



LESSON PLAN 35
Postgraduate Diploma in Bilingual Education

SUBJECT: Business Studies	GRADE & CLASS: 12	DURATION: 40 minutes
UNIT : 9		LESSON [TOPIC]: Introduction to communication & its importance

FOCUSED COMPETENCY & LEVEL

Competency 9: Confirms the necessity of using communication effectively for the success of business activities

Competency Level 9.1: Inquiries about the factors that enhance the success of the communication process:

QUALITY INPUTS/MATERIAL/RESOURCES:

Smart Board / Projector, Chart paper and markers for group activity, Worksheets for vocabulary, Internet or textbook for post-activity research

OBJECTIVES FOR 4Cs [*anticipated* learning outcomes]




1 & 2. CONTENT & COGNITION	Students will be able to:
	<p>Cognitive:</p> <ul style="list-style-type: none"> • communication correctly. • Explain the importance of communication in business & social life. • Analyse the difference between business communication and social communication. • Evaluate why communication is essential for organisational success.

	<p>Psychomotor</p> <ul style="list-style-type: none"> ● Use the smart board to drag-and-drop communication elements. ● Participate in pair activities by presenting short role-play communication scenes.
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3.COMMUNICATIONLanguage]	Objectives – Students will be able to
Vocabulary	<p>Previous: business relations, communication, interested parties</p> <p>New sender, receiver, message, medium, feedback, barriers, verbal, non-verbal, interpersonal, business communication</p>

premium, proposal form, policyholder, indemnity, compensation, risk, loss, coverage, insurer, insured, liability, property, assets

3.2. LANGUAGE	<p>3.2.1. Language Functions</p> <p>student will be able to</p> <ul style="list-style-type: none"> ● describe, explaining cause–effect, give examples, compare
	<p>3.2.2. Language Structures</p> <ul style="list-style-type: none"> ■ “Communication is...”, ■ “It helps to...”, ■ “In business..., while in social life...” ■ Passive and simple present tense
	<p>3.2.3. Language Skills focused on Activities [write the corresponding Activity number)</p> <p>(a) Writing Skill – Students will write the notes by using proper language.</p> <p>b) Listening Skill – Students will listen to the explanations given by the teacher and answer the questions properly.</p>

	(c) Speaking skills – Students will explain communication with proper language. (d) Reading skills – Students will read information in the smart board.
4. CULTURE & COMMUNITY	Students will
Affective Domain Objectives	<ul style="list-style-type: none">  Show interest in observing real-life communication situations.  Appreciate the value of clear communication in social and business life.  Demonstrate willingness to participate in interactive communication tasks.

PRE-LESSON ACTIVITY

Objectives: Identify common problem in communication **5 minutes**

Activity

Smart-board video clip (1 minute) showing a business meeting with poor communication.

Students answer:

- What went wrong?
- How did communication affect the result?

Language Support:

- “I think...”
- “They did not understand because...”

PROCEDURE [STEPS WITH ANTICIPATED TIME FOR EACH ITEM]

STEP 2– Activity 1 **Time allocated:8 minute**

Learning outcome: Students define communication and give examples

Activity

- Show definition on Smart Board
- Give simple examples (phone call, message, email, face-to-face talk)
- Ask student to read and repeat definition
- Identify communication examples in their daily life

STEP 2 – Activity 2

8 minutes

Learning outcomes

- Students recognize the elements of communication

Activity

- Present diagram: Sender → Message → Medium → Receiver → Response — feedback
- Explain each part using simple language
- Ask student to drag and drop labels to correct parts on smart board

STEP 2 – Activity 3

10 minutes

Learning Outcomes: Students justify importance of communication in business

Activity

- Explain: coordination, decision-making, planning, team building, customer relations
- Compare good vs poor communication exam
- Ask student to do Pair work: Identify why communication is important in a workplace example given
- Share answers with others.

STEP 2 – Activity 4

Learning Outcome:

6 minutes

- Students differentiate business & social communication.

Activity

- Explain examples: family discussions, friendships, social events
- Contrast with business communication
- Students give one social communication example from their life

CONSOLIDATE VIA ASSESSMENT ON LEARNING AND/OR ASSESSMENT AS LEARNING

STEP 3 -Activity 1

Time allocated: 5 minute

Learning Outcome:

- Students create and present a communication scenario.

Activity

- Give two scenarios (business & social)
- Ask two volunteers to act out one scenario.
- Class identifies communication elements & purpose

POST-LESSON ACTIVITY

Objectives:

- Understand how communication affect for the real life .

Activity

- Ask students prepare a **short written report** on:
“**How communication affects success in school and business life.**”
- Submit next day.

Annextures

Part A – Match the Words (Vocabulary)

1. Sender – ____
2. Receiver – ____
3. Message – ____
4. Feedback – ____
5. Medium – ____

Part B – Identify the Communication Type

Write **B** for Business communication or **S** for Social communication:

1. Talking with a customer ____
2. Discussing homework with a friend ____
3. Emailing your manager ____
4. Greeting guests at a wedding ____

Part C – Short Question

- Why is communication important in business?
- Give one example of good social communication.

