

<b>Administrative Office Technology</b>	<b>8212110</b>
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**Outcome # 01.0 DEMONSTRATE KNOWLEDGE, SKILL, AND APPLICATION OF INFORMATION SYSTEMS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE. APPLY ERGONOMIC PRINCIPLES APPLICABLE TO THE CONFIGURATION OF COMPUTER WORKSHATIONS- THE STUDENT WILL BE ABLE TO:**

**Performance Task# 01.07 Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and minupulate data.)**

<b>SSS Strand:</b>	<b>Essential Work Skills</b>
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No SSS Link to this Student Performance Standard.	No Essential Work Skill
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**Performance Task# 01.10 Use communications and networking to perform tasks and solve problems in business environments.**

<b>SSS Strand: Reading</b>	<b>Essential Work Skills</b>
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<b>LA.A 2.4.1</b>	<b>H</b>	Determines the main idea and identifies relevant details, methods of development, and their effectiveness in a variety of types of written materi	<b>e15</b>	Discriminate important ideas from unimportant ideas while reading.
			<b>e24</b>	Summarize, synthesize and organize information while reading.
			<b>e46</b>	Apply, extend, and expand on information while reading
<b>LA.A 2.4.2</b>	<b>H</b>	Determines the author's purpose and point of view and their effects on the text.	<b>e77</b>	Assess the significance and importance of the themes in a literary text.
<b>LA.A 2.4.4</b>	<b>H</b>	Locates, gathers, analyzes, and evaluates written information for a variety of purposes, including research projects, real-world tasks, and self-improvement.	<b>e03</b>	Gather information from a variety of sources, including electronic sources, and summarize, analyze, and evaluate its use for a report.
<b>LA.A 2.4.5</b>	<b>H</b>	Identifies devices of persuasion and methods of appeal and their effectiveness.	<b>e17</b>	Analyze, evaluate and critique such events as current events, political campaigns, advertisements and media.
			<b>e72</b>	Evaluate the way an author uses language and text characteristics such as plot, setting, theme, character, point of view, genre etc. to evoke a response in a reader.
<b>LA.A 2.4.8</b>	<b>H</b>	Synthesizes information from multiple sources to draw conclusions.	<b>e03</b>	Gather information from a variety of sources, including electronic sources, and summarize, analyze, and evaluate its use for a report.

<b>SSS Strand: Writing</b>	<b>Essential Work Skills</b>
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<b>LA.B 1.4.1</b>	<b>L</b>	Selects and uses appropriate prewriting strategies, such as brainstorming, graphic organizers, and outlines.	<b>e34</b>	Use ideas from journals, class discussion and literary criticism to write a paper that expresses a personal opinion, sustains a controlling idea, or uses specific evidence from literary texts to support an opinion.
			<b>e40</b>	Use writing as a tool for learning in formats such as learning logs, laboratory reports, note-taking, journals and portfolios.
<b>LA.B 1.4.2</b>	<b>H</b>	Drafts and revises writing that: is focused, purposeful, and reflects insight into the writing situation; has an organizational pattern that provides for a logical progression of ideas; has effective use of transitional devices that contribute to a sense of completeness; has support that is substantial, specific, relevant, and concrete; demonstrates a commitment to and involvement with the subject; uses creative writing strategies as appropriate to the purposes of the paper; demonstrates a mature command of language with freshness of expression; has varied sentence structure; has few, if any, convention errors in mechanics, usage, punctuation and spelling.	<b>e12</b>	Draft a report that engages an audience and is concise, clear, well organized, accurate, and informative.

