knowledge #7 Pg. 20, 64, 88, 108, 166, 252, 308, 328, 400, 466, 522, 548 College and Career Readiness Activities</p>
<p><b>Objective 2.</b> Apply critical thinking skills to objectively evaluate and analyze information.</p>	
<p>1. Understand how bias and ego can affect objective reasoning.</p>	<p><b>Instruction:</b> Pg. 220 Reports Pg. 335-336 Navigating Misunderstandings Pg. 538-539 Voting</p> <p><b>Application:</b> Pg. 225 Check Your Understanding #3 pg. 351 Review Your Knowledge #5, 6</p>
<p>2. Distinguish between fact and opinion.</p>	<p><b>Instruction:</b> pg. 221 Compiling Data in Reports Pg. 538-539 Voting</p> <p><b>Application:</b> Pg. 225 Check Your Understanding #3 Pg. 545 Check Your Understanding #10</p>
<p>3. Recognize past and current trends, patterns, or cycles in research.</p>	<p><b>Instruction:</b> Pg. 245-249 Section 10.3 Analyzing Data Pg. 300 Step 4: Choose the Best Plan</p>
<p>4. Understand and apply different reasoning methods appropriate to the situation to logically analyze and test assumptions.</p>	<p><b>Instruction:</b> Pg. 300-301 Step 4: Choose the Best Plan Pg. 301 Step 6: Observe, Evaluate, and Adjust</p> <p><b>Application:</b> Pg. 308 Apply Your Knowledge #8</p>

Standards / Objectives / Indicators	G-W Content
<p>1. Understand and apply cause and effect reasoning (or “if, then” logic)- Understand the consequences of possible solutions (intended or unintended), including how those solutions will impact others.</p>	<p><b>Instruction:</b> Pg. 297-298 Step 1: Identify and Analyze the Problem</p> <p><b>Application:</b> Pg. 308 Apply Your Knowledge #8</p>
<p>2. Understand and apply the concept of “opportunity costs.”</p>	<p><b>Instruction:</b> pg. 93-94 LO 5.1-2 Understanding the Decision-Making Process</p> <p><b>Application:</b> Pg. 96 Check Your Understanding #1-5 Pg. 100 Career Case Pg. 107 Review Your Knowledge #3</p>
<p>3. Understand and apply the “pros versus cons” methodology.</p>	<p><b>Instruction:</b> pg. 93-94 LO 5.1-2 Understanding the Decision-Making Process pg. 300 Step 3: Consider Possible Solutions</p> <p><b>Application:</b> Pg. 96 Check Your Understanding #1-5 Pg. 100 Career Case Pg. 107 Review Your Knowledge #2-4, Apply Your Knowledge #2-4</p>
<p>4. Understand and apply inductive reasoning or “generalizing” (inductive reasoning takes specific observable instances and creates a general rule/law from those specific instances).</p>	<p><b>Instruction:</b> Pg. 300-301 Step 4: Choose the Best Plan</p> <p><b>Application:</b> Pg. 305 Check Your Understanding #3 Pg. 307 Apply Your Knowledge #5</p>
<p>5. Understand and apply deductive reasoning or “deduction” (deductive reasoning takes a generally known rule/law and applies that rule to specific observable instances).</p>	<p><b>Instruction:</b> Pg. 300-301 Step 4: Choose the Best Plan</p> <p><b>Application:</b> Pg. 305 Check Your Understanding #3 Pg. 308 Apply Your Knowledge #8</p>
<p><b>Objective 3.</b> Demonstrate how to organize information for useful analysis.</p>	
<p>1. Identify needed and relevant information from irrelevant information.</p>	<p><b>Instruction:</b> Pg. 221 Compiling Data in Reports Pg. 245-249 Section 10.3 Analyzing Data Pg. 297-303 Section 12.2 Problem Solving</p> <p><b>Application:</b> Pg. 225 Check Your Understanding #4 Pg. 249 Check Your Understanding #1 Pg. 251 Review Your Knowledge #10</p>

