

Virtual Workplace Experience II Lesson Plan

Unit: 13	Lesson: Sales and Customer Service Sector Job Overviews Lesson
Content Standards Alignment:	
<p>Lesson Objectives/Instructional Outcomes: (Domain 1c Setting Instructional Outcomes): Outline the concept, knowledge, skill, or application students can demonstrate upon lesson completion. This may be the same as or very similar to the content standard; however, it could be narrower or perhaps broader. Objectives may be stated in the form of critical questions students should be able to answer.</p> <p>Students will have a better understanding of the pay, job outlook, and types of skills needed for an array of Louisiana high-wage, high-demand job opportunities.</p>	
<p>Instructional Materials/Resources: List all materials and resources required by teacher and/or students, include preparation or other special instructions; e.g. paper based materials such as textbooks, technology equipment, science equipment or supplies, art materials or equipment</p> <p>Computers with internet connectivity to access: Bureau of Labor Statistics Occupational Outlook Handbook (https://www.bls.gov/ooh/) and Louisiana Workforce Commission’s Star Jobs System (http://www.laworks.net/Stars/default.aspx); Sales and Customer Service Sector Guide (13-05); Sales and Customer Service Sector Job Overviews Student Tool (13-06)</p>	
Methods and Instructional Strategies (Domain 3c Engaging Student in Learning)	
<p>Concept Prerequisites: List all key concepts and terminology necessary for students to understand the concepts as well as meet the standards, goals and objectives of the lesson.</p> <p>There are many jobs available in Louisiana. Particularly, we will focus on researching high-wage, high-demand positions. That means, jobs that pay well and are hiring at a large scale. These positions require unique skills, training, and credentials.</p>	
Introduction - Anticipatory Set	5 min: Teacher will instruct students to answer the following questions about the Sales and Customer Service sector: What have we learned about customer service so far? What types of experience have you had with the customer service and sales? How many sectors do you think are impacted by customer service skills? (Hint: All of them!)
Instructional Activities: Includes questioning techniques, grouping strategies, pedagogical approaches	<p>5 min: Teacher will introduce students to the Bureau of Labor and Statistics Occupational Outlook Handbook (https://www.bls.gov/ooh/) and Louisiana Star Jobs (http://www.laworks.net/Stars/default.aspx). These resources will be utilized throughout the course to research an array of Louisiana high-wage, high-demand job opportunities. They will be especially helpful when conducting portfolio project research.</p> <p>10 min: Teacher will direct students to refer to the Sales and Customer Service Sector Job Overviews Student Tool (13-06). Together, the teacher and students will research one of the listed careers. Together, they will utilize the handbook to fill out the first sample table.</p> <p>20 min: Students will individually, or in small groups, complete the second template located on the Sales and Customer Service Sector Job Overviews</p>

	Student Tool (13-06).
Wrap Up - Synthesis/Closure	10 min: Teacher facilitates a class discussion of the various jobs students researched and the interesting things they found out about those particular careers. Teacher should encourage class participation in providing feedback and offer students the opportunity to practice PVLEGS strategies.
<p>Differentiation (According to Student Needs rating Knowledge of Students) Address diverse student needs including students with an IEP or 504</p> <p>Reduce number of items required. Pair students into small groups.</p>	
<p>Assessment (Domain 3d) May indicate the type of assessment most appropriate, or it may provide sample questions, entire tests, portfolio guidelines or rubrics if available.</p> <p>Students will submit individual research via Sales and Customer Service Sector Job Overviews Student Tool (13-06)</p>	