		<b>e14</b>	Use editing and revising skills to improve effectiveness and accuracy of drafts.
		<b>e27</b>	Define a position on a controversial topic and write a persuasive essay or make an oral presentation likely to persuade a specific audience to change an opinion or take a particular action.
		<b>e54</b>	Organize supporting detail in logical and convincing patterns.
<b>LA.B 1.4.3</b>	<b>L</b>		Produces final documents that have been edited for: correct spelling; correct punctuation, including commas, colons, and common use of semicolons; correct capitalization; correct sentence formation; correct instances of possessives, subject/verb agreement, instances of noun/pronoun agreement and the intentional use of fragments for effect; and correct formatting that appeals to readers, including appropriate use of a variety of graphics, tables, charts and illustrations in both standard and innovative forms.
		<b>e14</b>	Use editing and revising skills to improve effectiveness and accuracy of drafts.
<b>LA.B 2.4.1</b>	<b>L</b>		Writes text, notes, outlines, comments, and observations that demonstrate comprehension and synthesis of content, processes, and experiences from a variety of media.
		<b>e03</b>	Gather information from a variety of sources, including electronic sources, and summarize, analyze, and evaluate its use for a report.
<b>Outcome # 02.0 USE TECHNOLOGY TO APPLY AND ENHANCE COMMUNICATION SKILLS IN TECHNICAL READING, WRITING, SPEAKING, LISTENING, AND VIEWING—THE STUDENT WILL BE ABLE TO:</b>			
<b>Performance Task# 02.10 Use job specific terminology if training for specialized support fields (e.g., construction, education, real estate) or use advanced business vocabulary.</b>			
<b>SSS Strand: Reading</b>		<b>Essential Work Skills</b>	
<b>LA.A 1.4.2</b>	<b>H</b>		Selects and uses strategies to understand words and text, and to make and confirm inferences from what is read, including interpreting diagrams, graphs, and statistical illustrations.
		<b>e50</b>	Understand and use a variety of organizational formats such as compare/contrast, cause/effect, inductive/deductive, most important to least important, and least important to most important.
		<b>e53</b>	Apply personal or objective criteria for evaluating informational, persuasive and literary materials.
<b>LA.A 1.4.3</b>	<b>L</b>		Refines vocabulary for interpersonal, academic, and workplace situations, including figurative, idiomatic, and technical meanings.
		<b>e09</b>	Know how to decipher unfamiliar words using such strategies as context cues, word structure analysis, letter sound relationships, and word histories.
		<b>e30</b>	Understand the nature and purpose of and be able to word process a variety of formats including essays, business letters, memos, instructions, policy statements, technical proposals, user manuals, lab reports, etc.
		<b>e49</b>	Read for main idea first and then read for detail.
<b>SSS Strand: Writing</b>		<b>Essential Work Skills</b>	
<b>LA.B 1.4.2</b>	<b>H</b>		Drafts and revises writing that: is focused, purposeful, and reflects insight into the writing situation; has an organizational pattern that provides for a logical progression of ideas; has effective use of transitional devices that contribute to a sense of completeness; has support that is substantial, specific, relevant, and concrete; demonstrates a commitment to and involvement with the subject; uses creative writing strategies as appropriate to the purposes of the paper; demonstrates a mature command of language with freshness of expression; has varied sentence structure; has few, if any, convention errors in mechanics, usage, punctuation and spelling.
		<b>e12</b>	Draft a report that engages an audience and is concise, clear, well organized, accurate, and informative.
		<b>e14</b>	Use editing and revising skills to improve effectiveness and accuracy of drafts.

		<b>e27</b>	Define a position on a controversial topic and write a persuasive essay or make an oral presentation likely to persuade a specific audience to change an opinion or take a particular action.
		<b>e54</b>	Organize supporting detail in logical and convincing patterns.
<b>LA.B 1.4.3</b>	<b>L</b>		Produces final documents that have been edited for: correct spelling; correct punctuation, including commas, colons, and common use of semicolons; correct capitalization; correct sentence formation; correct instances of possessives, subject/verb agreement, instances of noun/pronoun agreement and the intentional use of fragments for effect; and correct formatting that appeals to readers, including appropriate use of a variety of graphics, tables, charts and illustrations in both standard and innovative forms.
		<b>e14</b>	Use editing and revising skills to improve effectiveness and accuracy of drafts.
<b>LA.B 2.4.1</b>	<b>L</b>		Writes text, notes, outlines, comments, and observations that demonstrate comprehension and synthesis of content, processes, and experiences from a variety of media.
		<b>e03</b>	Gather information from a variety of sources, including electronic sources, and summarize, analyze, and evaluate its use for a report.
<b>LA.B 2.4.4</b>	<b>L</b>		Selects and uses a variety of electronic media, such as the Internet, information services, and desktop publishing software programs, to create, revise, retrieve, and verify information.
		<b>e03</b>	Gather information from a variety of sources, including electronic sources, and summarize, analyze, and evaluate its use for a report.

**Performance Task# 02.11 Integrate all forms of communication in the successful pursuit of a secretarial career.**

<b>SSS Strand: Reading</b>		<b>Essential Work Skills</b>	
<b>LA.A 1.4.1</b>	<b>L</b>		Selects and uses prereading strategies that are appropriate to the text, such as discussion, making predictions, brainstorming, generating questions, and previewing, to anticipate content, purpose, and organization of a reading selection.
		<b>e52</b>	Preview textbooks for informational text to anticipate content.
		<b>e80</b>	Understand ways an author uses language and text characteristics to aid comprehension.
<b>LA.A 1.4.3</b>	<b>L</b>		Refines vocabulary for interpersonal, academic, and workplace situations, including figurative, idiomatic, and technical meanings.
		<b>e09</b>	Know how to decipher unfamiliar words using such strategies as context cues, word structure analysis, letter sound relationships, and word histories.
		<b>e30</b>	Understand the nature and purpose of and be able to word process a variety of formats including essays, business letters, memos, instructions, policy statements, technical proposals, user manuals, lab reports, etc.
		<b>e49</b>	Read for main idea first and then read for detail.
<b>LA.A 1.4.4</b>	<b>L</b>		Applies a variety of response strategies, including rereading, note taking, summarizing, outlining, writing a formal report, and relating what is read to his or her own experiences and feelings.
		<b>e34</b>	Use ideas from journals, class discussion and literary criticism to write a paper that expresses a personal opinion, sustains a controlling idea, or uses specific evidence from literary texts to support an opinion.
		<b>e35</b>	Apply the information gathered from technical texts in real-life situations.
		<b>e53</b>	Apply personal or objective criteria for evaluating informational, persuasive and literary materials.
		<b>e60</b>	Relate situations, events, and characters in a reading selection to personal experience.
		<b>e72</b>	Evaluate the way an author uses language and text characteristics such as plot, setting, theme, character, point of view, genre etc. to evoke a response in a reader.
		<b>e94</b>	Use response journals to jot down ideas from reading literary texts.
<b>SSS Strand: Writing</b>		<b>Essential Work Skills</b>	