Standards / Objectives / Indicators	G-W Content
<p>2. Understand how to use appropriate technologies for the situation to help organize and evaluate information.</p>	<p><b>Instruction:</b> Pg. 14-15 Technical Skills Pg. 15 Figure 1-4 Pg. 256-262 Technology in the Workplace: Tools and Devices</p> <p><b>Application:</b> Pg. 19 Review Your Knowledge #8 Pg. 262 Check Your Understanding #1-5</p>
<p>3. Conceptualize and reorganize gathered information into useful forms.</p>	<p><b>Instruction:</b> Pg. 204-205 LO 9.1-2 The Communication Process Pg. 216-217 LO 9.3-1 Giving Presentations Pg. 217-222 LO 9.3-2 Writing Business Communications Pg. 222-225 LO 9.3-3 Communicating Electronically</p> <p><b>Application:</b> pg. 225 Check Your Understanding #5 pg. 214 Event Prep pg. 229 College and Career Readiness Portfolio</p>
<p>4. Narrow the gathered research by categorizing it into appropriate subgroups.</p>	<p><b>Instruction:</b> Pg. 221-222 Organizing Reports Pg. 298-301 Step 2: Collect and Analyze Data, Step 3: Consider Possible Solutions; Step 4: Choose the Best Plan</p> <p><b>Application:</b> Pg. 225 Check Your Understanding #4</p>
<p><b>Standard 4: Candidate will understand how to relate the analysis of information to different situations (problem solving).</b></p>	
<p><b>Objective 1.</b> Use creative thinking as a part of the problem-solving process.</p>	
<p>1. Use “brainstorming” and “thinking outside the box” techniques to develop new ideas and ways of looking at the gathered information related to the problem to be solved.</p>	<p><b>Instruction:</b> Pg. 92-93 LO 5.1-1 Making Decisions pg. 93-94 LO 5.1-2 Understanding the Decision-Making Process Pg. 94-96 LO 5.1-3 Applying the Decision-Making Process Pg. 302 Brainstorming</p> <p><b>Application:</b> Pg. 96 Check Your Understanding #2, 3 Pg. 100 Career Case Pg. 107 Review Your Knowledge #4, 7, 8, Apply Your Knowledge #7 Pg. 302 Figure 12-8 Pg. 307 Review Your Knowledge #8</p>

Standards / Objectives / Indicators	G-W Content
<p>2. Identify ways to understand the information from another’s point-of-view (i.e. a customer, colleague, peer, teacher, family, etc.)</p>	<p><b>Instruction:</b> Pg. 332-333 LO 14.1-1: Diversity and Cultural Identity Pg. 335-336 Navigating Misunderstandings Pg. 337-339 Engaging in Difficult Discussions</p> <p><b>Application:</b> Pg. 339 Check Your Understanding #5 Pg. 351 Review Your Knowledge #6, Apply Your Knowledge #6,</p>
<p>3. Understand the importance of asking questions which challenge prevailing assumptions, including one’s own assumptions and ideas.</p>	<p><b>Instruction:</b> Pg. 298 Step 2: Collect and Analyze Data Pg. 335 Navigating Misunderstandings Pg. 337 Engaging in Difficult Discussions</p> <p><b>Application:</b> Pg. 308 Apply Your Knowledge #8</p>
<p>4. Identify and ask clarifying questions that may lead to better solutions (ex. Who will do x? What will happen if x? Where will x be located? Why will x work? When could x be done? Which x works best? How will x happen?)</p>	<p><b>Instruction:</b> Pg. 298-301 Steps in Problem Solving</p> <p><b>Application:</b> Pg. 305 Check Your Understanding #3 Pg. 308 Apply Your Knowledge #8, 10</p>
<p><b>Objective 2.</b> Apply the analysis of information to make decisions regarding the problem to be solved, include the following steps:</p>	
<p>1. Identify multiple alternative solutions.</p>	<p><b>Instruction:</b> Pg. 92-93 LO 5.1-1 Making Decisions pg. 93-94 LO 5.1-2 Understanding the Decision-Making Process Pg. 94-96 LO 5.1-3 Applying the Decision-Making Process pg. 297-301 Steps in Problem Solving</p> <p><b>Application:</b> Pg. 96 Check Your Understanding #3 Pg. 100 Career Case Pg. 107 Review Your Knowledge #9, Pg. 108 Apply Your Knowledge #8 Pg. 305 Check Your Understanding #3 Pg. 307 Apply Your Knowledge #8, 10</p>



