

# GET THERE

Florida's Workforce Education Initiative

Integrated Education and Training  
Single Set of Learning Objectives

**Miami Dade College (Adult ESOL)**



## Single Set of Learning Objectives Template

Team Name or Number	Miami Dade College
Team Members	Luis Rodriguez, Karin Miller, Jesus Ranero, Andrea Keener
Workforce Training Program	Logistics and Transportation Specialist (CCC - 0652020901) and Adult ESOL

Determining the Integrated Education and Training (IET) Single Set of Learning Objectives and Competencies					
Week	Workforce Training Content and Objectives	Basic Skills Content and Objectives	Workforce Prep Activity	Resources and Activities	Required Assessments
	1.0 Demonstrate an understanding of personal development and professional networking.	<p>ELP Anchor Standard 1: Construct meaning from oral presentations and texts.</p> <p>ELP Anchor Standard 2: Participate in oral and written exchanges.</p> <p>ELP Anchor Standard 3: Speak and write about informational texts and topics.</p> <p>ELP Anchor Standard 5: Research, evaluate and communicate findings to answer questions or solve problems.</p> <p>ELP Anchor Standard 8: Determine the meaning of vocabulary in oral presentations and texts.</p> <p>CASAS competencies: Employment 4.1 Understand basic principles of getting a job.</p>	<p>Use information</p> <p>Employment</p> <p>Teamwork</p> <p>Understand Systems</p> <p>Clearly communicate information, ideas, and analyses in various social and academic contexts with various audiences.</p>	<p>Explore Careers related to supply chain management.</p> <p>What is Logistics? Explanation and definition. <a href="https://www.youtube.com/watch?v=kT_toh5NbxE">https://www.youtube.com/watch?v=kT_toh5NbxE</a></p> <p>Watch the video below to understand what supply management is. <a href="https://www.youtube.com/watch?v=IZPO5RclZEo">https://www.youtube.com/watch?v=IZPO5RclZEo</a></p> <p>Follow the link to find out positions available in this field: <a href="https://www.indeed.com/q-Supply-Chain-l-Florida-jobs.html">https://www.indeed.com/q-Supply-Chain-l-Florida-jobs.html</a></p> <p>Prepare resumes and cover letters with the help of the ESOL teacher.</p> <p>Watch and discuss the following video in class. Logistics. Interview questions and answers. Logistics coordinator and logistics manager interview. <a href="https://www.youtube.com/watch?v=gyoxg0M4FtQ">https://www.youtube.com/watch?v=gyoxg0M4FtQ</a></p>	<p>Create MyCareerShines accounts for the students interested in pursuing a certificate or degree and/or employment in Global Logistics and Transportation. Discuss career options, salaries, etc. with the Career Advisors. Refer to the interest surveys students took on MyCareerShines.</p> <p>Review resume writing tips from MDCWorks and Life and Work Skills books.</p>

		<p>Learning and Thinking Skills</p> <p>7.2.1 Identify and paraphrase pertinent information.</p> <p>7.2 Demonstrate ability to use critical thinking skills.</p> <p>7.4 Demonstrate study skills.</p>		<p>12 phrasal verbs for job interviews:  <a href="https://www.youtube.com/watch?v=FWT7KTF0vpM">https://www.youtube.com/watch?v=FWT7KTF0vpM</a></p> <p>Learn how to write a thank-you note to the interviewer(s).</p>	
	<p>2.02 Develop self-management skills</p> <p>2.03 Demonstrate appropriate work ethics as they apply to supply chain management.</p>	<p>ELP Anchor Standard 1: Construct meaning from oral presentations and texts.</p> <p>ELP Anchor Standard 2: Participate in oral and written exchanges.</p> <p>ELP Anchor Standard 3: Speak and write about informational texts and topics.</p> <p>ELP Anchor Standard 4: Construct claims with reasoning and evidence.</p> <p>ELP Anchor Standard 8: Determine the meaning of vocabulary in oral presentations and texts.</p> <p>ELP Anchor Standard 10: Demonstrate command of the conventions of standard English to communicate.</p> <p>CASAS Competencies:  Employment  4.4 Understand concepts and materials related to job performance and training.</p> <p>4.8 Demonstrate effectiveness in working with other people.</p>	<p>Self-Management</p> <p>Teamwork</p> <p>Students will discuss vocabulary related to soft skills and appropriate workplace behavior.</p>	<p>Show the following video on Professional Behavior at work. Discuss it in class with your students. Which are the most relevant soft skills for employers? Which of these skills do you need to improve?  <a href="https://www.youtube.com/watch?v=14bCsM16bYo">https://www.youtube.com/watch?v=14bCsM16bYo</a></p> <p>Work with another student. Tell your partner about a time you received criticism and how you responded. Would you do anything differently if the situation happened again?</p> <p>Supply chain ethics and challenges: Waste management challenges and possible solutions  <a href="https://www.youtube.com/watch?v=DS8RRHOWEho">https://www.youtube.com/watch?v=DS8RRHOWEho</a>  Divide the class in teams and play the video a couple of times more, the students will jot down relevant information to make two columns matching the challenges and possible solutions. One member of each team will read the summarized information.</p>	<p>Form teams to create PowerPoint presentations defining the following terms as related to the workplace. Assign 3/4 words per team. The students will write sentences with this vocabulary and use pictures in their slides.</p> <p>Accountability, attire, attitude, appearance, dependability, ethics, interpersonal skills/communication skills, professional, professional standards.</p>