<b>LA.B 1.4.1</b>	<b>L</b>	Selects and uses appropriate prewriting strategies, such as brainstorming, graphic organizers, and outlines.	<b>e34</b>	Use ideas from journals, class discussion and literary criticism to write a paper that expresses a personal opinion, sustains a controlling idea, or uses specific evidence from literary texts to support an opinion.
<b>LA.B 1.4.2</b>	<b>H</b>	Drafts and revises writing that: is focused, purposeful, and reflects insight into the writing situation; has an organizational pattern that provides for a logical progression of ideas; has effective use of transitional devices that contribute to a sense of completeness; has support that is substantial, specific, relevant, and concrete; demonstrates a commitment to and involvement with the subject; uses creative writing strategies as appropriate to the purposes of the paper; demonstrates a mature command of language with freshness of expression; has varied sentence structure; has few, if any, convention errors in mechanics, usage, punctuation and spelling.	<b>e40</b> <b>e12</b>	Use writing as a tool for learning in formats such as learning logs, laboratory reports, note-taking, journals and portfolios. Draft a report that engages an audience and is concise, clear, well organized, accurate, and informative.
			<b>e14</b>	Use editing and revising skills to improve effectiveness and accuracy of drafts.
			<b>e27</b>	Define a position on a controversial topic and write a persuasive essay or make an oral presentation likely to persuade a specific audience to change an opinion or take a particular action.
			<b>e54</b>	Organize supporting detail in logical and convincing patterns.
<b>LA.B 2.4.3</b>	<b>L</b>	Writes fluently for a variety of occasions, audiences, and purposes, making appropriate choices regarding style, tone, level of detail, and organization.	<b>e22</b>	Understand and produce a variety of informative format such as business letters, memos, reports, news articles, brochures, proposals and critiques.
			<b>e50</b>	Understand and use a variety of organizational formats such as compare/contrast, cause/effect, inductive/deductive, most important to least important, and least important to most important.
<b>LA.B 2.4.4</b>	<b>L</b>	Selects and uses a variety of electronic media, such as the Internet, information services, and desktop publishing software programs, to create, revise, retrieve, and verify information.	<b>e03</b>	Gather information from a variety of sources, including electronic sources, and summarize, analyze, and evaluate its use for a report.

**SSS Strand: Listening, Viewing and Speaking**

**Essential Work Skills**

<b>LA.C 1.4.1</b>	<b>L</b>	Selects and uses appropriate listening strategies according to the intended purpose, such as solving problems, interpreting and evaluating the techniques and intent of a presentation, and taking action in career-related situations.	<b>e25</b>	Listen, comprehend and summarize essential information from a variety of sources such as speeches, plays, commercials on radio and television, and political debates.
<b>LA.C 1.4.3</b>	<b>L</b>	Uses effective strategies for informal and formal discussions, including listening actively and reflectively, connecting to and building on the ideas of a previous speaker, and respecting the viewpoints of others.	<b>e32</b>	Make informed judgments about the content, organization, and delivery of spoken communication.
			<b>e59</b>	Respond orally to fellow student's opinions during presentations by asking questions, asking for clarification, agreeing and /or disagreeing courteously.
			<b>e69</b>	Participate in a one-on-one conference by relating essential information, asking questions on the topic, and using language to clarify information.
			<b>e70</b>	Analyze and evaluate a speaker's statements of opinion, personal preference and values.

**Outcome # 03.0 USE TECHNOLOGY TO APPLY AND ENHANCE COMMUNICATION SKILLS IN TECHNICAL READING, WRITING—THE STUDENT WILL BE ABLE TO:**

