

**Government and Public Administration Career Cluster
Naval Science IV: Effective Communications
Course Number: 28.02800**

Course Description:

The purpose of this course is to teach the students the techniques of effective communication, which is one of the most important skills that a good leader must develop in order to be successful. Minimum performance requirements of this course are in accordance with current Chief of Naval Education Training Instruction, NAVEDTRA 37128. The performance standards in this course are based on the performance standards identified in the curriculum for the United States Navy Junior Reserve Officer Training Corps. Successful completion of three courses of credit will qualify the student for advanced placement in a college ROTC program or accelerated promotion in the military service.

Professional communication skills and practices, problem-solving, ethical and legal issues, and the impact of effective presentation skills are enhanced in this course to prepare students to be college and career ready. Employability skills are integrated into activities, tasks, and projects throughout the course standards to demonstrate the skills required by business and industry. Competencies in the co-curricular student organizations are integral components of both the employability skills standards and content standards for this course.

Naval Science IV: Effective Communications is the fourth course in the Naval Science pathway in the Government and Public Administration career cluster. Students enrolled in this course should have successfully completed Naval Science I, Naval Science II, and Naval Science III.

Course Standard 1

GPA-NSIVEC-1

The following standard is included in all CTAE courses adopted for the Career Cluster/Pathways. Teachers should incorporate the elements of this standard into lesson plans during the course. The topics listed for each element of the standard may be addressed in differentiated instruction matching the content of each course. These elements may also be addressed with specific lessons from a variety of resources. This content is not to be treated as a unit or separate body of knowledge but rather integrated into class activities as applications of the concept.

Standard: Demonstrate employability skills required by business and industry.

The following elements should be integrated throughout the content of this course.

1.1 Communicate effectively through writing, speaking, listening, reading, and interpersonal abilities.

Person-to-Person Etiquette	Telephone and Email Etiquette	Cell Phone and Internet Etiquette	Communicating At Work	Listening
Interacting with Your Boss	Telephone Conversations	Using Blogs	Improving Communication Skills	Reasons, Benefits, and Barriers
Interacting with Subordinates	Barriers to Phone conversations	Using Social Media	Effective Oral Communication	Listening Strategies
Interacting with Co-workers	Making and Returning Calls		Effective Written Communication	Ways We Filter What We Hear
Interacting with Suppliers	Making Cold Calls		Effective Nonverbal Skills	Developing a Listening Attitude
	Handling Conference Calls		Effective Word Use	Show You Are Listening
	Handling Unsolicited Calls		Giving and Receiving Feedback	Asking Questions
				Obtaining Feedback

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				Getting Others to Listen
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Nonverbal Communication	Written Communication	Speaking	Applications and Effective Résumés
Communicating Nonverbally	Writing Documents	Using Language Carefully	Completing a Job Application
Reading Body Language and Mixed Messages	Constructive Criticism in Writing	One-on-One Conversations	Writing a Cover Letter
Matching Verbal and Nonverbal communication		Small Group Communication	Things to Include in a Résumé
Improving Nonverbal Indicators		Large Group Communication	Selling Yourself in a Résumé
Nonverbal Feedback		Making Speeches	Terms to Use in a Résumé
Showing Confidence Nonverbally		Involving the Audience	Describing Your Job Strengths
Showing Assertiveness		Answering Questions	Organizing Your Résumé
		Visual and Media Aids	Writing an Electronic Résumé
		Errors in Presentation	Dressing Up Your Résumé

1.2 Demonstrate creativity by asking challenging questions and applying innovative procedures and methods.

Teamwork and Problem Solving	Meeting Etiquette
Thinking Creatively	Preparation and Participation in Meetings
Taking Risks	Conducting Two-Person or Large Group Meetings
Building Team Communication	Inviting and Introducing Speakers
	Facilitating Discussions and Closing
	Preparing Visual Aids
	Virtual Meetings

1.3 Exhibit critical thinking and problem-solving skills to locate, analyze and apply information in career planning and employment situations.