		<p>Learning and Thinking Skills</p> <p>7.2 Demonstrate ability to use critical thinking skills.</p> <p>7.5 Understand aspects of and approaches to effective personal management.</p>			
	<p>2.04 Apply problem-solving techniques.</p> <p>2.05 Manage stressful situations.</p>	<p>ELP Anchor Standard 1: Construct meaning from oral presentations and texts.</p> <p>ELP Anchor Standard 2: Participate in oral and written exchanges.</p> <p>ELP Anchor Standard 3: Speak and write about informational texts and topics.</p> <p>ELP Anchor Standard 4: Construct claims with reasoning and evidence.</p> <p>ELP Anchor Standard 5: Research, evaluate and communicate findings to answer questions or solve problems.</p> <p>ELP Anchor Standard 9: Create clear and coherent speech and text.</p> <p>ELP Anchor Standard 10: Demonstrate command of the conventions of standard English to communicate.</p> <p>CASAS Competencies: Employment 4.8.4 Demonstrate initiative and resourcefulness in meeting the needs and solving the problems of customers.</p>	<p>Critical Thinking</p> <p>Self-Management</p> <p>Employment</p>	<p>Discuss the definition of stress with the students and talk about its negative effects on health to introduce the video.</p> <p>10 Ways to Managing Stress at Work. <a href="https://www.youtube.com/watch?v=SL0lv10Slgc">https://www.youtube.com/watch?v=SL0lv10Slgc</a></p> <p>After watching the video, have an open discussion with the class. Find out who is suffering from stress and try to find the cause (triggers). Find ways to break out of the norm as a possible solution and emphasize on the importance of managing expectations and thinking positively.</p> <p>How to Solve Problems in 4 Steps. Learn a simple yet effective four-step problem solving process using the concept IDEA to identify the problem, develop solutions, execute a plan and then assess your results. <a href="https://www.youtube.com/watch?v=QOjTJAFyNrU">https://www.youtube.com/watch?v=QOjTJAFyNrU</a></p> <p>Five challenges logistics managers face every day. <a href="https://www.youtube.com/watch?v=WGPsfC7r5n8">https://www.youtube.com/watch?v=WGPsfC7r5n8</a></p>	<p>According to experts the five main problems in supply chain management are:</p> <ul style="list-style-type: none"> <li>-Providing excellent customer service.</li> <li>-Controlling cost</li> <li>-Planning management and risks.</li> <li>-Managing supplier/partner relationship.</li> <li>-Finding talent.</li> </ul> <p>Divide the class in teams to brainstorm on how to overcome these challenges using the four-step solving process explained in the video How to Solve Problems in 4 Steps using the concept IDEA.</p> <p>Identify Develop Execute Assess</p>

		<p>Learning and Thinking Skills</p> <p>7.2 Demonstrate ability to use critical thinking skills.</p> <p>7.3 Demonstrate ability to use problem-solving skills.</p> <p>7.5 Understand aspects of and approaches to effective personal management.</p>			
	<p>2.06 Build professional communication skills.</p> <p>2.08 Develop and achieve goals.</p>	<p>ELP Anchor Standard 2: Participate in oral and written exchanges.</p> <p>ELP Anchor Standard 3: Speak and write about informational texts and topics.</p> <p>ELP Anchor Standard 6: Analyze and critique arguments.</p> <p>ELP Anchor Standard 7: Adapt language choices to purpose, task, and audience.</p> <p>ELP Anchor Standard 9: Create clear and coherent speech and text.</p> <p>ELP Anchor Standard 10: Demonstrate command of the conventions of standard English to communicate.</p> <p>CASAS Competencies: Employment 4.6 Communicate effectively in the workplace.</p> <p>Learning and Thinking Skills 7.1 Identify or demonstrate effective skills and practices in accomplishing goals.</p>	<p>Critical Thinking</p> <p>Use Information</p> <p>Teamwork</p> <p>Employment</p>	<p>Show the following videos to the students. Ask them to copy the verbs and write sentences using some of these verbs in situations related to the logistics and supply chain fields.</p> <p>Speak like a manager (Verbs.Pt.1) <a href="https://www.youtube.com/watch?v=TUSxq7KoTsM">https://www.youtube.com/watch?v=TUSxq7KoTsM</a></p> <p>Speak like a manager. Verbs (2) <a href="https://www.youtube.com/watch?v=IkHLxB7pB9w&amp;list=PLxSz4mPLHWDdb5ilkSD089gY2UwKiP72S7&amp;index=35">https://www.youtube.com/watch?v=IkHLxB7pB9w&amp;list=PLxSz4mPLHWDdb5ilkSD089gY2UwKiP72S7&amp;index=35</a></p>	<p>Watch the steps to write a professional email in the following video.</p> <p>Write an email apologizing to a customer because his order is late. Explain the reasons why it happened. <a href="https://www.plslogistics.com/career-blog/5-easy-steps-for-writing-a-professional-email">https://www.plslogistics.com/career-blog/5-easy-steps-for-writing-a-professional-email</a></p> <p>Read the article Goals &amp; Objectives of Supply Chain.</p> <p>Answer the questions: How is the supply chain managed? Why is it important to do so?</p> <p>What are the three main goals of supply chain management? <a href="https://www.demandsolutions.com/ds-blog/abstracts/three-goals-of-supply-chain-management-explained/">https://www.demandsolutions.com/ds-blog/abstracts/three-goals-of-supply-chain-management-explained/</a></p>