**Performance Task# 03.10 Discuss communication systems - cultural, organizational, technological, and interpersonal.**

<b>SSS Strand: Reading</b>		<b>Essential Work Skills</b>	
<b>LA.A 1.4.1</b>	<b>L</b> Selects and uses prereading strategies that are appropriate to the text, such as discussion, making predictions, brainstorming, generating questions, and previewing, to anticipate content, purpose, and organization of a reading selection.	<b>e52</b>	Preview textbooks for informational text to anticipate content.
		<b>e80</b>	Understand ways an author uses language and text characteristics to aid comprehension.
<b>LA.A 1.4.2</b>	<b>H</b> Selects and uses strategies to understand words and text, and to make and confirm inferences from what is read, including interpreting diagrams, graphs, and statistical illustrations.	<b>e50</b>	Understand and use a variety of organizational formats such as compare/contrast, cause/effect, inductive/deductive, most important to least important, and least important to most important.
		<b>e53</b>	Apply personal or objective criteria for evaluating informational, persuasive and literary materials.
<b>LA.A 1.4.3</b>	<b>L</b> Refines vocabulary for interpersonal, academic, and workplace situations, including figurative, idiomatic, and technical meanings.	<b>e09</b>	Know how to decipher unfamiliar words using such strategies as context cues, word structure analysis, letter sound relationships, and word histories.
		<b>e30</b>	Understand the nature and purpose of and be able to word process a variety of formats including essays, business letters, memos, instructions, policy statements, technical proposals, user manuals, lab reports, etc.
		<b>e49</b>	Read for main idea first and then read for detail.
<b>LA.A 1.4.4</b>	<b>L</b> Applies a variety of response strategies, including rereading, note taking, summarizing, outlining, writing a formal report, and relating what is read to his or her own experiences and feelings.	<b>e34</b>	Use ideas from journals, class discussion and literary criticism to write a paper that expresses a personal opinion, sustains a controlling idea, or uses specific evidence from literary texts to support an opinion.
		<b>e35</b>	Apply the information gathered from technical texts in real-life situations.
		<b>e53</b>	Apply personal or objective criteria for evaluating informational, persuasive and literary materials.
		<b>e60</b>	Relate situations, events, and characters in a reading selection to personal experience.
		<b>e72</b>	Evaluate the way an author uses language and text characteristics such as plot, setting, theme, character, point of view, genre etc. to evoke a response in a reader.
		<b>e94</b>	Use response journals to jot down ideas from reading literary texts.
<b>SSS Strand: Writing</b>		<b>Essential Work Skills</b>	
<b>LA.B 2.4.1</b>	<b>L</b> Writes text, notes, outlines, comments, and observations that demonstrate comprehension and synthesis of content, processes, and experiences from a variety of media.	<b>e03</b>	Gather information from a variety of sources, including electronic sources, and summarize, analyze, and evaluate its use for a report.
<b>LA.B 2.4.4</b>	<b>L</b> Selects and uses a variety of electronic media, such as the Internet, information services, and desktop publishing software programs, to create, revise, retrieve, and verify information.	<b>e03</b>	Gather information from a variety of sources, including electronic sources, and summarize, analyze, and evaluate its use for a report.
<b>SSS Strand: Listening, Viewing and Speaking</b>		<b>Essential Work Skills</b>	
<b>LA.C 3.4.2</b>	<b>L</b> Selects and uses a variety of speaking strategies to clarify meaning and to reflect understanding, interpretation, application, and evaluation of content processes, or experiences, including asking relevant questions when necessary, making appropriate and meaningful comments, and making insightful observations.	<b>e59</b>	Respond orally to fellow student's opinions during presentations by asking questions, asking for clarification, agreeing and /or disagreeing courteously.

**e69** Participate in a one-on-one conference by relating essential information, asking questions on the topic, and using language to clarify information.

**Performance Task# 03.11 Write complex executive level business communications.**

**SSS Strand: Writing**

**Essential Work Skills**

**LA.B 1.4.2 H** Drafts and revises writing that: is focused, purposeful, and reflects insight into the writing situation; has an organizational pattern that provides for a logical progression of ideas; has effective use of transitional devices that contribute to a sense of completeness; has support that is substantial, specific, relevant, and concrete; demonstrates a commitment to and involvement with the subject; uses creative writing strategies as appropriate to the purposes of the paper; demonstrates a mature command of language with freshness of expression; has varied sentence structure; has few, if any, convention errors in mechanics, usage, punctuation and spelling.

**e12** Draft a report that engages an audience and is concise, clear, well organized, accurate, and informative.

**e14** Use editing and revising skills to improve effectiveness and accuracy of drafts.

**e27** Define a position on a controversial topic and write a persuasive essay or make an oral presentation likely to persuade a specific audience to change an opinion or take a particular action.

**e54** Organize supporting detail in logical and convincing patterns.

**LA.B 1.4.3 L** Produces final documents that have been edited for: correct spelling; correct punctuation, including commas, colons, and common use of semicolons; correct capitalization; correct sentence formation; correct instances of possessives, subject/verb agreement, instances of noun/pronoun agreement and the intentional use of fragments for effect; and correct formatting that appeals to readers, including appropriate use of a variety of graphics, tables, charts and illustrations in both standard and innovative forms.

**e14** Use editing and revising skills to improve effectiveness and accuracy of drafts.

**LA.B 2.4.3 L** Writes fluently for a variety of occasions, audiences, and purposes, making appropriate choices regarding style, tone, level of detail, and organization.

**e22** Understand and produce a variety of informative format such as business letters, memos, reports, news articles, brochures, proposals and critiques.

**LA.B 2.4.4 L** Selects and uses a variety of electronic media, such as the Internet, information services, and desktop publishing software programs, to create, revise, retrieve, and verify information.

**e50** Understand and use a variety of organizational formats such as compare/contrast, cause/effect, inductive/deductive, most important to least important, and least important to most important.

**e03** Gather information from a variety of sources, including electronic sources, and summarize, analyze, and evaluate its use for a report.

