

Telecommunications Basics

Media Type: Microsoft® PowerPoint® Presentation

Duration: 30 slides

Goal: To evaluate telecommunication methods and software while using appropriate business ethics and etiquette.

Description: Telecommunicating is a vital form of business communication. This Microsoft® PowerPoint® presentation illustrates the exchange of information and explains sending and receiving information via telecommunications software by detailing appropriate business ethics and correct etiquette for using telecommunications. Students learn which telecommunication methods are suitable for particular situations.

Objectives:

1. To understand and evaluate various methods of telecommunications.
2. To employ appropriate business ethics and correct etiquette when using telecommunications.

Horizontal Alignment

Core-Subject Area	Foundation Concept	Basic Understanding
Language Arts	<i>Application of Writing Skills</i>	descriptive writing; brainstorming; analyzing audiences; vocabulary enhancement
	<i>Analysis of Information</i>	drawing inferences and generalizations; creating visual representations; critical thinking
	<i>Technology Applications in Literature</i>	utilizing document processing software
Science	<i>Scientific Thinking and Investigating</i>	field investigations; real-world investigations and applications; analytical skills; hypothesis development; evaluating conclusions; classification/organization skills

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Lesson Plan

Student and Teacher Notes are available to print in outline format. You can access these documents under the “Printable Resources” section. If student licenses have been purchased, an interactive version of the Student Notes is available in the “Interactive Activities” section. If printing the full PowerPoint® is desired, you may download the file and print the handouts as needed.

Class 1: Begin class by asking students to name all of the telecommunications devices they use on a daily basis. Then ask them to name the types of devices that might be used in a business setting. Distribute the *Telecommunication Basics Vocabulary Handout* and the *Student Handouts* for students to use as reference materials. Show *Telecommunication Basics*. Distribute the *Telecommunication Basics Crossword* for students to complete. Remind student’s to review their notes to prepare for the Assessment.

Class 2: Administer the *Telecommunication Basics Assessment*. Have students begin the *Telecommunications Plan Project*.

Class 3: Complete the *Telecommunications Scenarios* activity. Students will present their Projects.



Lab Activities

Telecommunications Scenarios

Directions:

With a partner, students will develop multiple conversations imitating an employee and a customer’s interactions.



Project

Telecommunications Plan

Directions:

In groups, students will develop a Telecommunications plan for a business. The plan will include the types of communication devices needed for the business as well as the reasoning behind their choices. Students will present their plans to the class.

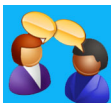


Lesson Links

Telecommunications Industry Association

- <http://www.tiaonline.org>

Nations Telecommunications & Information



Career & Technical Student Organizations

BPA

- **Basic Office Systems & Procedures**
- Demonstrate knowledge of office procedures, records and file management and office technologies
- Prepare written telephone messages
- Demonstrate effective communication skills

DECA

- Explain the nature of positive customer/client relationships
- Develop cultural sensitivity
- Handle difficult customers
- Handle telephone calls in a businesslike manner
- Apply active listening skills

FBLA

- Business Communications
- Management Decision Making
- Entrepreneurship



Career Connections

Using the *Career Connections Activity*, allow students to explore the various careers associated with this lesson. See the *Activity* for more details. *If student licenses have been purchased:* Students will select the interviews to watch based on your directions. *If only a teacher license is purchased:* Show students all the career interviews and instruct them to only complete the interview form for the required number of interviews.

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