		<p>7.2 Demonstrate ability to use critical thinking skills.</p> <p>7.7 Demonstrate the ability to use information and communication technology.</p>			
	<p>2.09 Manage change.</p> <p>2.10 Identify time-management skills.</p>	<p>ELP Anchor Standard 2: Participate in oral and written exchanges.</p> <p>ELP Anchor Standard 3: Speak and write about informational texts and topics.</p> <p>ELP Anchor Standard 7: Adapt language choices to purpose, task, and audience.</p> <p>ELP Anchor Standard 9: Create clear and coherent speech and text.</p> <p>ELP Anchor Standard 10: Demonstrate command of the conventions of standard English to communicate.</p> <p>CASAS Competencies:</p> <p>Learning and Thinking Skills</p> <p>7.1 Identify or demonstrate effective skills and practices in accomplishing goals.</p> <p>7.4 Demonstrate study skills.</p> <p>7.5 Understand aspects of and approaches to effective personal management.</p>	<p>Self-Management</p> <p>Teamwork</p>	<p>Finding a good job and performing your duties well can lead to better pay and promotions. Listen to the words below and consult a dictionary if you need a definition. Write a sample sentence for each word to learn how it is used in context. You can use the Internet to find such sentences.</p> <p><a href="https://www.esl-lab.com/vocabulary-lessons/workplace/">https://www.esl-lab.com/vocabulary-lessons/workplace/</a></p> <p>“Big Picture” Puzzle Challenge</p> <p>The Challenge: Divide your group into teams. Give the teams puzzles with logistics/supply chain vocabulary. Don’t give them the “Big Picture” of what it will look like when completed. Push them to complete the puzzle as quickly as possible. Interrupt the process after about 3 minutes and ask, “What’s missing? What’s making this difficult?” Likely, they will identify the absence of the completed “Big Picture” to use as a guide. After you give them the big picture, ask them to complete the puzzle. They will do this much faster now. Debrief: Explain that having the perspective and clarity of the Big Pic helps one to plan weekly and day-to-day activities much more effectively. If NO Big Picture is available, then time is spent on urgencies, likes and what others want one to do.</p>	<p>Read the following article to find out how to manage change in the workplace. Prepare to talk about any of the 10 tips for handling change in the workplace.</p> <p><a href="https://www.quickbase.com/blog/10-tips-for-handling-change-in-the-workplace">https://www.quickbase.com/blog/10-tips-for-handling-change-in-the-workplace</a></p> <p>Important Time Management Skills for Workplace Success</p> <p><a href="https://www.thebalancecareers.com/time-management-skills-2063776">https://www.thebalancecareers.com/time-management-skills-2063776</a></p> <ul style="list-style-type: none"> <li>Why are these skills so important?</li> <li>How can you improve them?</li> </ul>
	4.01 Assess the importance of the transportation system	ELP Anchor Standard 1: Construct meaning from oral presentations and texts.	Use information	Introduction to supply chain management. Transportation.	

	<p>5.02 Explain the functions of warehouses and distribution centers.</p>	<p>ELP Anchor Standard 2: Participate in oral and written exchanges.</p> <p>ELP Anchor Standard 3: Speak and write about informational texts and topics.</p> <p>ELP Anchor Standard 4: Construct claims with reasoning and evidence.</p> <p>ELP Anchor Standard 9: Create clear and coherent speech and text.</p> <p>ELP Anchor Standard 10: Demonstrate command of the conventions of standard English to communicate.</p> <p>CASAS Competencies: Employment 4.3 Understand work-related safety standards and procedures.</p> <p>4.5 Effectively use common workplace tools and technology.</p> <p>4.7 Effectively manage workplace resources.</p> <p>4.9 Understand how organizational systems function, and operate effectively within them.</p> <p>Government and Law 5.8 Understand concepts of economics.</p>	<p>Understand Systems</p> <p>Critical thinking</p>	<p>Basic introduction to supply chain networks, with an example, and then a focused discussion of transportation and the supply chain. <a href="https://www.youtube.com/watch?v=Umk3G13aBhY">https://www.youtube.com/watch?v=Umk3G13aBhY</a></p> <p>Process of Warehouse <a href="https://www.youtube.com/watch?v=SLXaEvOL0Ds">https://www.youtube.com/watch?v=SLXaEvOL0Ds</a></p> <p>Product distribution <a href="https://www.youtube.com/watch?v=uZEa9RXRAzl">https://www.youtube.com/watch?v=uZEa9RXRAzl</a></p> <p>The 4 Ps of Marketing <a href="https://www.youtube.com/watch?v=hHtJwTU9kg8">https://www.youtube.com/watch?v=hHtJwTU9kg8</a></p>	<p>Summarize the different types of transportation. Describe their advantages and disadvantages.</p> <p>Teamwork: Pretend the classroom is your company's main warehouse. Create a sign to put up with the three main steps involved in the warehouse process. Use keywords to explain each step.</p>
	<p>5.9 Explain order fulfillment procedures.</p>	<p>ELP Anchor Standard 1: Construct meaning from oral presentations and texts.</p>	<p>Utilize resources</p> <p>Use Information</p>	<p>Prepare to answer these questions after watching the video.</p>	<p>Create a word web with the words Order Fulfillment in the center. Then, expand the</p>