Standards / Objectives / Indicators	G-W Content
<p>2. Analyze the consequences of possible solutions (intended or unintended), including how those solutions will impact others.</p>	<p><b>Instruction:</b> Pg. 92-93 LO 5.1-1 Making Decisions pg. 93-94 LO 5.1-2 Understanding the Decision-Making Process pg. 297-301 Steps in Problem Solving</p> <p><b>Application:</b> Pg. 96 Check Your Understanding #3 Pg. 100 Career Case Pg. 107 Review Your Knowledge #9, Pg. 108 Apply Your Knowledge #8 Pg. 305 Check Your Understanding #3 Pg. 307 Apply Your Knowledge #8, 10</p>
<p>3. Make a decision based on achieving the desired results.</p>	<p><b>Instruction:</b> Pg. 92-93 LO 5.1-1 Making Decisions pg. 93-94 LO 5.1-2 Understanding the Decision-Making Process pg. 297-301 Steps in Problem Solving</p> <p><b>Application:</b> Pg. 96 Check Your Understanding #1-5 Pg. 100 Career Case Pg. 107 Review Your Knowledge #9, Pg. 108 Apply Your Knowledge #8 Pg. 305 Check Your Understanding #3 Pg. 307 Apply Your Knowledge #8, 10</p>
<p><b>Standard 5: Candidate will understand how to apply the decisions/results made from the analysis of information by effectively communicating those decisions/results to others, and work with others to achieve desired outcomes.</b></p>	
<p><b>Objective 1.</b> Understand how to effectively manage projects.</p>	
<p>1. Set and meet S.M.A.R.T. goals, even in the face of obstacles and competing pressures.</p>	<p><b>Instruction:</b> Pg. 78 SMART Goals pg. 78 Figure 4-4</p> <p><b>Application:</b> pg. 88 Apply Your Knowledge #9 pg. 89 College and Career Readiness Portfolio</p>
<p>1. Specific—focused on a specific thing</p>	<p><b>Instruction:</b> Pg. 78 SMART Goals pg. 78 Figure 4-4</p> <p><b>Application:</b> pg. 88 Apply Your Knowledge pg. 89 College and Career Readiness Portfolio</p>

Standards / Objectives / Indicators	G-W Content
<p>2. <b>Measurable</b>—can be quantified in some way</p>	<p><b>Instruction:</b> Pg. 78 SMART Goals pg. 78 Figure 4-4</p> <p><b>Application:</b> pg. 88 Apply Your Knowledge #9 pg. 89 College and Career Readiness Portfolio</p>
<p>3. <b>Achievable</b>—can be realistically accomplished with the means and time available</p>	<p><b>Instruction:</b> Pg. 78 SMART Goals pg. 78 Figure 4-4</p> <p><b>Application:</b> pg. 88 Apply Your Knowledge #9 pg. 89 College and Career Readiness Portfolio</p>
<p>4. <b>Relevant</b>—it will make a difference and applies appropriately to the desired outcome</p>	<p><b>Instruction:</b> Pg. 78 SMART Goals pg. 78 Figure 4-4</p> <p><b>Application:</b> pg. 88 Apply Your Knowledge #9 pg. 89 College and Career Readiness Portfolio</p>
<p>5. <b>Timely</b>—timeframe when results should be achieved</p>	<p><b>Instruction:</b> Pg. 78 SMART Goals pg. 78 Figure 4-4</p> <p><b>Application:</b> pg. 88 Apply Your Knowledge #9 pg. 89 College and Career Readiness Portfolio</p>
<p>2. Plan and prioritize tasks and workflow to achieve desired outcomes.</p>	<p><b>Instruction:</b> Pg. 37 Develop Organization Skills Pg. 50 Organization Pg. 529-531 Managing Your Time</p> <p><b>Application:</b> Pg. 63 Review Your Knowledge #2-4 Pg. 547 Apply Your Knowledge #7</p>
<p>3. Understand how to manage multiple projects during the same period of time.</p>	<p><b>Instruction:</b> Pg. 37 Develop Organization Skills Pg. 50 Organization Pg. 529-531 Managing Your Time</p> <p><b>Application:</b> Pg. 63 Review Your Knowledge #2-4 Pg. 547 Apply Your Knowledge #7</p>
<p><b>Objective 2.</b> Understand how to effectively communicate to others.</p>	

Standards / Objectives / Indicators	G-W Content
<p>1. Clearly document and communicate the problem or question to be solved and the identified solution.</p>	<p><b>Instruction:</b> Pg. 217-222 LO 9.3-2 Writing Business Communications Pg. 297-301 Steps in Problem Solving</p> <p><b>Application:</b> Pg. 214 Event Prep Pg. 305 Check Your Understanding #3, 5 Pg. 307 Apply Your Knowledge #7</p>
<p>1. Identify appropriate ways to explain the problem or question to others.</p>	<p><b>Instruction:</b> pg. 93-94 LO 5.1-2 Understanding the Decision-Making Process pg. 217-222 LO 9.3-2 Writing Business Communications pg. 297-298 Step 1: Identify and Analyze the Problem</p> <p><b>Application:</b> Pg. 96 Check Your Understanding #1-5 Pg. 100 Career Case Pg. 107 Review Your Knowledge #1, 2, 4 Apply Your Knowledge #3 Pg. 214 Event Prep Pg. 307 Apply Your Knowledge #7</p>
<p>2. Identify the true purpose and intent of solving the problem or question.</p>	<p><b>Instruction:</b> pg. 93-94 LO 5.1-2 Understanding the Decision-Making Process Pg. 217-222 LO 9.3-2 Writing Business Communications Pg. 297-298 Step 1: Identify and Analyze the Problem</p> <p><b>Application:</b> Pg. 96 Check Your Understanding #1-5 Pg. 100 Career Case Pg. 107 Review Your Knowledge #1, 2, 4 Apply Your Knowledge #3 Pg. 307 Apply Your Knowledge #7</p>