**Outcome # 07.0 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE—THE STUDENT WILL BE ABLE TO:**

**Performance Task# 07.05 Discuss performance evaluation methods and instruments used to assess employee progress and performance.**

**SSS Strand: Listening, Viewing and Speaking**

**Essential Work Skills**

<b>LA.C 1.4.1</b>	<b>L</b>	Selects and uses appropriate listening strategies according to the intended purpose, such as solving problems, interpreting and evaluating the techniques and intent of a presentation, and taking action in career-related situations.	<b>e25</b>	Listen, comprehend and summarize essential information from a variety of sources such as speeches, plays, commercials on radio and television, and political debates.
<b>LA.C 1.4.3</b>	<b>L</b>	Uses effective strategies for informal and formal discussions, including listening actively and reflectively, connecting to and building on the ideas of a previous speaker, and respecting the viewpoints of others.	<b>e32</b>	Make informed judgments about the content, organization, and delivery of spoken communication.
			<b>e59</b>	Respond orally to fellow student's opinions during presentations by asking questions, asking for clarification, agreeing and /or disagreeing courteously.
			<b>e69</b>	Participate in a one-on-one conference by relating essential information, asking questions on the topic, and using language to clarify information.
			<b>e70</b>	Analyze and evaluate a speaker's statements of opinion, personal preference and values.
<b>LA.C 3.4.1</b>	<b>L</b>	Uses volume, stress, pacing, enunciation, eye contact, and gestures that meet the needs of the audience and topic.	<b>e92</b>	Identify and interpret vocal characteristics that influence meaning such as tone, volume, pitch, and rate.
<b>LA.C 3.4.2</b>	<b>L</b>	Selects and uses a variety of speaking strategies to clarify meaning and to reflect understanding, interpretation, application, and evaluation of content processes, or experiences, including asking relevant questions when necessary, making appropriate and meaningful comments, and making insightful observations.	<b>e59</b>	Respond orally to fellow student's opinions during presentations by asking questions, asking for clarification, agreeing and /or disagreeing courteously.
			<b>e69</b>	Participate in a one-on-one conference by relating essential information, asking questions on the topic, and using language to clarify information.
<b>LA.C 3.4.4</b>	<b>L</b>	Applies oral communication skills to interviews, group presentations, formal presentations, and impromptu situations.	<b>e10</b>	Prepare and deliver individual speeches by gathering information, rehearsing, making eye contact, speaking loudly enough, delivering information in a well organized fashion, and appealing to the needs of the target audience.
<b>Outcome # 08.0 INCORPORATE APPROPRIATE LEADERSHIP AND SUPERVISION TECHNIQUES, CUSTOMER SERVICE STRATEGIES, AND STANDARDS OF PERSONAL ETHICS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—THE STUDENT WILL BE ABLE TO:</b>				
<b>Performance Task# 08.04 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.</b>				
<b>SSS Strand: Listening, Viewing and Speaking</b>			<b>Essential Work Skills</b>	
<b>LA.C 1.4.1</b>	<b>L</b>	Selects and uses appropriate listening strategies according to the intended purpose, such as solving problems, interpreting and evaluating the techniques and intent of a presentation, and taking action in career-related situations.	<b>e25</b>	Listen, comprehend and summarize essential information from a variety of sources such as speeches, plays, commercials on radio and television, and political debates.
<b>LA.C 1.4.3</b>	<b>L</b>	Uses effective strategies for informal and formal discussions, including listening actively and reflectively, connecting to and building on the ideas of a previous speaker, and respecting the viewpoints of others.	<b>e32</b>	Make informed judgments about the content, organization, and delivery of spoken communication.
			<b>e59</b>	Respond orally to fellow student's opinions during presentations by asking questions, asking for clarification, agreeing and /or disagreeing courteously.
			<b>e69</b>	Participate in a one-on-one conference by relating essential information, asking questions on the topic, and using language to clarify information.

		<b>e70</b>	Analyze and evaluate a speaker's statements of opinion, personal preference and values.
<b>L.A.C 3.4.1</b>	<b>L</b>	Uses volume, stress, pacing, enunciation, eye contact, and gestures that meet the needs of the audience and topic.	<b>e92</b> Identify and interpret vocal characteristics that influence meaning such as tone, volume, pitch, and rate.
<b>L.A.C 3.4.2</b>	<b>L</b>	Selects and uses a variety of speaking strategies to clarify meaning and to reflect understanding, interpretation, application, and evaluation of content processes, or experiences, including asking relevant questions when necessary, making appropriate and meaningful comments, and making insightful observations.	<b>e59</b> Respond orally to fellow student's opinions during presentations by asking questions, asking for clarification, agreeing and /or disagreeing courteously.
			<b>e69</b> Participate in a one-on-one conference by relating essential information, asking questions on the topic, and using language to clarify information.
<b>L.A.C 3.4.3</b>	<b>L</b>	Uses details, illustrations, analogies, and visual aids to make oral presentations that inform, persuade, or entertain.	<b>e10</b> Prepare and deliver individual speeches by gathering information, rehearsing, making eye contact, speaking loudly enough, delivering information in a well organized fashion, and appealing to the needs of the target audience.
<b>L.A.C 3.4.4</b>	<b>L</b>	Applies oral communication skills to interviews, group presentations, formal presentations, and impromptu situations.	<b>e10</b> Prepare and deliver individual speeches by gathering information, rehearsing, making eye contact, speaking loudly enough, delivering information in a well organized fashion, and appealing to the needs of the target audience.