Problem Solving	Customer Service	The Application Process	Interviewing Skills	Finding the Right Job
Transferable Job Skills	Gaining Trust and Interacting with Customers	Providing Information, Accuracy and Double Checking	Preparing for an Interview	Locating Jobs and Networking
Becoming a Problem Solver	Learning and Giving Customers What They Want	Online Application Process	Questions to Ask in an Interview	Job Shopping Online
Identifying a Problem	Keeping Customers Coming Back	Following Up After Submitting an Application	Things to Include in a Career Portfolio	Job Search Websites
Becoming a Critical Thinker	Seeing the Customer's Point	Effective Résumés:	Traits Employers are Seeking	Participation in Job Fairs
Managing	Selling Yourself and the Company	Matching Your Talents to a Job	Considerations Before Taking a Job	Searching the Classified Ads
	Handling Customer Complaints	When a Résumé Should be Used		Using Employment Agencies
	Strategies for Customer Service			Landing an Internship
				Staying Motivated to Search

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1.4 Model work readiness traits required for success in the workplace including integrity, honesty, accountability, punctuality, time management, and respect for diversity.

Workplace Ethics	Personal Characteristics	Employer Expectations	Business Etiquette	Communicating at Work
Demonstrating Good Work Ethic	Demonstrating a Good Attitude	Behaviors Employers Expect	Language and Behavior	Handling Anger
Behaving Appropriately	Gaining and Showing Respect	Objectionable Behaviors	Keeping Information Confidential	Dealing with Difficult Coworkers
Maintaining Honesty	Demonstrating Responsibility	Establishing Credibility	Avoiding Gossip	Dealing with a Difficult Boss
Playing Fair	Showing Dependability	Demonstrating Your Skills	Appropriate Work Email	Dealing with Difficult Customers
Using Ethical Language	Being Courteous	Building Work Relationships	Cell Phone Etiquette	Dealing with Conflict
Showing Responsibility	Gaining Coworkers' Trust		Appropriate Work Texting	
Reducing Harassment	Persevering		Understanding Copyright	
Respecting Diversity	Handling Criticism		Social Networking	
Making Truthfulness a Habit	Showing Professionalism			
Leaving a Job Ethically				

1.5 Apply the appropriate skill sets to be productive in a changing, technological, diverse workplace to be able to work independently and apply teamwork skills.

Expected Work Traits	Teamwork	Time Management
Demonstrating Responsibility	Teamwork Skills	Managing Time
Dealing with Information Overload	Reasons Companies Use Teams	Putting First Things First
Transferable Job Skills	Decisions Teams Make	Juggling Many Priorities
Managing Change	Team Responsibilities	Overcoming Procrastination
Adopting a New Technology	Problems That Affect Teams	Organizing Workspace and Tasks
	Expressing Yourself on a Team	Staying Organized
	Giving and Receiving Constructive Criticism	Finding More Time
		Managing Projects
		Prioritizing Personal and Work Life

1.6 Present a professional image through appearance, behavior, and language.

On-the-Job Etiquette	Person-to-Person Etiquette	Communication Etiquette	Presenting Yourself
Using Professional Manners	Meeting Business Acquaintances	Creating a Good Impression	Looking Professional
Introducing People	Meeting People for the First Time	Keeping Phone Calls Professional	Dressing for Success
Appropriate Dress	Showing Politeness	Proper Use of Work Email	Showing a Professional Attitude
Business Meal Functions		Proper Use of Cell Phone	Using Good Posture

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Behavior at Work Parties		Proper Use in Texting	Presenting Yourself to Associates
Behavior at Conventions			Accepting Criticism
International Etiquette			Demonstrating Leadership
Cross-Cultural Etiquette			
Working in a Cubicle			

THE BASICS OF EFFECTIVE COMMUNICATION

Course Standard 2

GPA-NSIVEC-2

Students will explain the basics of communications and how to share information with subordinates and superiors.