Standards / Objectives / Indicators	G-W Content
<p>3. Identify the potential effects and consequences of the proposed solution on others.</p>	<p><b>Instruction:</b>                      pg. 93-94 LO 5.1-2 Understanding the Decision-Making Process                      Pg. 217-222 LO 9.3-2 Writing Business Communications                      Pg. 297-301 Steps in Problem Solving</p> <p><b>Application:</b>                      Pg. 96 Check Your Understanding #1-5                      Pg. 100 Career Case                      Pg. 107 Review Your Knowledge #1, 2, 4 Apply Your Knowledge #3                      Pg. 305 Check Your Understanding #3, 4</p>
<p>2. Understand the importance of identifying the intended/target audience(s), including their: viewpoints, experiences, circumstances, background, culture, environments, and demographics when communication.</p>	<p><b>Instruction:</b>                      Pg. 202-204 LO 9.1-1 Forms of Communication                      Pg. 212-213 LO 9.2-3 Writing Skills                      Pg. 216-217 LO 9.3-1 Giving Presentations                      Pg. 220 Reports</p> <p><b>Application:</b>                      Pg. 209 Check Your Understanding #3, 4                      Pg. 227 Apply Your Knowledge #1                      Pg. 229 College and Career Readiness Portfolio</p>
<p>3. Understand verbal and non-verbal communication.</p>	<p><b>Instruction:</b>                      Pg. 202-204 LO 9.1-1 Forms of Communication</p> <p><b>Application:</b>                      Pg. 209 Check Your Understanding #1, 5</p>
<p>1. Verbal communication (ex. communicate with confidence, tone of voice, word emphasis, voice inflection, questioning, word choices, sighing, etc.)</p>	<p><b>Instruction:</b>                      Pg. 202-204 LO 9.1-1 Forms of Communication                      Pg. 213-215 LO 9.2-4 Speaking Skills                      Pg. 216-217 LO 9.3-1 Giving Presentations                      Pg. 303-305 LO 12.2-2 Managing Conflict                      Pg. 334-335 Speaking a Different Language                      Pg. 337-339 Engaging in Difficult Discussions</p> <p><b>Application:</b>                      Pg. 227 Review Your Knowledge #1, 3, 7                      Pg. 228 Apply Your Knowledge #4, 5                      Pg. 339 Check Your Understanding #3-5                      Pg. 352 Apply Your Knowledge #8</p>

Standards / Objectives / Indicators	G-W Content
<p>2. Non-Verbal communication (ex. eye contact, body language, posture, facial expressions, gestures, spatial proximity, touching/physical contact, slow movement, etc.)</p>	<p><b>Instruction:</b> Pg. 203-204 Nonverbal Communication Pg. 334-335 Speaking a Different Language</p> <p><b>Application:</b> Pg. 209 Check Your Understanding #5 Pg. 339 Check Your Understanding #3</p>
<p>4. Understand how to clearly and concisely communicate in writing form as appropriate for the situation (ex. resume, general letter, set of Introductions, basic presentation, email, persuasive letter, business report).</p>	<p><b>Instruction:</b> Pg. 138-143 LO 7.1-2 Resume Pg. 146-147 Letter of Application Pg. 159-160 Send a Thank You Letter Pg. 212-213 LO 9.2-3 Writing Skills Pg. 217-225 LO 9.3-2 Writing Business Communications Pg. 216-225 Effective Ways to Communicate</p> <p><b>Application:</b> Pg. 215 Check Your Understanding #3 Pg. 225 Check Your Understanding #2-5</p>
<p>1. (using proper grammar, spelling, capitalization, word choice, etc.)</p>	<p><b>Instruction:</b> Pg. 212-213 LO 9.2-3 Writing Skills Pg. 217-222 LO 9.3-2 Writing Business Communications Pg. 222 E-mail</p> <p><b>Application:</b> Pg. 215 Check Your Understanding #3</p>
<p>2. Apply the four basic parts of writing to any written communication. The four basic parts are:</p>	<p><b>Instruction:</b> Pg. 212-213 The W's of Writing Pg. 216-217 LO 9.3-1 Giving Presentations Pg. 220 Reports</p> <p><b>Application:</b> Pg. 215 Check Your Understanding #3 pg. 225 Check Your Understanding #2-5 pg. 227 Review Your Knowledge #6 pg. 228 Apply Your Knowledge #3, 9</p>
<p>1. Basic information (title, author, contact information)</p>	<p><b>Instruction:</b> Pg. 217-222 LO 9.3-2 Writing Business Communications Pg. 222 E-mail</p> <p><b>Application:</b> pg. 225 Check Your Understanding #2-5</p>