	<p>7.01 Explain the importance of inventory.</p>	<p>ELP Anchor Standard 2: Participate in oral and written exchanges.</p> <p>ELP Anchor Standard 3: Speak and write about informational texts and topics.</p> <p>ELP Anchor Standard 4: Construct claims with reasoning and evidence.</p> <p>ELP Anchor Standard 5: Research, evaluate and communicate findings to answer questions or solve problems.</p> <p>ELP Anchor Standard 7: Adapt language choices to purpose, task, and audience.</p> <p>ELP Anchor Standard 9: Create clear and coherent speech and text.</p> <p>CASAS Competencies</p> <p>Employment</p> <p>4.5 Effectively use common workplace tools and technology.</p> <p>4.7 Effectively manage workplace resources.</p> <p>4.9 Understand how organizational systems function, and operate effectively within them.</p> <p>Government and Law</p> <p>5.8 Understand concepts of economics.</p> <p>Math</p> <p>6.0 Demonstrate pre-computation skills.</p>	<p>Critical thinking</p> <p>Teamwork</p>	<p>What is order fulfillment? Where does it take place? What does order fulfillment include?</p> <p><a href="https://www.youtube.com/watch?v=Usn8qJuesrU">https://www.youtube.com/watch?v=Usn8qJuesrU</a></p> <p>Inventory</p> <p>Inventory is one of your business' greatest physical assets. This important part of your business can be enhanced with use of technology for inventory control. Learn four tips for furniture retail inventory management in this video. Summarize the tips after watching the video a couple of times.</p> <p>The importance of inventory control.</p> <p><a href="https://www.youtube.com/watch?v=GutCKICOESw">https://www.youtube.com/watch?v=GutCKICOESw</a></p>	<p>web with as many Logistics/Supply Chain terms as you can find.</p> <p>Read the following article on inventory exercises. After reading it, answer the questions below.</p> <p><a href="https://smallbusiness.chron.com/inventory-exercises-14185.html">https://smallbusiness.chron.com/inventory-exercises-14185.html</a></p> <p>Why are inventory counts so important? What do the acronyms FIFO and LIFO stand for? What does the Perpetual Method allow managers to do? What kind of information may inventory reports include?</p>
--	--	--	--	--	---



		<p>6.1 Compute using whole numbers.</p> <p>6.4 Compute with percents, rate, ratio, and proportion.</p> <p>6.5 Use expressions, equations, and formulas.</p> <p>6.7 Interpret data from graphs and compute averages.</p> <p>6.9 Use estimation and mental arithmetic</p> <p>Consumer Economics</p> <p>1.1 Use measurement and money.</p> <p>1.2 Use information to identify and purchase goods and services.</p> <p>1.3 Understand methods and procedures used to purchase goods and services.</p> <p>1.8 Demonstrate financial literacy skills.</p>			
	<p>09.05 Identify and select potential sources of materials or services.</p> <p>09.10 Analyze elements of contracts.</p>	<p>ELP Anchor Standard 2: Participate in oral and written exchanges.</p> <p>ELP Anchor Standard 3: Speak and write about informational texts and topics.</p> <p>ELP Anchor Standard 4: Construct claims with reasoning and evidence.</p> <p>ELP Anchor Standard 5: Research, evaluate and communicate findings to answer questions or solve problems.</p>	<p>Use Information</p> <p>Utilize Resources.</p> <p>Understand Systems</p> <p>Critical thinking</p>	<p>Learn sourcing of materials in procurement, purchasing management.</p> <p><a href="https://www.youtube.com/watch?v=DMgE5Dc0xO8">https://www.youtube.com/watch?v=DMgE5Dc0xO8</a></p> <p>Divide the class in teams. Each team is planning to open a different type of business (restaurant, gym, beauty salon, mechanic workshop, etc.) Each team will answer the following questions:</p> <p>Which resources do we need?</p> <p>How can we obtain these resources?</p> <p>Where can we find the resources?</p> <p>Who will provide the resources?</p>	<p>Listening Activity</p> <p>Listen to the conversation and do the corresponding exercises.</p> <p><a href="https://www.esl-lab.com/easy/office-supplies/">https://www.esl-lab.com/easy/office-supplies/</a></p> <p>Online Research</p> <p>If you want to buy these items for your office, which website do you use? How much does each item cost? What are the return policies?</p> <p>Items</p> <p>a laptop, an office phone, a printer, a desk and a chair and a filing cabinet.</p>