- 2.1 Explain why proper communications is important for the mission, values, standards, and expectations of the organization.
- 2.2 Define the following key terms: conjecture, subscribe, and empower.
- 2.3 Explain why conjecture is not helpful to the leadership if an organization.
- 2.4 Explain why there is a need for communications security in the chain of command.
- 2.5 State the basics involved in effective communication.
- 2.6 Explain the problems associated with tailoring communications to the audience's level of understanding and possible solutions.

COMMUNICATION – THE TWO-WAY EXCHANGE OF INFORMATION

Course Standard 3

GPA-NSIVEC-3

Student will explain the importance of two-way communications (sending and receiving).

- 3.1 Explain the two-way exchange of sending and receiving information.
- 3.2 Explain the characteristics of an effective two-way exchange of information.
- 3.3 Define the following key terms: component, pontificate, subvert, syndrome, and attenuation factor.
- 3.4 Explain why the ability to receive feedback is an essential ingredient in any unit.
- 3.5 Explain why an organization's leaders can enhance or degrade the communications environment by their apparent receptivity.
- 3.6 State the five criteria for being an effective listener.
- 3.7 Explain how data become dilute or lessened in value as it goes up the chain of command.
- 3.8 Explain why observing nonverbal feedback and determining if your audience understands what you are saying is critical to being a successful leader.

AVOIDING COMMUNICATION PITFALLS

Course Standard 4

GPA-NSIVEC-4

Student will be introduced to typical communication pitfalls and will explain the need for leaders to issue clear, concise, and unambiguous orders.

- 4.1 Explain the importance of issuing clear, concise, and unambiguous orders.
- 4.2 Define the following key terms: straightforward and unambiguous.

- 4.3 Explain typical pitfalls or limitations often encountered when issuing orders.
- 4.4 Explain why establishing rapport with subordinate is important for a leader.
- 4.5 Explain why it is important for a leader to criticize in private and to finish the meeting on a positive note.
- 4.6 Explain why it is important for a leader to respect someone who is honest and sincere.

FINANCIAL WISDOM

Course Standard 5

GPA-NSIVEC-5

Student will learn about the personal budgeting process by creating a monthly budget, and how to manage a paycheck and a pay stub.

- 5.1 Explain the components of your first paycheck (net pay), how to establish a monthly personal budget, and how to use the 70-20-10 Rule
- 5.2 Define the key terms associated with personal budgets and paychecks.
- 5.3 State the steps involved and the factors to evaluate when creating a budget.
- 5.4 Explain the various components of a paycheck and paystub.

Course Standard 6

GPA-NSIVEC-6

Students will learn the basics of financial planning through a discussion of investments, credit agencies, calculating interest, and education funding options.

- 6.1 Define key terms associated with Financial Planning.
- 6.2 Explain the various parts of the Financial Planning Pyramid.
- 6.3 Explain the function of the main credit-reporting agencies in the U.S.
- 6.4 Explain how to calculate simple interest.
- 6.5 Identify various Education Funding options available for continuing education.

Course Standard 7

GPA-NSIVEC-7

Student will learn about various banking procedures to include savings and checking accounts, deposits, the register, and withdrawal procedures.

- 7.1 Define the key terms associated with banking.
- 7.2 Explain the difference between banks, credit unions, and saving institutions.
- 7.3 Explain the steps for opening savings and checking accounts.
- 7.4 Explain how to fill out a personal check.

Course Standard 8

GPA-NSIVEC-8

Student will learn about various Internal Revenue Service Forms including IRS Form W-4, IRS Form W-2, and IRS Form 1040EZ.

- 8.1 Define the key terms associated with the Internal Revenue Service (IRS).
- 8.2 Explain the function of the Internal Revenue Service.
- 8.3 Explain the use and function of the following IRS forms: Form W-2, Form W-4, and Form 1040EZ