Standards / Objectives / Indicators	G-W Content
<p>2. Introduction (quick statement of purpose and intent to entice attention)</p>	<p><b>Instruction:</b> Pg. 146-147 Letter of Application Pg. 159-160 Send a Thank You Letter Pg. 216-217 LO 9.3-1 Giving Presentations Pg. 217-222 LO 9.3-2 Writing Business Communications</p> <p><b>Application:</b> pg. 225 Check Your Understanding #2-5</p>
<p>3. Body (presentation of details, related to one’s intent).</p>	<p><b>Instruction:</b> Pg. 146-147 Letter of Application Pg. 159-160 Send a Thank You Letter Pg. 216-217 LO 9.3-1 Giving Presentations Pg. 217-222 LO 9.3-2 Writing Business Communications</p> <p><b>Application:</b> pg. 225 Check Your Understanding #2-5</p>
<p>4. Conclusion (focused summary of most important parts of content, including one’s findings, recommendation, and/or call to action)</p>	<p><b>Instruction:</b> Pg. 146-147 Letter of Application Pg. 159-160 Send a Thank You Letter Pg. 216 LO 9.3-1 Giving Presentations Pg. 217-222 LO 9.3-2 Writing Business Communications</p> <p><b>Application:</b> pg. 225 Check Your Understanding #2-5</p>
<p>5. Understand the use of basic productivity software, and how to determine which software to use for the intended purpose, including:</p>	<p><b>Instruction:</b> Pg. 256 Hardware Pg. 257-259 Software</p> <p><b>Application:</b> Pg. 279 Review Your Knowledge #1</p>
<p>1. Word processor software</p>	<p><b>Instruction:</b> Pg. 257-258 Application Software</p>
<p>2. Spreadsheets software</p>	<p><b>Instruction:</b> Pg. 257-258 Application Software</p>
<p>3. Presentation software</p>	<p><b>Instruction:</b> Pg. 257-258 Application Software</p>
<p><b>Objective 3.</b> Understand how to effectively and respectfully interact and collaborate (work) with others.</p>	

Standards / Objectives / Indicators	G-W Content
<p>1. Identify how to properly collaborate with others (teamwork).</p>	<p><b>Instruction:</b>                      Pg. 15-16 Interpersonal Skills                      Pg. 51 Cooperation                      Pg. 52-54 LO 3.1-2 Being Part of a Team                      Pg. 173-174 LO 8.1-2 Relating to Others at Work                      Pg. 286 LO 12.1-1 The Need for Teams                      Pg. 287-290 LO 12.1-2 Teams in the Workplace                      Pg. 312 LO 13.1-1 Group Dynamics                      Pg. 334 LO 14.1-3 Cross-Cultural Communication</p> <p><b>Application:</b>                      pg. 15 Figure 1-4                      Pg. 17 Check Your Understanding #3                      Pg. 288 Figure 12-1                      Pg. 296 Check Your Understanding #2-5                      Pg. 307 Apply Your Knowledge #1, 4, 5                      Pg. 317 Check Your Understanding #1                      Pg. 320 Career Case                      Pg. 327 Review Your Knowledge #1, Apply Your Knowledge #6, 7</p>
<p>1. Value the individual contributions of each group member including new and diverse perspectives.</p>	<p><b>Instruction:</b>                      Pg. 173 Working with Coworkers                      Pg. 174 Respecting Diversity                      Pg. 292 Stage 3: Norming                      Pg. 332 LO 14.1-1 Diversity and Cultural Identity</p> <p><b>Application:</b>                      Pg. 339 Check Your Understanding                      Pg. 351 Review Your Knowledge, Apply Your Knowledge</p>
<p>2. Show sensitivity to differences in viewpoints, culture, and demographics.</p>	<p><b>Instruction:</b>                      Pg. 173 Working with Coworkers                      Pg. 174 Respecting Diversity                      Pg. 332 LO 14.1-1 Diversity and Cultural Identity                      Pg. 336 Navigating Misunderstandings                      Pg. 337 Engaging in Difficult Discussions</p> <p><b>Application:</b>                      Pg. 339 Check Your Understanding #1, 3-5                      Pg. 351 Review Your Knowledge #2-4, 6, Apply Your Knowledge #1, 3</p>

