

# Communicating Pleasantly and Professionally: Table of Contents & Instructions

This module will introduce strategies for communicating pleasantly and professionally. Two formats are available: online SCORM (M6\_OnlineModule.zip) and face-to-face instruction (M6\_F2FCurriculum.zip). These are best used as a lesson in your course but can also be used as a supplemental activity or lecture. You may use as much or as little of the content as desired.

Further, this module is designed to be communications-intensive and requires the submission of multiple written assignments. We suggest that instructors use a peer-reviewing program, such as Peerceptiv (<https://peerceptiv.com/>), to promote deeper learning and engagement with course content as students submit reviews of peers' assignments. Other similar programs are available online, and your institution may provide a subscription. Check with your institution's help desk for more information.

The online module takes approximately 2 hours to complete. Before completing the online module, we **highly** suggest that students watch a brief orientation video at <https://vimeo.com/478706875/>.

*Learning Outcomes:* By the end of this module, students should be able to:

- Know your communication style and how to apply it in a group setting.
- Create pleasant and professional messages for dissemination through a variety of business communication mediums.
- Apply non-verbal communication concepts to business communication scenarios.

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## Module Contents

*The following items are included in this Teaching Materials section:*

1. Table of Contents & Instructions (.pdf)
2. SCORM file package (.zip)
3. F2F file package (.zip)
  - a. Introduction/Full Written Curriculum
  - b. PowerPoints and Videos folder
    - Lectures 1-5
    - Videos 1-6
  - c. Handouts folder
    - Lecture Slides
    - Call Scenarios
    - Email Scenarios
    - Erlacher's Four Tips
    - Headlee's Takeaways
    - Letter Scenarios
    - Mastering the Basics of Communication
    - Optimizing Millennials' Communication Styles
    - Science Communication Training
    - Six Steps for Email Etiquette
    - Texting Summary
    - Writing the Basic Business Letter
    - References
  - d. Assignments/Activities folder
    - Pre Quiz
    - Module Quiz
    - Module Worksheet
    - Conversation Analysis Worksheet
    - Email Activity
    - Business Letter Activity
    - Post Quiz

### **Instructions for Face-to-Face Curriculum Use**

1. Download and unzip the file package named “M6\_F2FCurriculum”.
2. Open the PDF document titled “Introduction (Read First)”. This full written curriculum includes a checklist of all components (handouts, activities, lectures, and videos) and contains cues indicating where each component should be used in the curriculum.
3. Follow instructions to select the content you would like to teach. You may use as little or as much of the curriculum as desired.
4. Answer Keys and Grading Rubrics are provided in the OAKTrust Faculty Teaching Materials Instructor-Only area.

### **Instructions for Online Module Use**

*If you have questions about uploading this module,  
please contact your learning management system helpdesk for support.*

1. Before uploading this module for your course(s), you must choose which activities your learners should complete and submit. Be sure to share this information with your learners: the module will instruct learners to “follow your course instructor’s guidelines for submitting this assignment”. Learners may have the option to choose from the three disciplines provided or can be instructed to use only one option (i.e., “Complete the Plant Science scenarios only.”)
2. Answer Keys and Grading Rubrics for activities are provided in the OAKTrust Faculty Teaching Materials Instructor-Only area.
3. Download and do not unzip the file package named “M6\_OnlineModule”. Follow the guidance of your IT helpdesk or learning management system support to upload the file package.
4. The following description may be utilized in your course to provide context and notes to students: *Communicating in a positive and productive manner is critical in the workplace. In situations of conflict or opposing ideas, pleasant and professional communication is of paramount importance. It is part of both verbal and non-verbal communication - both can positively or negatively impact the climate of an organization. You should be sure to answer questions within the module to the best of your ability, as they will determine your grade for this module. For this module, complete the following assignments [edit list as desired]: Pre Quiz, Post Quiz, Module Worksheet, and Conversation Analysis Worksheet.*