**Performance Task# 08.05 Facilitate focus group discussions regarding service, supervision, and ethical considerations that impact the workplace, business, or learning environment.**

<b>SSS Strand: Listening, Viewing and Speaking</b>		<b>Essential Work Skills</b>	
<b>L.A.C 1.4.1</b>	<b>L</b>	Selects and uses appropriate listening strategies according to the intended purpose, such as solving problems, interpreting and evaluating the techniques and intent of a presentation, and taking action in career-related situations.	<b>e25</b> Listen, comprehend and summarize essential information from a variety of sources such as speeches, plays, commercials on radio and television, and political debates.
<b>L.A.C 1.4.2</b>	<b>L</b>	Describes, evaluates, and expands personal preferences in listening to fiction, drama, literary nonfiction, and informational presentations.	<b>e25</b> Listen, comprehend and summarize essential information from a variety of sources such as speeches, plays, commercials on radio and television, and political debates.
			<b>e47</b> Listen for enjoyment to narratives of personal experiences, stories, drama, performances, lectures, and readings.
<b>L.A.C 1.4.3</b>	<b>L</b>	Uses effective strategies for informal and formal discussions, including listening actively and reflectively, connecting to and building on the ideas of a previous speaker, and respecting the viewpoints of others.	<b>e32</b> Make informed judgments about the content, organization, and delivery of spoken communication.
			<b>e59</b> Respond orally to fellow student's opinions during presentations by asking questions, asking for clarification, agreeing and /or disagreeing courteously.
			<b>e69</b> Participate in a one-on-one conference by relating essential information, asking questions on the topic, and using language to clarify information.
			<b>e70</b> Analyze and evaluate a speaker's statements of opinion, personal preference and values.
<b>L.A.C 1.4.4</b>	<b>L</b>	Identifies bias, prejudice, or propaganda in oral messages.	<b>e70</b> Analyze and evaluate a speaker's statements of opinion, personal preference and values.
<b>L.A.C 3.4.1</b>	<b>L</b>	Uses volume, stress, pacing, enunciation, eye contact, and gestures that meet the needs of the audience and topic.	<b>e92</b> Identify and interpret vocal characteristics that influence meaning such as tone, volume, pitch, and rate.

<b>LA.C 3.4.2</b>	<b>L</b>	Selects and uses a variety of speaking strategies to clarify meaning and to reflect understanding, interpretation, application, and evaluation of content processes, or experiences, including asking relevant questions when necessary, making appropriate and meaningful comments, and making insightful observations.	<b>e59</b>	Respond orally to fellow student's opinions during presentations by asking questions, asking for clarification, agreeing and /or disagreeing courteously.
			<b>e69</b>	Participate in a one-on-one conference by relating essential information, asking questions on the topic, and using language to clarify information.
<b>LA.C 3.4.3</b>	<b>L</b>	Uses details, illustrations, analogies, and visual aids to make oral presentations that inform, persuade, or entertain.	<b>e10</b>	Prepare and deliver individual speeches by gathering information, rehearsing, making eye contact, speaking loudly enough , delivering information in a well organized fashion, and appealing to the needs of the target audience.
<b>LA.C 3.4.4</b>	<b>L</b>	Applies oral communication skills to interviews, group presentations, formal presentations, and impromptu situations.	<b>e10</b>	Prepare and deliver individual speeches by gathering information, rehearsing, making eye contact, speaking loudly enough , delivering information in a well organized fashion, and appealing to the needs of the target audience.
<b>LA.C 3.4.5</b>	<b>L</b>	Develops and sustains a line of argument and provides appropriate support	<b>e27</b>	Define a position on a controversial topic and write a persuasive essay or make an oral presentation likely to persuade a specific audience to change an opinion or take a particular action.

**Performance Task# 08.06 Discuss the main causes of accidents in the office and identify preventive measures.**

<b>SSS Strand: Listening, Viewing and Speaking</b>			<b>Essential Work Skills</b>	
<b>LA.C 2.4.1</b>	<b>L</b>	Determines main concept and supporting details in order to analyze and evaluate nonprint media messages.	<b>e66</b>	Demonstrate knowledge of persuasive techniques used in visual advertisements.
<b>LA.C 3.4.2</b>	<b>L</b>	Selects and uses a variety of speaking strategies to clarify meaning and to reflect understanding, interpretation, application, and evaluation of content processes, or experiences, including asking relevant questions when necessary, making appropriate and meaningful comments, and making insightful observations.	<b>e59</b>	Respond orally to fellow student's opinions during presentations by asking questions, asking for clarification, agreeing and /or disagreeing courteously.
			<b>e69</b>	Participate in a one-on-one conference by relating essential information, asking questions on the topic, and using language to clarify information.
<b>LA.C 3.4.3</b>	<b>L</b>	Uses details, illustrations, analogies, and visual aids to make oral presentations that inform, persuade, or entertain.	<b>e10</b>	Prepare and deliver individual speeches by gathering information, rehearsing, making eye contact, speaking loudly enough , delivering information in a well organized fashion, and appealing to the needs of the target audience.
<b>LA.C 3.4.4</b>	<b>L</b>	Applies oral communication skills to interviews, group presentations, formal presentations, and impromptu situations.	<b>e10</b>	Prepare and deliver individual speeches by gathering information, rehearsing, making eye contact, speaking loudly enough , delivering information in a well organized fashion, and appealing to the needs of the target audience.