Standards / Objectives / Indicators	G-W Content
<p>3. Actively participate and contribute in group discussions and assignments.</p>	<p><b>Instruction:</b>                      Pg. 37-38 Develop Participation Skills                      Pg. 288-290 Functions of Teams                      Pg. 294-296 LO 12.1-4 Characteristics of an Effective Team                      Pg. 313-314 Formal and Informal Meetings</p> <p><b>Application:</b>                      Pg. 39 Check Your Understanding #3                      Pg. 293 Career Case                      Pg. 307 Apply Your Knowledge #1, 3-6, 10</p>
<p>4. Proactively accept and complete assigned tasks.</p>	<p><b>Instruction:</b>                      Pg. 46-51 LO 3.1-1 Personal Qualities Needed on the Job                      Pg. 173 Working with Your Supervisor</p> <p><b>Application:</b>                      Pg. 54 Check Your Understanding #1, 3                      Pg. 64 Teamwork, College and Career Readiness Activities                      Pg. 198 Apply Your Knowledge #7</p>
<p>5. Understand the importance of having a positive attitude while working in group situations.</p>	<p><b>Instruction:</b>                      Pg. 46-47 Positive Attitude                      Pg. 71 Attitudes                      Pg. 173-175 LO 8.1-2 Relating to Others at Work                      Pg. 287 LO 12.1-2 Teams in the Workplace                      Pg. 292-293 Stage 3: Norming, Stage 4: Performing                      Pg. 312 LO 13.1-1 Group Dynamics                      Pg. 319 Skills and Qualities of a Good Leader, Figure 13-2</p> <p><b>Application:</b>                      Pg. 63 Review Your Knowledge #1, Apply Your Knowledge #3                      Pg. 175 Figure 8.1                      Pg. 177 Figure 8-1                      Pg. 317 Check Your Understanding #1                      Pg. 320 Career Case                      Pg. 325 Check Your Understanding #2, 3                      Pg. 327 Review Your Knowledge #1, Apply Your Knowledge #1</p>



Standards / Objectives / Indicators	G-W Content
<p>6. Respectfully accept and incorporate input and feedback from others about one’s own work.</p>	<p><b>Instruction:</b> Pg. 174 Accepting Constructive Criticism</p> <p><b>Application:</b> Pg. 180 Check Your Understanding #2 Pg. 198 Apply Your Knowledge #7</p>
<p>2. Understand the role of active listening in effective interpersonal communication and identify active listening skills (ex. eliminate distractions, pay attention, don’t interrupt, take notes as appropriate, clarify/summarize what has been heard).</p>	<p><b>Instruction:</b> Pg. 210 LO 9.2-1 Listening Skills</p> <p><b>Application:</b> Pg. 214 Event Prep Pg. 215 Career Case Pg. 227 Review Your Knowledge #4 Pg. 228 Apply Your Knowledge #2, 7</p>
<p>3. Understand how to appropriately work with challenging situations involving other people (client/customer, coworker, boss, peer), by doing the following:</p>	<p><b>Instruction:</b> Pg. 173-175 LO 8.1-2 Relating to Others at Work Pg. 297 LO 12.2-1 Problem Solving as a Team Pg. 303-305 LO 12.2-2 Managing Conflict Pg. 335-336 Navigating Misunderstandings Pg. 337-339 Engaging in Difficult Discussions</p> <p><b>Application:</b> Pg. 305 Check Your Understanding #1, 3-5 Pg. 307 Apply Your Knowledge #5, 7 Pg. 351 Review Your Knowledge #5, 6</p>
<p>1. Build a relationship of trust by finding common ground</p>	<p><b>Instruction:</b> Pg. 337-339 Engaging in Difficult Discussions</p>
<p>2. Validate other’s points of view</p>	<p><b>Instruction:</b> Pg. 332 LO 14.1-1 Diversity and Cultural Identity Pg. 337 Engaging in Difficult Discussions</p>
<p>3. Show empathy and understanding</p>	<p><b>Instruction:</b> Pg. 335-336 Navigating Misunderstandings</p> <p><b>Application:</b> Pg. 335 Ethical Leadership Pg. 351 Review Your Knowledge #5, 6</p>
<p>4. Do not minimize the individual’s problem/concern (ex. use “and” vs. “but”)</p>	<p><b>Instruction:</b> Pg. 337 Engaging in Difficult Discussions</p>
<p>5. Identify the root cause of the problem</p>	<p><b>Instruction:</b> Pg. 297-298 Step 1: Identify and Analyze the Problem</p> <p><b>Application:</b> Pg. 307 Apply Your Knowledge #5</p>

