

## The New Employee

**NHES Standard 4** Students will demonstrate the ability to use interpersonal communication skills to enhance health and avoid or reduce health risks.

### Teaching Objectives

- Demonstrate effective communication skills to advocate for personal health and safety.
- Utilize role-playing techniques for communicating effectively with others to enhance health.

### Teaching Strategies

- Place students into groups of two or three. Provide each group with a minimum of five index cards and have students follow the steps in the activity.
- When students have completed and rehearsed their scripts, instruct them to role-play the situation between Rachel and the manager for the class.
- Instruct the class to write down each effective communication skill they observe during the role-play.
- Lead a class discussion about the use of communication skills and the options Rachel might have if the conditions at work are not resolved in a healthy way after her meeting with the manager.

### Assessment

Using a rubric, student work should provide comprehensive evidence of the following criteria to achieve the highest score:

- ✓ Includes clear, organized messages
- ✓ Uses "I" messages
- ✓ Applies listening skills
- ✓ Employs respectful tone
- ✓ Demonstrates appropriate body language

## Activity The New Employee

Rachel has an after-school job at a local store. A new employee started working there recently, and his behavior is often aggressive and inappropriate. Rachel wants to talk to the manager, but she doesn't know where to begin.

### What You'll Need

- paper and pen or pencil
- 5 or more index cards

### What You'll Do

#### Step 1

Review the communication skills outlined in the chapter. On the front of each index card, write one skill that Rachel will need to communicate effectively with her manager. On the back of each card, describe how to use that communication skill in this situation.

#### Step 2

Arrange the cards in the order that Rachel should use them.

#### Step 3

Use the index cards to help you write a script in which Rachel discusses her concerns with her manager.

### Apply and Conclude

Rehearse and role-play the script with classmates. Make sure that Rachel's needs and feelings are clearly communicated to her manager.

### Checklist: Communication Skills

- ✓ Clear, organized message
- ✓ "I" messages
- ✓ Active listening
- ✓ Respectful tone
- ✓ Appropriate body language
- ✓ Reason(s) for the request



## Writing Strategy

**Journal Writing** Ask students to write a private journal entry reflecting on their own use of communication skills. Encourage them to include specific examples of situations in which their communication skills were ineffective

and to describe how stronger communication skills could have led to a different outcome. Suggest that students include in their entry short-term goals for strengthening their communication skills.