

		B10-L1	
Telephone Skills		Core Competency: B10	Level 1, Introductory
Use the telephone to arrange an interview			
Time to complete: 60-90 minutes			
Objectives	Upon completion of this lesson students will be able to: 1. Identify the basic rules of telephone etiquette. 2. Demonstrate proper telephone techniques through role play.		
Cross Competencies	H65 Demonstrate listening skills which will result in gaining a clear understanding of information being conveyed.		
Core Standards	Career and Vocational/Technical Education: Content Standards 2, 3 and 5 Workplace Competencies: Content Standards 2 and 3		
Resources			
Materials in Lesson Plan	Other Supplies Required	Supplemental Resources	
<ul style="list-style-type: none"> B10L1HO1 Telephone Etiquette B10L1ACT1 Telephone Role Play 		Telephone Technique MCA Competition Guidelines	

MCA	Portfolio Project	Guest Speakers	Program of Work
Civic Engagement	Indian Education for All	Career Pathways	Competitive Events
			Telephone Techniques

Suggested Instructional Approach		Notes
Introduction	Effective communication on the phone is basically the same as communication in person--the sender, a message, the receiver and feedback. The difference between communicating in person and over the telephone is that the observable behavior (expression, posture, gestures, etc.) is missing. It is important, then, that the message be very clear so there is no miscommunication.	
Preparation	<ul style="list-style-type: none"> • Make copies of student handouts. • Telephones if desired • If you will be doing supplemental activities, make copies or arrange for the resource as needed. 	
<p><u>Anticipatory set</u></p> <ol style="list-style-type: none"> 1. Have 2 students role play a casual phone conversation between friends. 2. Ask 2 other students to role play a student calling a prospective employer to set up an appointment. 3. Have students brainstorm a list of rules for formal calls vs. casual calls. <p><u>Lesson</u></p> <ol style="list-style-type: none"> 4. Distribute <u>B10L1HO1 Telephone Etiquette</u>. Review information with students. 5. Distribute <u>B10L1ACT1 Telephone Role Play</u> 6. After students have completed the activity review experiences. Assure students that with more practice will come confidence. 7. Review the rules students came up with in the Anticipatory Set. How do they compare to the tips sheet? 8. Why is it important that you are competent when calling a prospective employer on the phone? 		
Assessment	Telephone Role Plays	
Supplemental Activities	<ul style="list-style-type: none"> • Pair the students up and have them make “mock telephone calls” to one another in response to some help wanted ads in your local newspaper. • Coach students when making telephone calls for class activities, such as inviting a guest speaker to the class, ordering supplies, etc. • Arrange for students to use telephones around the school, or get special permission to use cell phones so the role play is more genuine. 	