**Performance Task# 08.07 Discuss the role of agencies that establish and monitor health and safety standards (e.g., OSHA) and discuss standards established by these agencies.**

<b>SSS Strand:</b>			<b>Essential Work Skills</b>	
No SSS Link to this Student Performance Standard.			No Essential Work Skill	

**Performance Task# 08.08 Discuss the responsibilities organizations have to their employees (e.g., Right to Work laws, risk management).**

<b>SSS Strand:</b>	<b>Essential Work Skills</b>
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No SSS Link to this Student Performance Standard.

No Essential Work Skill

**Outcome # 11.0 INCORPORATE KNOWLEDGE GAINED FROM INDIVIDUAL ASSESSMENT AND JOB/CAREER EXPLORATION TO DESIGN AN INDIVIDUAL CAREER PLAN THAT REFLECTS THE TRANSITION FROM SCHOOL TO WORK, LIFELONG LEARNING, AND PERSONAL AND PROFESSIONAL GOALS—THE STUDENT WILL BE ABLE TO:**

**Performance Task# 11.08 Plan ethical, political strategies to achieve goals and advance careers.**

<b>SSS Strand: Reading</b>	<b>Essential Work Skills</b>
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<b>LA.A 2.4.4 H</b> Locates, gathers, analyzes, and evaluates written information for a variety of purposes, including research projects, real-world tasks, and self-improvement.	<b>e03</b> Gather information from a variety of sources, including electronic sources, and summarize, analyze, and evaluate its use for a report.
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<b>LA.A 2.4.8 H</b> Synthesizes information from multiple sources to draw conclusions.	<b>e03</b> Gather information from a variety of sources, including electronic sources, and summarize, analyze, and evaluate its use for a report.
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<b>SSS Strand: Writing</b>	<b>Essential Work Skills</b>
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<b>LA.B 1.4.2 H</b> Drafts and revises writing that: is focused, purposeful, and reflects insight into the writing situation; has an organizational pattern that provides for a logical progression of ideas; has effective use of transitional devices that contribute to a sense of completeness; has support that is substantial, specific, relevant, and concrete; demonstrates a commitment to and involvement with the subject; uses creative writing strategies as appropriate to the purposes of the paper; demonstrates a mature command of language with freshness of expression; has varied sentence structure; has few, if any, convention errors in mechanics, usage, punctuation and spelling.	<b>e12</b> Draft a report that engages an audience and is concise, clear, well organized, accurate, and informative.
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	<b>e14</b> Use editing and revising skills to improve effectiveness and accuracy of drafts.
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	<b>e27</b> Define a position on a controversial topic and write a persuasive essay or make an oral presentation likely to persuade a specific audience to change an opinion or take a particular action.
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	<b>e54</b> Organize supporting detail in logical and convincing patterns.
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<b>LA.B 2.4.2 L</b> Organizes information using appropriate systems.	<b>e12</b> Draft a report that engages an audience and is concise, clear, well organized, accurate, and informative.
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<b>LA.B 2.4.4 L</b> Selects and uses a variety of electronic media, such as the Internet, information services, and desktop publishing software programs, to create, revise, retrieve, and verify information.	<b>e03</b> Gather information from a variety of sources, including electronic sources, and summarize, analyze, and evaluate its use for a report.
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**Outcome # 12.0 DEMONSTRATE HUMAN RELATIONS/INTERPERSONAL SKILLS APPROPRIATE FOR THE WORKPLACE—THE STUDENT WILL BE ABLE TO:**

**Performance Task# 12.03 Develop professional workplace relationship skills both internally and externally to include team building, group dynamics, and conflict resolution.**