		CASAS Competencies: Employment 4.7 Effectively manage workplace resources.			Read the following article to understand the definition of contract. What are the four elements of a contract? Summarize the article. <a href="https://www.klosslaw.com/elements-of-a-contract/">https://www.klosslaw.com/elements-of-a-contract/</a>
	09.14 Resolve contract and/or purchase order differences with suppliers.  09.17 Conduct a negotiation.	<p>ELP Anchor Standard 2: Participate in oral and written exchanges.</p> <p>ELP Anchor Standard 3: Speak and write about informational texts and topics.</p> <p>ELP Anchor Standard 4: Construct claims with reasoning and evidence.</p> <p>ELP Anchor Standard 5: Research, evaluate and communicate findings to answer questions or solve problems.</p> <p>CASAS Competencies: Consumer Economics 1.8 Demonstrate financial literacy skills Government and Law.</p> <p>5.8 Understand concepts of economics.</p> <p>Math 6.0 Demonstrate pre-computation skills.</p> <p>6.1 Compute using whole numbers.</p> <p>6.4 Compute with percents, rate, ratio, and proportion.</p> <p>6.5 Use expressions, equations, and formulas.</p>	<p>Critical Thinking</p> <p>Self-management</p> <p>Utilize resources</p>	<p>A good negotiator needs the following:</p> <ul style="list-style-type: none"> <li>-Good listening skills</li> <li>-Good communication skills</li> <li>-Good ability to read body language.</li> </ul> <p>You may have these abilities in your native language but now you need to get them in English.</p> <p>Summarize the following article by enumerating the 9 recommended steps to a successful negotiation.</p> <p><a href="https://www.negotiations.com/articles/9-steps-negotiation-success-preparation/">https://www.negotiations.com/articles/9-steps-negotiation-success-preparation/</a></p>	<p>What are the six Rs for purchasing?</p> <p>Read the following article and summarize the six Rs.</p> <p><a href="https://www.yourarticlelibrary.com/material-management/purchasing-6-major-principles-of-purchasing-explained/26133">https://www.yourarticlelibrary.com/material-management/purchasing-6-major-principles-of-purchasing-explained/26133</a></p>

		<p>6.7 Interpret data from graphs and compute averages.</p> <p>6.9 Use estimation and mental arithmetic Employment.</p> <p>4.7 Effectively manage workplace resources.</p> <p>4.8 Demonstrate effectiveness in working with other people.</p> <p>4.9 Understand how organizational systems function, and operate effectively within them.</p> <p>7.3 Demonstrate ability to use problem-solving skills.</p>			
	<p>10.01 Explain the relationship between manufacturing, purchasing, and logistics.</p> <p>10.02 Explain the concept of production.</p>	<p>ELP Anchor Standard 2: Participate in oral and written exchanges.</p> <p>ELP Anchor Standard 3: Speak and write about informational texts and topics.</p> <p>ELP Anchor Standard 4: Construct claims with reasoning and evidence.</p> <p>ELP Anchor Standard 5: Research, evaluate and communicate findings to answer questions or solve problems.</p> <p>CASAS Competencies: Employment 4.9 Understand how organizational systems function, and operate effectively within them</p>	<p>Critical thinking</p> <p>Use information</p>	<p>Listening Exercise</p> <p>Watch the video and take down notes to answer the following questions: What is production? What is created in a production process? What are the most important forms of production? Why is market production so important? <a href="https://www.youtube.com/watch?v=hCe4iKBHnEY">https://www.youtube.com/watch?v=hCe4iKBHnEY</a></p> <p>What is the role of logistics in the supply chain? <a href="https://docs.google.com/document/d/1cMJdN_wzn4zkzBVzHi1-KRDABpaoq7Ebu1E08I0tESU/edit#">https://docs.google.com/document/d/1cMJdN_wzn4zkzBVzHi1-KRDABpaoq7Ebu1E08I0tESU/edit#</a></p>	<p>After defining the concepts of manufacturing, purchasing, and logistics, in your own words explain the relationship among them. Send this assignment to your teacher by email. You can use the following article as a reference: <a href="https://smallbusiness.chron.com/relationship-between-purchasing-supply-other-business-functions-33892.html">https://smallbusiness.chron.com/relationship-between-purchasing-supply-other-business-functions-33892.html</a></p>

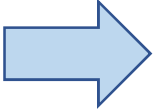
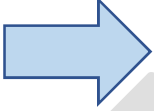
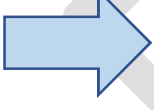