Standards / Objectives / Indicators	G-W Content
<p>1. Ensure understanding by clarifying the individual’s statements using appropriate questioning and listening techniques (ask open ended questions to narrow the scope of the problem, restate what is said to verify understanding)</p>	<p><b>Instruction:</b> Pg. 298-299 Step 2: Collect and Analyze Data Pg. 299 Figure 12-6 Pg. 303-305 LO 12.2-2 Managing Conflict Pg. 303 Figure 12-9</p> <p><b>Application:</b> Pg. 305 Check Your Understanding #3-5 Pg. 307 Review Your Knowledge#9, 10</p>
<p>2. Identify if the root cause of the problem is a workplace practice/procedure vs. personal behavior</p>	<p><b>Instruction:</b> Pg. 303-305 LO 12.2-2 Managing Conflict Pg. 303 Figure 12-9</p> <p><b>Application:</b> Pg. 305 Check Your Understanding #3-5 Pg. 307 Review Your Knowledge#9, 10</p>
<p>6. Avoid using absolutes such as “always” and “never”</p>	<p><b>Instruction:</b> Pg. 303-305 LO 12.2-2 Managing Conflict Pg. 303 Figure 12-9</p> <p><b>Application:</b> Pg. 305 Check Your Understanding #5 Pg. 307 Review Your Knowledge#9, 10</p>
<p>7. Avoid arguing with the individual while interacting with them</p>	<p><b>Instruction:</b> Pg. 303-305 LO 12.2-2 Managing Conflict Pg. 337-339 Engaging in Difficult Discussions</p>
<p>8. Provide possible solutions, either in part or complete</p>	<p><b>Instruction:</b> Pg. 300-301 Step 3: Consider Possible Solutions, Step 4: Choose the Best Plan Pg. 305 Identify Possible Solutions, Develop an Acceptable Solution</p> <p><b>Application:</b> Pg. 305 Check Your Understanding #3-5 Pg. 307 Review Your Knowledge#9, 10, Apply Your Knowledge #10</p>
<p>9. Provide ways for follow-up or next steps</p>	<p><b>Instruction:</b> Pg. 301 Step 5: Implement the Plan, Step 6: Observe, Evaluate, and Adjust Pg. 305 Develop an Acceptable Solution, Implement and Evaluate</p> <p><b>Application:</b> Pg. 305 Check Your Understanding #3-5 Pg. 307 Review Your Knowledge#9, 10, Apply Your Knowledge #10</p>

Standards / Objectives / Indicators	G-W Content
<p>10. Show appreciation for willingness to work through the problem</p>	<p><b>Instruction:</b> Pg. 303-305 LO 12.2-2 Managing Conflict Pg. 335-336 Navigating Misunderstandings Pg. 337-339 Engaging in Difficult Discussions</p> <p><b>Application:</b> Pg. 305 Check Your Understanding #3-5 Pg. 307 Review Your Knowledge#9, 10, Apply Your Knowledge #10 Pg. 351 Review Your Knowledge #5, 6</p>
<p><b>Objective 4.</b> Identify the qualities of a good leader.</p>	
<p>1. Expects and encourages positive personal traits and quality results from one’s self and from others</p>	<p><b>Instruction:</b> Pg. 319-320 Skills and Qualities of a Good Leader, Figure 13-2</p> <p><b>Application:</b> Pg. 320 Career Case Pg. 325 Check Your Understanding Pg. 327 Review Your Knowledge, Apply Your Knowledge</p>
<p>2. Is positive about others’ abilities and efforts and gives credit to others</p>	<p><b>Instruction:</b> Pg. 319-320 Skills and Qualities of a Good Leader, Figure 13-2</p> <p><b>Application:</b> Pg. 320 Career Case Pg. 325 Check Your Understanding #1-4 Pg. 327 Review Your Knowledge #7, 8, Apply Your Knowledge #5-7</p>
<p>3. Listens to others’ ideas and leverages the strengths of others to accomplish a common goal</p>	<p><b>Instruction:</b> Pg. 318-319 Leadership Styles Pg. 319-320 Skills and Qualities of a Good Leader, Figure 13-2</p> <p><b>Application:</b> Pg. 320 Career Case Pg. 325 Check Your Understanding #1-4 Pg. 327 Review Your Knowledge #7, 8, Apply Your Knowledge #5-7</p>

