

Lesson Plan using the Assure Model

<u>Subject:</u>	Office Administration
<u>Topic:</u>	Communication
<u>Sub-topic</u>	Telephone techniques and sources of information
<u>Form:</u>	3 Business
<u>Age:</u>	13-14 years
<u>Duration:</u>	80 minutes
<u>Date:</u>	June 11, 2012
<u>Number of Students:</u>	25

Analyze Learners

The students in this class are the form three students who recently chose their subjects for the CXC examination and have shown a keen interest in the business field. The class consists of 25 students: 15 girls and 10 boys. While the boys in the class have the tendency to be fun and playful, the girls differ in that they portray a more serious and businesslike persona. The students generally participate in classes that are highly interactive and settings where the teacher uses role play and guided discovery. It has been observed that the use of these instructional strategies make the lesson more successful than the mere 'chalk and talk'. The female students are intrinsically motivated because they aspire to become business professionals and are working towards this goal, however, the male students need some extrinsic factor to keep them motivated. The students of Form 3 Business tend to be more visual, auditory and kinesthetic learners. The aim of this lesson is to introduce students to the topic of Communication, where they will be taught about the effectiveness of communicating both internally and externally.

Entry competencies: The students are able to use the computers as most of them have learnt from their Information Technology class. Therefore, students can handle the mouse and keyboard and can manoeuvre through the internet. Students also are fascinated by the computer and all the entertainment it provides, thus making learning via this medium fun and exciting.

Learning Styles: With the advent of technology and all its advantages students are more driven and fascinated by the computer. The task of getting students to carry textbooks to class and reading them is one that seems difficult at times. There are different learners in the

class: visual, auditory and kinesthetic. Therefore, it is believed that by using the computer, the students will be keener to learning as it will be a medium that they enjoy.

Select Objectives

Cognitive

Students should be able to:

- Identify relevant sources of information for conducting research on a variety of issues.
- Describe the proper techniques for receiving and relaying messages by telephone.

Psychomotor

Students should be able to:

- Display the various techniques used when answering a telephone.
- Operate the switchboard and highlight its importance in any organization

Affective

Student should be able to:

- Demonstrate an awareness of effective communication techniques both within and outside the organization

Selected Media, Materials and Methods

Computers: Students will be with provided computers with internet access to view videos on you tube. The students will use the information technology lab which consist of (24) computers which will be available for students' use, which will allow two students to work at a station. The students will be required to work in pairs because computers are in limited supply.

Headphones: The students will be provided with headphones so that they could listen to the voices and sounds throughout the activity. This will allow students to engage in their activities without disturbing each other.

Overhead Projector: The teacher will use the overhead projector to introduce the activity to the class. The overhead projector is available in the computer lab which the teacher has full access to.

White Board: The white board will be used for explanation of the activities. The white board is available in the computer lab.

Utilize Media and Material:

Preview the Materials: The teacher previews the **YouTube** website for the activity to ensure that the site is working and all links are functional and effective for the lesson. Each headphone will also be tried to ensure that they are in working condition as this is vital as the students would need to the proper telephone and switchboard techniques. The teacher will also provide students with a list of businesses, which they will do a search for in the directory.

Prepare the Materials: The teacher selects the activities on you tube. The activities can be found on site:

<http://www.youtube.com/watch?v=54xYxV1SoaU>

<http://www.youtube.com/watch?v=njW70pofZsg>

Students will not be required to view all the activities on the aforementioned link. They will be given a handout instructing them which links to access. This would assist students in knowing where exactly the information is and it would not allow them to deviate from the topic.

Before the lessons, the computers will be turned on and tested to ensure that the internet is functional and all additional add ins are enabled.

Prepare the Environment: The teacher will arrange the seats to allow two students at each computer. The headphones will also be arranged to allow every student access to them. The overhead projector will only be used for the first ten minutes of the lesson where the teacher will deliver her introduction. Students will maintain their groups for the remainder of the lesson.

Prepare the learners: The teacher will inform the students of the intervention before the lesson to ensure that they are familiar with **YouTube** and they understand the importance of the material of the material which will be used. Students will see the importance of the topic by viewing ways to use the telephone and switchboard on the internet this will allow students to get a practical sense of the topic than the mere chalk and talk. They will also be informed of the activities and evaluation exercises that they will be given.

Provide the Learning Experience: The teaching strategy that will be used is guided discovery. Student will explore and discover the content required for the activities. The teacher will supervise and move around the classroom providing assistance to groups that require further explanation. The white board will also be used to provide further explanation to groups experiencing difficulties.

Require Learner Participation

Students will remain in their pairs to complete the worksheet. Students will discuss amongst themselves and role play the various situations on the worksheet. Pairs will be randomly selected to role play to the class effective ways to answer the telephone and how to operate a switchboard.

Evaluate and Revise

Students will be creating a telephone dialogue for homework between an office assistant and a client.