

**DESE Model Curriculum: Medical Administrative Assistant/Secretary (CIP Code: 52.0101)**

GRADE LEVEL/UNIT TITLE: 11-12/Apply Effective Communication Skills

<b>COURSE INTRODUCTION</b>		
A program that prepares individuals to perform the duties of special assistants and personal secretaries for practicing physicians and nurses, health care facilities and services administrators, and other health care professionals. Includes instruction in business and medical communications, medical terminology, principles of health care operations, public relations and interpersonal communications, software application, record-keeping and filing systems, scheduling and meeting planning, applicable policy and regulations, and professional standards and ethics. Program may include instruction in medical transcription.		
<b>UNIT DESCRIPTION</b>	<b>SUGGESTED UNIT TIMELINE</b>	
Communicate effectively (written & verbally), demonstrate listening skills, and accessing information using electronic resources.	1 month	
	<b>CLASS PERIOD (min.)</b>	50
<b>ESSENTIAL QUESTIONS</b>		
<ol style="list-style-type: none"> <li>How does one manage information and utilize technology to communicate effectively?</li> <li>How do you determine the most effective form of business communication?</li> <li>How can the use of professional, technical, and electronic resources increase productivity in school and the workplace?</li> </ol>		
<b>ESSENTIAL MEASURABLE LEARNING OBJECTIVES</b>	<b>NBEA STANDARD</b>	<b>DOK</b>
1. Use correct grammar, spelling, and punctuation	COMM.I.D.2.2	1
2. Apply proofreading and editing skills	COMM.I.D.3.4	2
3. Select and use the appropriate communication tool for specific tasks (e.g., electronic, written, verbal)	COMM.II.B.4.2	2
4. Communicate appropriately with internal and external customers	COMM.III.A.3.1 COMM.III.A.3.7	3
5. Compose various business correspondence (i.e., e-mail, letter, memo)	COMM.I.D.1.6	2
6. Access information from professional, technical, and electronic resources	COMM.I.C.3.3 COMM.I.C.3.5	3
7. Deliver oral presentations using appropriate tools	COMM.I.D.4.3 COMM.I.B.4.5	4
8. Demonstrate and interpret nonverbal communication	COMM.I.A.3.3	4
9. Demonstrate effective listening skills	COMM.I.A.4.3	2
10. Demonstrate the ability to give and follow written and oral instructions	COMM.I.A.1.1 COMM.I.C.1.8 COMM.I.D.2,5	3
11. Accurately receive and relay messages in a professional manner	CD.III.D.3.5	2
12. Identify factors affecting global communications (e.g., time, culture, exchange rates, human relations skills)	IB.II.A.2.2 IB.III.D.3.1	4

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<b>OBJ. #</b>	<b>INSTRUCTIONAL STRATEGIES</b>
1, 2	1. Demonstrate revising paragraphs using proofreading marks (online)
3-6	2. Review proper business/personal letters from the FBLA format guide found online
7-10	3. Review guidelines and show examples of various performance events for FBLA
<b>OBJ. #</b>	<b>INSTRUCTIONAL ACTIVITIES</b>
1, 2	1. Students will read a paragraph and apply proper grammar, proofreading, and editing skills
3-6	2. Students will create their own business/personal letters using proper formatting from the FBLA format guide
7-10	3. Students will prepare and participate in a performance event through FBLA