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| CLASS: | MF150 - Principles of Safety |
| UNIT: | SEVEN |
| GOALS: | Communicate effectively with INTERNAL customers. |
| | Communicate effectively with EXTERNAL customers. |
| | Describe techniques for making effective presentations. |
| | |
| | |

LESSON PLAN

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| | ACTIVITY | MATERIALS | NOTES |
|-------------------|---------------------------------|--------------------------------|---|
| 1 | Communication Skills | | |
| 2 | | | |
| 3 | Communication Strategies | Prod. Group Communications.ppt | Ask for experience/examples of external |
| 4 | | Text, p. 134-138 | customer interactions. |
| 5 | | | |
| 6 | Proprietary Information | Personal Handout | |
| 7 | | | |
| 8 | | | |
| 9 | | | |
| 10 | | | |
| 11 | | | |
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| 17 | | | |
| 18 | | | |
| ASSESSMENT | | | |
| | | | |
| | | | |
| HOMEWORK | | | NOTES |
| | Next Class - 2-min presentation | | A familiar subject: |
| | | | * Why the Cardinals will win division. |
| | | | * How to make.... |
| | | | |
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