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| **TEXAS CTE LESSON PLAN**  [www.txcte.org](http://www.txcte.org) | |
| **Lesson Identification and TEKS Addressed** | |
| **Career Cluster** | Business Management and Administration |
| **Course Name** | Practicum in Business Management |
| **Lesson/Unit Title** | Human Relations |
| **TEKS Student Expectations** | **130.143. (c) Knowledge and Skills**  (6) The student demonstrates leadership and teamwork skills in collaborating with others to accomplish goals and objectives:  (E) The student is expected to establish and maintain effective working relationships by:  (i) demonstrating interpersonal skills;  (ii) using positive interpersonal skills to work cooperatively with others;  (iii) negotiating effectively to arrive at decisions; and  (iv) demonstrating sensitivity to and value for diversity. |
| **Basic Direct Teach Lesson**  (Includes Special Education Modifications/Accommodations and  one English Language Proficiency Standards (ELPS) Strategy) | |
| **Instructional Objectives** | Upon completion of this lesson, each student will understand how interpersonal skills, leadership, teamwork skills, and human relations affect the workplace.   * Students will compare positive and negative traits in the workplace. * Students will analyze the proper way to communicate effectively in a situation. * Students will identify their own strengths and weaknesses along with keys to help achieve self-actualization. |
| **Rationale** | It is important for students to understand how to relate to co-workers in the work place and work as a team. |
| **Duration of Lesson** | This lesson should take five to seven class days to complete. |
| **Word Wall/Key Vocabulary**  *(ELPS c1a,c,f; c2b; c3a,b,d; c4c; c5b) PDAS II(5)* | * Cooperation – working together for a common goal. * Effective communication – sending a message from one person to another. * Goodwill – positive feeling toward another person or business that occurs when that person or business does something nice for you. * Human relations – the study of how humans interact with each other. * Integrity – good character; being dependable, loyal, honest and conscientious. * Human Relations Skills – skills used to interactions with people as positive as possible. * Maslow’s Hierarchy of Needs – consists of five levels: Physiological, safety/security, belongingness and love, esteem and self-actualization. * Self-actualization - to find self-fulfillment and realize one’s potential. |
| **Materials/Specialized Equipment Needed** | * Student worksheets * Copies * Pencils * Teacher computer * Projector * Calculators |
| **Anticipatory Set**  (May include pre-assessment for prior knowledge) | * Begin by having students describe their attitude toward supervisors or people in authority, such as a teacher, workplace supervisor, team captain, or parent. * Have students describe one way a person can work on improving his/her attitude with others, if he/she does not have a good attitude. * Ask students to brainstorm things that can be done with two co-workers who are not getting along. * Discuss possible consequences of negative behavior on a job. * Have a student share a situation he/she witnessed at a workplace where two employees or an employee and a supervisor were not getting along. |
| **Direct Instruction \*** | Have student search job websites to find out what traits employers are looking for in their employees. Talk to students about attitude and the role it plays in getting and keeping a job. Students will complete:  1. Attitude worksheet  2. Attitude and Work activity  Outline for Lesson   1. Your Attitude 2. Your Attitude and Work 3. Human Relations (NOTE: Explain to students that developing a good relationship with their employer/supervisor and co-workers is very important. Human Relations are the skills used to make interactions with people as positive as possible. Students will complete: What Behavior Does My Employer/Supervisor Want, Positive Relationships, Cooperation, and Dealing with Criticism worksheets).    1. Relationships with Co-workers    2. Relationships with Supervisors    3. Relationships with Customers    4. Dealing with Criticism 4. Teamwork (NOTE: Discuss with students the importance of teamwork on the job and in life. Ask students to give examples of when working together with a team may be better than working alone. Students will complete: Team Skills Self-Evaluation and What’s in It for Me activity).    1. Cooperation    2. Team Skills 5. Maslow’s Hierarchy (NOTE: Finish the lesson with Maslow’s Hierarchy of needs activity. Explaining how employee satisfaction cannot exist without basic needs being met.)    1. Self-actualization    2. Employee satisfaction |
| **Guided Practice \*** | The teacher will monitor students’ independent practices |
| **Independent Practice/Laboratory Experience/Differentiated Activities \*** |  |
| **Lesson Closure** | * What are three goals to strive for in effective communication? * What are the five levels of Maslow’s Hierarchy of Needs? * What is one of the main reasons workers lose their job? |
| **Summative / End of Lesson Assessment \*** | * **Informal Evaluation**   + Check for understanding by teacher   + Very small work group option (students help each other) * **Formal Evaluation**   1. Tests over the material |
| **References/Resources/**  **Teacher Preparation** | * <http://www.edpsycinteractive.org/topics/conation/maslow.html> * Rosemary, T. F. & Moore, R. (2011). Career success: The attitude advantage. Tinley Park, Illinois: The Goodheart-Willcox Company, Inc. |
| **Additional Required Components** | |
| **English Language Proficiency Standards (ELPS) Strategies** |  |
| **College and Career Readiness Connection[[1]](#footnote-1)** |  |
| **Recommended Strategies** | |
| **Reading Strategies** |  |
| **Quotes** |  |
| **Multimedia/Visual Strategy**  **Presentation Slides + One Additional Technology Connection** |  |
| **Graphic Organizers/Handout** | * Your Attitude and Work * WIIFM * What is Your Behavior * Team Self Evaluation * Self-Actualization * Positive Relationships * Maslow’s Hierarchy * Human Relations * Dealing with Criticism * Case Discussion * Attitude * Cooperation * Presentation Rubric |
| **Writing Strategies**  **Journal Entries + 1 Additional Writing Strategy** |  |
| **Communication**  **90 Second Speech Topics** |  |
| **Other Essential Lesson Components** | |
| **Enrichment Activity**  (e.g., homework assignment) |  |
| **Family/Community Connection** |  |
| **CTSO connection(s)** | Business Professionals of America  Future Business Leaders of America |
| **Service Learning Projects** |  |
| **Lesson Notes** |  |

1. Visit the Texas College and Career Readiness Standards at <http://www.thecb.state.tx.us/collegereadiness/CRS.pdf>, Texas Higher Education Coordinating Board (THECB), 2009. [↑](#footnote-ref-1)