

Instructional Scenario

Employment Conversations



Course/Duty Area: Developing Communication Skills

Scenario:

David has completed his bachelor's degree from a four-year university and has just secured his first job as a fiscal technician at the local hospital. It is David's first day on the job, and when he arrives, the human resource manager is busy and tells David to go meet his new colleagues. At first, David is nervous but then he remembers the things he learned from his business etiquette class.

David knows that an introduction should include

- stating one's name
- using greeting techniques, respecting cultural norms and business etiquette
- identifying and respecting cultural differences and preferences
- demonstrating appropriate body language
- maintaining eye contact
- introducing individuals to one another in a professional manner.

Big Question:

Why are first introductions important and what strategies can David use to be sure he successfully navigates the introductions and conversations with his new colleagues?

Focused Questions:

- What are four things David should do when he introduces himself to his colleagues?
- What should David avoid when introducing himself to colleagues?
- If a colleague seems very busy, how should David handle the situation?
- What strategies can David use to ensure he remembers his new colleagues' names?

Project-Based Assessment:

Create a script using the scenario above addressing the following:

1. Proper greeting techniques
2. Body language
3. Eye contact

After writing the script, present your script to the entire class and introducing yourself to three different classmates.

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