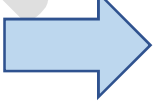
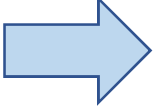
		Government and Law 5.8 Understand concepts of economics			
	10.05 Explain impact of new production technology for profitability.	<p>ELP Anchor Standard 2: Participate in oral and written exchanges.</p> <p>ELP Anchor Standard 3: Speak and write about informational texts and topics.</p> <p>ELP Anchor Standard 4: Construct claims with reasoning and evidence.</p> <p>ELP Anchor Standard 5: Research, evaluate and communicate findings to answer questions or solve problems.</p> <p>CASAS Competencies: Employment 4.5 Effectively use common workplace tools and technology.</p> <p>4.9 Understand how organizational systems function, and operate effectively within them.</p>	<p>Critical Thinking</p> <p>Use Information</p> <p>Understand Systems</p>	<p>As technology is developing, businesses become more efficient, since they are able to reduce their expenses and increase their profits.</p> <p>Read the following excerpt from the article Business Operations and summarize the impact of technology on production and the aspects they need to balance for profitability. <a href="https://www.bbc.co.uk/bitesize/guides/zhs4gwx/revision/4">https://www.bbc.co.uk/bitesize/guides/zhs4gwx/revision/4</a></p>	<p>Read the article 5 Ways to Boost Profits Using Technology. Explain the 5 ways which entrepreneurs can use to improve their business profits. <a href="https://www.benchmarkone.com/blog/boost-profits-using-technology/">https://www.benchmarkone.com/blog/boost-profits-using-technology/</a></p>
	<p>12.01 Explain pricing fundamentals</p> <p>12.04 Determine prices for products/services</p>	<p>ELP Anchor Standard 1: Construct meaning from oral presentations and texts.</p> <p>ELP Anchor Standard 2: Participate in oral and written exchanges.</p> <p>ELP Anchor Standard 3: Speak and write about informational texts and topics.</p> <p>ELP Anchor Standard 4: Construct claims with reasoning and evidence.</p>	<p>Use Information</p> <p>Critical Thinking</p> <p>Self-management</p> <p>Teamwork</p>	<p>How to Set a Price Learn in this short video how to price your products and services. <a href="https://www.youtube.com/watch?v=nc4NtiUB5Io">https://www.youtube.com/watch?v=nc4NtiUB5Io</a></p> <p>What happens when you set the price too high or too low? How do customers react? How can you lower the risk?</p>	<p>Pricing plays a huge part in profit growth. After reading this article, write a summary of the 7 fundamental rules for an effective pricing strategy. <a href="https://www.business2community.com/finance/7-fundamental-rules-profitable-pricing-strategy-01597385">https://www.business2community.com/finance/7-fundamental-rules-profitable-pricing-strategy-01597385</a></p>

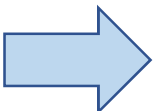
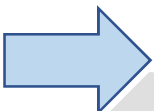



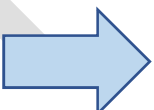
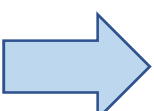
		<p>ELP Anchor Standard 7: Adapt language choices to purpose, task, and audience.</p> <p>ELP Anchor Standard 8: Determine the meaning of vocabulary in oral presentations and texts.</p> <p>ELP Anchor Standard 9: Create clear and coherent speech and text.</p> <p>ELP Anchor Standard 10: Demonstrate command of the conventions of standard English to communicate.</p> <p>CASAS Competencies: Math 6.0 Demonstrate pre-computation skills.</p> <p>6.1 Compute using whole numbers.</p> <p>6.4 Compute with percents, rate, ratio, and proportion.</p> <p>6.5 Use expressions, equations, and formulas.</p> <p>6.7 Interpret data from graphs and compute averages.</p> <p>6.9 Use estimation and mental arithmetic</p> <p>Government and Law 5.8 Understand concepts of economics.</p>			
	13.01 Explain basic customer relationship management (CRM) concepts	ELP Anchor Standard 1: Construct meaning from oral presentations and texts.	Use Information  Understand Systems	What is Customer Relationship Management? Introduction to CRM/Marketing/Sales <a href="https://www.youtube.com/watch?v=fbNPq-ZLzMM">https://www.youtube.com/watch?v=fbNPq-ZLzMM</a>	10 Ways to Deliver Consistently Great Customer Service Divide the class into teams. All the teams will read the article. Each team will be assigned 2

