### ND BUSINESS EDUCATION FRAMEWORKS

#### Business Communications

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name/Course Description</th>
<th>Grade Levels</th>
<th>High School Credit Options</th>
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</thead>
<tbody>
<tr>
<td>14060</td>
<td>Business Communications: Students will learn to integrate oral and written communication in a clear, courteous, concise, complete and correct manner on both personal and professional levels. Listening skills, learning styles, and teamwork will be incorporated to provide students with a solid base so they are able to communicate effectively.</td>
<td>9-12</td>
<td>1/2 or 1</td>
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**Prerequisite:** Keyboarding or equivalent skill

**NOTE:** This course can be taught for Business Education credit only.

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<tr>
<th>Topic</th>
<th>Performance Expectations</th>
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| **Foundations of Communication** | - Identify relevant information while listening (4.1a.1.6)  
- Listen attentively for the purpose of recording information and taking accurate notes (4.1a.1.7)  
- Evaluate effectiveness of digital and spoken presentations (4.1a.1.10)  
- Identify barriers to listening (4.1a.1.11)  
- Distinguish between fact and opinion (4.1c.1.7)  
- Expand vocabulary to include basic business terminology (4.1c.1.9)  
- Use contextual clues to recognize word meaning (4.1c.1.11)  
- Interpret information from a variety of sources (4.1c.1.18)  
- Select an appropriate reading method (e.g., skimming, scanning, speed-reading, and in-depth reading) for particular situations (4.1c.1.19)  
- Demonstrate sensitivity to language bias (4.3a.1.15)  
- Handle both friendly and hostile questions effectively in informal and formal situations (4.4a.1.18)  
- Use standard English when speaking on the job, especially avoiding the use of expletives, slang, unfamiliar jargon and technical terms (4.4a.1.19) |
| **Business Writing Process** | - Determine whether to organize content directly or indirectly (4.1b.1.8)  
- Identify and use appropriate research sources (4.1c.1.6)  
- Collaborate using technology to acquire needed expertise to solve specific business problems (4.1d.1.31) (Level 4) |
## Workplace Communication
- Discuss the positive and negative aspects of the “grapevine” (4.1b.1.16)
- Apply proper etiquette when communicating with technology (4.1d.1.13)
- Compose informal and formal messages using technology tools (4.1d.1.23)
- Discuss the importance of extending courtesy in the business environment (4.2a.1.20)
- Solve problems using techniques that take into consideration personal and ethical values (4.2a.1.36)
- Demonstrate appropriate strategies for communicating in face-to-face discussions (4.4a.1.22)
- Identify ways to respond to customer concerns and why it is important (6.4c.1.1) (Level 1)
- Demonstrate how successful teams use support networks for problem solving (6.7c.1.8)

## Business Documents
- Demonstrate correct grammar, spelling, and technical writing skill (3.3d.1.7)
- Demonstrate basic research techniques (4.1c.1.13)
- Proofread business documents to ensure that they are clear, correct, concise, complete, consistent, and courteous (4.3a.1.16)
- Apply a variety of specific proofreading techniques to identify and correct errors (4.3a.1.24)
- Compare drafts to final documents and make editorial changes (4.3a.1.25)
- Prepare informal and formal reports using professional format and appropriate supporting graphics (4.3b.1.18)

## Professionalism, Team Meetings, and Presentation Skills
- Exhibit leadership skills (1.1.3.6)
- Practice tact and courtesy in relationships with peers and authority figures (4.2a.1.18)
- Explain the value and impact of interpersonal relationships in the business environment (4.2a.1.21)
- Display a positive attitude in personal and professional settings (4.2a.1.28)
- Practice conflict resolution in academic, social, and business environments (4.2a.1.33)
- Discuss common types of unethical behavior in the workplace (4.2a.1.35)
- Organize and lead informal groups (4.2b.1.5)
- Plan, organize, and conduct meetings to achieve identified purposes (4.2b.1.8)
- Demonstrate the ability to involve all participants in a meeting, including those participating virtually (4.2b.1.14)
<table>
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<th>Employment Communication</th>
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<tr>
<td>Write simple application messages and résumés for simulated job opportunities (4.5.1.4)</td>
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<td>Discuss the assessment of interests, skills, and abilities as they relate to selecting a job/career (4.5.1.7)</td>
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<tr>
<td>Complete job application forms (4.5.1.21)</td>
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| | • Demonstrate skills in leading collaborative groups (4.2b.1.17) |
| | • Apply team skills in a business environment (4.2b.1.18) |
| | • Resolve conflict in collaborative environments (4.2b.1.31) (Level 4) |
| | • Use language, strategies, and techniques that reflect cultural sensitivity (4.3a.1.23) |
| | • Organize and lead discussions (4.4a.1.17) |
| | • Demonstrate ability to speak persuasively for a specific cause (4.4a.1.24) |
| | • Use multiple technology tools to deliver presentations (4.4b.1.13) |
| | • Use proper techniques to deliver professional business presentations (4.4b.1.21) |