

Lesson Plan for Business Information Studies

Topic:	Communication
Teachers:	Ellen Bell, Vivian Chartrain, Jeanne Chevalier, Kathy Hill kaltonhill@yahoo.com
Subject:	IT & Me Works
Grade:	9th
Time:	2 hours
Objectives:	At the end of this lesson students will be able to: Write an effective e-mail message
Standards:	E-Mail: Uses appropriate e-mail writing style and protocols for various purposes
Setting:	Classroom discussion and computer lab to create e-mail
Materials:	Handouts on: 1) Communicating Too Fast? 2) Advantages of sending e-mail messages 3) Checklist for effective e-mails 4) Student assignment
Teacher's Role:	<p>Lead a discussion on proper e-mail communication. Include in the discussion whether this method of communication is too fast or always an appropriate choice. Also discuss common e-mail abuses, direct and indirect order, and other aspects, such as the importance of including a return e-mail address or mailing address and phone number when appropriate.</p> <p>Discuss the handouts with the students. After the discussion, supply a topic for them to use in writing an e-mail message on a given topic.</p> <p>Assignment: Students are to write an e-mail address on the following topics:</p> <ul style="list-style-type: none">a) Request supplies for your department from a another personb) Informing someone of the unfortunate reduction of the staff in their department <p>*A suggested variation would be to have the students actually send the e-mail to a designated address (i.e. teacher's address @ school) for assessment.</p>
Employability:	Development of effective communication skills

E-Mail: Communicating Too Fast?

Nancy DiMelio has earned a glowing reputation as manager of a Computer-Aided Design (CAD) department at Lloyd Engineering. Her four busy computer operators use expensive state of the art computer hardware and software. Others within the company are curious about the hardware and software the CAD department uses, but because of her department's workload, Nancy must limit the time her staff can spend demonstrating or explaining CAD.

Recently, as Nancy read the more than forty e-mail messages she receives each day, she discovered an e-mail from Lance Show, her most senior worker. Lance reported that Connie Reyes, a member of the Mainframe Support department, had asked to "borrow" a copy of the new CAD software. Borrowing violated Lloyd Engineering's strict rules about software licenses.

Nancy composed an e-mail message to her supervisor. In part, she wrote, "Connie Reyes is a CAD artist wannabee. Instead of breaking company rules and asking to borrow \$970-worth of software, Connie should pay more

attention to her own work." Nancy also mentioned that Lance did exactly what he was supposed to do by forwarding the problem to her. Nancy sent the e-mail message to her supervisor and a "bcc" to Lance.

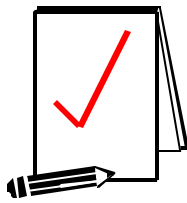
Nancy began receiving angry e-mail messages from the Mainframe Support department. They were angry that she would criticize one of their workers. Nancy's reputation with the Mainframe Support department had just suffered major damage. Later, Lance sheepishly appeared in Nancy's office and told her he had accidentally forwarded her e-mail to Connie. Lance apologized and Nancy reassured him, "The mistake, Lance, was mine."

Questions

- ~ Do you think "instant" communication contributed to the situation?
- ~ That is a "bcc" and when do you use it?
- ~ What can Nancy do in the future to prevent this situation from recurring?
- ~ Do you believe e-mail should be used for all communication?

Advantages of E-Mail

- Messages can be sent to several people simultaneously.
- E-mail can be sent readily to anyone listed in your address book, the feature that lets you store frequently used e-mail addresses.
- Messages are sent in real time—information is exchanged instantaneously.
- Multiple messages can be sent with just a few keystrokes.
- Messages can be sent day or night, whether the receiver is available or not. The message is held in an electronic mailbox, the computer storage file that holds the e-mail until the receiver opens the system and reads the mail.
- E-mail can be sent or received on both networked and stand-alone computers equipped with modems (transmitters of electronic signals via telephone lines).
- Documents from other software programs (such as a spreadsheet) can be attached to the e-mail message.



Checklist for Writing Effective E-Mail Messages

Planning

- ❑ I have identified the objective of the e-mail.
- ❑ I have identified the main of the e-mail.
- ❑ I have determined the supporting information for the e-mail (using brainstorming if necessary).
- ❑ I have adjusted the e-mail for its receivers.

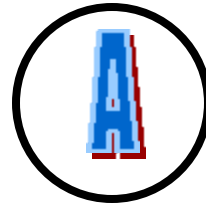
Organizing

- ❑ I used the correct order, direct or indirect
 - Direct = E-mail contains good news or makes a routine request*
Present the main idea first, followed by supporting information.
 - Indirect= Contains bad news for or tries to persuade the receiver.*
Begin with reasons for bad news or understanding of why you are asking the receiver to do something.

Editing

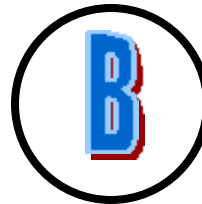
- ❑ The e-mail has only one idea.
- ❑ The subject line is short and clear.
- ❑ The body stands alone.
- ❑ I use tables or visual aids when the e-mail contains considerable quantitative information.
- ❑ I use enumerations when the e-mail contains steps in a process or list.
- ❑ I proofread my message or have a colleague check it for errors and typos.

Scenario



You are requesting a list of supplies for the Publishing Services department. The person you are writing to, John McGuire, is a busy guy with little help in his area. You offer to send someone from your department the next day at a certain time to pick up the supplies. You need him to supply five packages of company letterhead paper, twelve ink cartridges, seven packages of plain stationery, and eighteen boxes of envelopes.

Scenario



You have to inform someone of the fact that headquarters has decided to reduce staff by 10%, which means the retirement or dismissal of two people. This person has offered much input as to why his/her department should remain intact and you wish the department could remain so. Set up a time to meet next Monday to discuss which two people to consider.