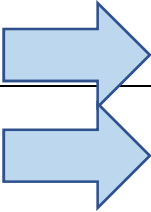
	13.02 Demonstrate quality customer service focus	<p>ELP Anchor Standard 2: Participate in oral and written exchanges.</p> <p>ELP Anchor Standard 3: Speak and write about informational texts and topics.</p>	Teamwork	<p>Exercise: You are managing the customer service department for an online retailer. One of your most important customers calls complaining about an overcharge. You look at the purchase but cannot find any mistake and try to convince the customer that no mistake was made and the charges are fine. He does not believe you and continues complaining. Which of the following responses do you think is the most appropriate?</p> <p>-You tell the customer that he is being unreasonable and you hang up on him.</p> <p>-Put the customer on hold while you try to figure out with other members of your team what to do.</p> <p>-You write down all the details and promise to do research about the issue and call him back with an answer.</p>	or 3 ways to deliver great customer service (depending on how many teams participate) to make a presentation for the whole class.
	<p>14.01 Explain basic management concepts.</p> <p>14.04 Apply sound decision-making strategies.</p>	<p>ELP Anchor Standard 1: Construct meaning from oral presentations and texts.</p> <p>ELP Anchor Standard 2: Participate in oral and written exchanges.</p> <p>ELP Anchor Standard 3: Speak and write about informational texts and topics.</p> <p>ELP Anchor Standard 7: Adapt language choices to purpose, task, and audience.</p> <p>ELP Anchor Standard 9: Create clear and coherent speech and text.</p> <p>ELP Anchor Standard 10: Demonstrate command of the conventions of standard English to communicate.</p>	<p>Critical Thinking</p> <p>Understand Systems</p> <p>Use information</p>	<p>Why are managers important? Who are managers? Where do they work? What are their functions and roles? What skills do they need?</p> <p>Watch the following video to answer these questions. Write down key words to provide your answers.</p> <p><a href="https://www.youtube.com/watch?v=1sI0jl4wb5Y">https://www.youtube.com/watch?v=1sI0jl4wb5Y</a></p>	<p>Who hasn't made a regrettable decision? Making sound decisions is a skill set that needs to be developed like any other. Read the following article from Forbes magazine to learn about how to make better decisions. Be ready to discuss the article in the next class.</p> <p><a href="https://www.forbes.com/sites/mikemyatt/2012/03/28/6-tips-for-making-better-decisions/?sh=6ac0222834dc">https://www.forbes.com/sites/mikemyatt/2012/03/28/6-tips-for-making-better-decisions/?sh=6ac0222834dc</a></p>



		CASAS Competencies Learning and Thinking Skills 7.3 Demonstrate ability to use problem-solving skills.			
	<p>15.03 Analyze safety/security risks.</p> <p>16.03 Build interpersonal skills with individuals and teams.</p>	<p>ELP Anchor Standard 2: Participate in oral and written exchanges.</p> <p>ELP Anchor Standard 3: Speak and write about informational texts and topics.</p> <p>ELP Anchor Standard 4: Construct claims with reasoning and evidence.</p> <p>ELP Anchor Standard 7: Adapt language choices to purpose, task, and audience.</p> <p>ELP Anchor Standard 9: Create clear and coherent speech and text.</p> <p>ELP Anchor Standard 10: Demonstrate command of the conventions of standard English to communicate.</p> <p>CASAS competencies: Employment 4.3 Understand work-related safety standards and procedures</p> <p>4.4 Understand concepts and materials related to job performance and training</p> <p>4.8 Demonstrate effectiveness in working with other people</p>	<p>Use Information</p> <p>Critical Thinking</p> <p>Understand Systems</p> <p>Teamwork</p>	<p>Read the following article about how to lift things safely. Then work with another student. In a paragraph summarize safe lifting procedures. <a href="https://protect.iu.edu/environmental-health/occupational-health/ergo-program/back/safelift.html">https://protect.iu.edu/environmental-health/occupational-health/ergo-program/back/safelift.html</a></p> <p>Work in groups now. Look at the video. How many safety hazards can you identify? <a href="https://www.safetyboss.co.uk/blogs/health-and-safety-videos/hazard-spotting-exercise">https://www.safetyboss.co.uk/blogs/health-and-safety-videos/hazard-spotting-exercise</a></p> <p>After watching the video work with your team/partner and complete an unsafe condition report. Look at the form.</p> <p>Type your report below.</p> <p>Name: Date:</p> <p>Description of unsafe condition: Suggestion for improvement:</p> <p>Signature:</p>	<p>Teamwork.</p> <p>Students will work in teams to create posters about safety in the workplace. Each team will submit the poster to the teacher electronically. The teacher will present all the posters in class. The students will vote to select the best poster.</p>

