

Admin. Procedures -- Telephone Etiquette & Procedures

Summary

This lesson addressed proper telephone etiquette and procedures. Assignments and instruction is interactive and students have several experiences to share.

Main Core Tie

Digital Business Applications

[Strand 3 Standard 1](#)

Time Frame

3 class periods of 60 minutes each

Group Size

Pairs

Life Skills

Communication, Employability

Student Prior Knowledge

Students have a lot of knowledge about the phone. They need to connect what they currently know and what they do on the phone with the new tips that will make them more effective on the phone while at work.

Intended Learning Outcomes

Students will identify appropriate and inappropriate behaviors on the phone. They will be able to give feedback to someone on appropriate phone behavior.

Instructional Procedures

Students are guided through information using the text and an interactive PowerPoint to take notes. Watch video Telephone Etiquette: Your Line to Success

Assessment Plan

One option for assessment is the quiz provided. Teacher can read the questions orally and have students fill in their answer sheet. Or it can be written.

Bibliography

Office Skills: The Finishing Touch, Second Edition, Chapter 8, Southwestern Educational Publishing, ISBN - 0-314-20550-0

Authors

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