Standards / Objectives / Indicators	G-W Content
<p>4. Demonstrates integrity and ethical behavior when using influence and power</p>	<p><b>Instruction:</b> Pg. 319-320 Skills and Qualities of a Good Leader, Figure 13-2</p> <p><b>Application:</b> Pg. 320 Career Case Pg. 325 Check Your Understanding #1-4 Pg. 327 Review Your Knowledge #7, 8, Apply Your Knowledge #5-7</p>
<p>5. Willing to do any tasks that the leader asks others to do</p>	<p><b>Instruction:</b> Pg. 319-320 Skills and Qualities of a Good Leader, Figure 13-2</p> <p><b>Application:</b> Pg. 320 Career Case Pg. 325 Check Your Understanding #1-4 Pg. 327 Review Your Knowledge #7, 8, Apply Your Knowledge #5-7</p>
<p>6. Continuously seek to learn and improve self</p>	<p><b>Instruction:</b> Pg. 319-320 Skills and Qualities of a Good Leader, Figure 13-2</p> <p><b>Application:</b> Pg. 320 Career Case Pg. 325 Check Your Understanding #1-4 Pg. 327 Review Your Knowledge #7, 8, Apply Your Knowledge #5-7</p>
<p>7. Demonstrates courage by making tough decisions and not making excuses when things do not go as planned</p>	<p><b>Instruction:</b> Pg. 319-320 Skills and Qualities of a Good Leader, Figure 13-2</p> <p><b>Application:</b> Pg. 320 Career Case Pg. 325 Check Your Understanding #1-4 Pg. 327 Review Your Knowledge #7, 8, Apply Your Knowledge #5-7</p>
<p><b>Objective 5.</b> Identify how to effectively lead a meeting</p>	
<p>1. Provide a meeting agenda to participants</p>	<p><b>Instruction:</b> Pg. 313-314 LO 13.1-2 Types of Meetings Pg. 315-316 LO 13.1-3 Conducting Meetings, Figure 13-1</p> <p><b>Application:</b> Pg. 317 Check Your Understanding #2-4 Pg. 327 Review Your Knowledge #2-5</p>

Standards / Objectives / Indicators	G-W Content
2. Start and stop on-time	<p><b>Instruction:</b> Pg. 313-314 LO 13.1-2 Types of Meetings Pg. 315-316 LO 13.1-3 Conducting Meetings, Figure 13-1</p> <p><b>Application:</b> Pg. 317 Check Your Understanding #2-4 Pg. 327 Review Your Knowledge #2-5</p>
3. Provide clear purpose for meeting	<p><b>Instruction:</b> Pg. 313-314 LO 13.1-2 Types of Meetings Pg. 315-316 LO 13.1-3 Conducting Meetings, Figure 13-1</p> <p><b>Application:</b> Pg. 317 Check Your Understanding #2-4 Pg. 327 Review Your Knowledge #2-5</p>
4. Allow enough time to discuss desired topics	<p><b>Instruction:</b> Pg. 313 LO 13.1-2 Types of Meetings Pg. 315-316 LO 13.1-3 Conducting Meetings, Figure 13-1</p> <p><b>Application:</b> Pg. 317 Check Your Understanding #2-4 Pg. 327 Review Your Knowledge #2-5</p>
5. Encourage participation from all meeting attendees	<p><b>Instruction:</b> Pg. 313 LO 13.1-2 Types of Meetings Pg. 315-316 LO 13.1-3 Conducting Meetings, Figure 13-1</p> <p><b>Application:</b> Pg. 317 Check Your Understanding #2-4 Pg. 327 Review Your Knowledge #2-5</p>
6. Make specific assignments to specific individuals/groups (action items)	<p><b>Instruction:</b> Pg. 313 LO 13.1-2 Types of Meetings Pg. 315-316 LO 13.1-3 Conducting Meetings, Figure 13-1</p> <p><b>Application:</b> Pg. 317 Check Your Understanding #2-4 Pg. 327 Review Your Knowledge #2-5</p>
7. Record decisions and assignments	<p><b>Instruction:</b> Pg. 313 LO 13.1-2 Types of Meetings Pg. 315-316 LO 13.1-3 Conducting Meetings, Figure 13-1</p> <p><b>Application:</b> Pg. 317 Check Your Understanding #2-4 Pg. 327 Review Your Knowledge #2-5</p>

<b>Standards / Objectives / Indicators</b>	<b>G-W Content</b>
8. Set a plan to follow-up on action items and decision results	<b>Instruction:</b> Pg. 313 LO 13.1-2 Types of Meetings Pg. 315-316 LO 13.1-3 Conducting Meetings, Figure 13-1 <b>Application:</b> Pg. 317 Check Your Understanding #2-4 Pg. 327 Review Your Knowledge #2-5