IET Single Set of Learning Objectives		Competencies
The students will research employment opportunities in logistics and prepare for employment. They will be able to demonstrate the ability to read, follow directions, and to write effectively by creating a resume.		Understand the job-seeking process. Look for jobs in the logistics/supply chain field. Learn how to complete job application forms. Learn how to write a resume/cover letter. Prepare for a job interview. Learn how to write a thank-you note.
The students will discuss vocabulary related to soft skills and appropriate workplace behavior and make presentations on the topic. Students will be able to demonstrate the ability to read, follow directions, and work in teams - to create and present a job exploration project.		Learn vocabulary related to soft skills and appropriate workplace behavior. Understand the difference between hard and soft skills. Learn the importance of developing the necessary soft skills for the workplace (responsibility, self-management, self-confidence, ethical behavior, teamwork and respect, among others)
The students will learn how to overcome the challenges in the work field by researching problem-solving techniques and ways to manage stress. They will demonstrate understanding of various types of problem-solving strategies and their applications in the workplace.		The students will demonstrate how to take initiative and show resourcefulness to make decisions when needed. They will also learn how to work under pressure and manage stress. Understand the importance of prioritizing and problem solving.
<p>The students will utilize appropriate vocabulary to establish professional communication in the workplace.</p> <p>The students will learn how to set and achieve goals.</p>		<p>The students will write sentences using newly-learned verbs in situations related to the logistics and supply chain fields.</p> <p>Learn about short/medium and long-term goals and how to prepare to accomplish them utilizing effective skills and practices, and critical thinking skills. Put into practice research skills to find and use information to communicate effectively.</p>
<p>The students will learn how to handle change in the workplace and manage their time effectively by working in teams. They will discuss alternatives, and consider the implications of unethical behavior.</p> <p>The students will demonstrate the ability to summarize the advantages/disadvantages of the different types of transportation in the supply chain. They will demonstrate understanding of the factors that are part of the shipping process.</p>		<p>The students will demonstrate the ability to follow the appropriate steps to find a job in the field of logistics/supply chain. They will learn how performing their duties well can lead to better pay and promotions.</p> <p>The learners will show skills summarizing and discussing chain networks and transportation in the supply chain.</p>
<p>The students will learn how to utilize appropriate vocabulary to explain the steps involved in the warehouse process.</p> <p>The students will learn about the importance of inventory control and the different inventory methods.</p>		<p>Summarize the warehouse process. Demonstrate understanding of the distribution process and the elements involved in it.</p> <p>Speak about the importance of inventory control. Understand how to use technology for managing resources and supplies.</p>
The students will demonstrate understanding of the process of fulfilling orders. They will learn terminology used in the field and utilize the vocabulary answering questions about the process.		<p>Utilize newly learned vocabulary to discuss the process of order fulfillment. Describe where it takes place and what it includes.</p> <p>Demonstrate the ability to research and present information related to inventory control and its importance.</p>

<p>The students will show understanding of potential sources of materials or services in the logistics/supply chain field.</p> <p>The learners will demonstrate their ability to identify the different parts of contracts.</p>		<p>The students will demonstrate the ability of working in teams and utilize their critical thinking skills to find suppliers of resources needed to open a business. They will demonstrate how to allocate these resources effectively, considering, profitability.</p> <p>Demonstrate the ability to summarize an article defining what a contract is, and its four main parts.</p>
<p>The students will demonstrate their understanding of the necessary steps to conduct a negotiation successfully. They will show their ability to take the necessary steps to resolve contract and order differences with suppliers.</p>		<p>The learners will demonstrate their writing skills to summarize an article enumerating the recommended steps to a successful negotiation. They will also demonstrate their ability to summarize the six major principles for purchasing.</p>
<p>The students will understand the relationship between manufacturing, purchasing, and logistics.</p> <p>The students will learn the concept of production.</p>		<p>Demonstrate the ability to understand a video and write down key ideas to summarize the concept of production, what is created during the process, its main forms, and its importance.</p> <p>Demonstrate understanding of the role of logistics in the supply chain.</p>
<p>The students will understand the impact of new production technology for profitability. Students will demonstrate knowledge of the role of digital tools for the organization, analysis, and storage of data. Students will demonstrate knowledge of the role of data analytics in the world economy nowadays.</p>		<p>Use writing skills to summarize the impact of technology on production and the aspects they need to balance for profitability.</p> <p>Summarize the impact of technology on production and the aspects they need to balance for profitability. Demonstrate understanding of the 5 ways entrepreneurs can use to improve their business profits.</p>
<p>The students will study basic principles of pricing. They will learn how to determine prices for products/services.</p>		<p>Demonstrate understanding of a video lesson on how to price products and services and participate in class discussion.</p> <p>Summarize the rules for setting the right price after reading the article assigned by your teacher.</p>
<p>The students will learn concepts related to basic customer relationship management (CRM). Students will engage in interpersonal communication and critical thinking in evaluating quality customer service experiences.</p>		<p>After reading an article the learners will demonstrate the skills to work in teams and present different ways of delivering excellent customer service.</p>
<p>The learners will study basic management concepts.</p> <p>The students will learn how to apply sound decision-making strategies.</p>		<p>Demonstrate the skills to understand the importance of managers and their functions, roles and the skills needed to be a successful manager. Practice note taking to summarize the video shown in class.</p> <p>Show skills to summarize how to make good decisions.</p>

The learners will demonstrate the ability to identify safety/security risks.		Demonstrate understanding of vocabulary related to safety hazards. Show ability to identify safety hazards in the workplace. Learn how to complete unsafe condition reports. Work in teams to create signs and posters about safety in the workplace.
The students will learn how to build interpersonal skills with individuals and teams.		
The students will research employment opportunities in logistics and prepare for employment. They will be able to demonstrate the ability to read, follow directions, and to write effectively by creating a resume.		Understand the job-seeking process. Look for jobs in the logistics/supply chain field. Learn how to complete job application forms. Learn how to write a resume/cover letter. Prepare for a job interview. Learn how to write a thank-you note.

DRAFT

# GET THERE

Florida's Workforce Education Initiative

This resource is supported with federal funds as appropriated to the Florida Department of Education, Division of Career and Adult Education for the provision of sample IET Single Set of Learning Outcomes.