<b>SSS Strand: Listening, Viewing and Speaking</b>		<b>Essential Work Skills</b>
<b>L.A.C 1.4.1</b>	<b>L</b> Selects and uses appropriate listening strategies according to the intended purpose, such as solving problems, interpreting and evaluating the techniques and intent of a presentation, and taking action in career-related situations.	<b>e25</b> Listen, comprehend and summarize essential information from a variety of sources such as speeches, plays, commercials on radio and television, and political debates.
<b>L.A.C 1.4.2</b>	<b>L</b> Describes, evaluates, and expands personal preferences in listening to fiction, drama, literary nonfiction, and informational presentations.	<b>e25</b> Listen, comprehend and summarize essential information from a variety of sources such as speeches, plays, commercials on radio and television, and political debates.
		<b>e47</b> Listen for enjoyment to narratives of personal experiences, stories, drama, performances, lectures, and readings.
<b>L.A.C 1.4.3</b>	<b>L</b> Uses effective strategies for informal and formal discussions, including listening actively and reflectively, connecting to and building on the ideas of a previous speaker, and respecting the viewpoints of others.	<b>e32</b> Make informed judgments about the content, organization, and delivery of spoken communication.
		<b>e59</b> Respond orally to fellow student's opinions during presentations by asking questions, asking for clarification, agreeing and /or disagreeing courteously.
		<b>e69</b> Participate in a one-on-one conference by relating essential information, asking questions on the topic, and using language to clarify information.
		<b>e70</b> Analyze and evaluate a speaker's statements of opinion, personal preference and values.
<b>L.A.C 1.4.4</b>	<b>L</b> Identifies bias, prejudice, or propaganda in oral messages.	<b>e70</b> Analyze and evaluate a speaker's statements of opinion, personal preference and values.
<b>L.A.C 2.4.1</b>	<b>L</b> Determines main concept and supporting details in order to analyze and evaluate nonprint media messages.	<b>e66</b> Demonstrate knowledge of persuasive techniques used in visual advertisements.
<b>L.A.C 2.4.2</b>	<b>L</b> Understands factors that influence the effectiveness of nonverbal cues used in nonprint media, such as the viewer's past experiences and preferences, and the context in which the cues are presented.	<b>e63</b> Interpret non-verbal cues such as body language and visual aids.
<b>L.A.C 3.4.1</b>	<b>L</b> Uses volume, stress, pacing, enunciation, eye contact, and gestures that meet the needs of the audience and topic.	<b>e92</b> Identify and interpret vocal characteristics that influence meaning such as tone, volume, pitch, and rate.
<b>L.A.C 3.4.2</b>	<b>L</b> Selects and uses a variety of speaking strategies to clarify meaning and to reflect understanding, interpretation, application, and evaluation of content processes, or experiences, including asking relevant questions when necessary, making appropriate and meaningful comments, and making insightful observations.	<b>e59</b> Respond orally to fellow student's opinions during presentations by asking questions, asking for clarification, agreeing and /or disagreeing courteously.
		<b>e69</b> Participate in a one-on-one conference by relating essential information, asking questions on the topic, and using language to clarify information.
<b>L.A.C 3.4.3</b>	<b>L</b> Uses details, illustrations, analogies, and visual aids to make oral presentations that inform, persuade, or entertain.	<b>e10</b> Prepare and deliver individual speeches by gathering information, rehearsing, making eye contact, speaking loudly enough, delivering information in a well organized fashion, and appealing to the needs of the target audience.
<b>L.A.C 3.4.4</b>	<b>L</b> Applies oral communication skills to interviews, group presentations, formal presentations, and impromptu situations.	<b>e10</b> Prepare and deliver individual speeches by gathering information, rehearsing, making eye contact, speaking loudly enough, delivering information in a well organized fashion, and appealing to the needs of the target audience.

**LA.C 3.4.5 L** Develops and sustains a line of argument and provides appropriate support **e27** Define a position on a controversial topic and write a persuasive essay or make an oral presentation likely to persuade a specific audience to change an opinion or take a particular action.

**Outcome # 13.0 PERFORM OFFICE FUNCTIONS AND RESPONSIBILITIES TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—THE STUDENT WILL BE ABLE TO:**

**Performance Task# 13.04 Apply the use of information management tools (e.g., calendars, ticklers, schedulers) to develop and coordinate distribution of work.**

<b>SSS Strand: Writing</b>		<b>Essential Work Skills</b>	
<b>LA.B 1.4.1 L</b>	Selects and uses appropriate prewriting strategies, such as brainstorming, graphic organizers, and outlines.	<b>e34</b>	Use ideas from journals, class discussion and literary criticism to write a paper that expresses a personal opinion, sustains a controlling idea, or uses specific evidence from literary texts to support an opinion.
		<b>e40</b>	Use writing as a tool for learning in formats such as learning logs, laboratory reports, note-taking, journals and portfolios.
<b>LA.B 1.4.2 H</b>	Drafts and revises writing that: is focused, purposeful, and reflects insight into the writing situation; has an organizational pattern that provides for a logical progression of ideas; has effective use of transitional devices that contribute to a sense of completeness; has support that is substantial, specific, relevant, and concrete; demonstrates a commitment to and involvement with the subject; uses creative writing strategies as appropriate to the purposes of the paper; demonstrates a mature command of language with freshness of expression; has varied sentence structure; has few, if any, convention errors in mechanics, usage, punctuation and spelling.	<b>e12</b>	Draft a report that engages an audience and is concise, clear, well organized, accurate, and informative.
		<b>e14</b>	Use editing and revising skills to improve effectiveness and accuracy of drafts.
		<b>e27</b>	Define a position on a controversial topic and write a persuasive essay or make an oral presentation likely to persuade a specific audience to change an opinion or take a particular action.
		<b>e54</b>	Organize supporting detail in logical and convincing patterns.
<b>LA.B 1.4.3 L</b>	Produces final documents that have been edited for: correct spelling; correct punctuation, including commas, colons, and common use of semicolons; correct capitalization; correct sentence formation; correct instances of possessives, subject/verb agreement, instances of noun/pronoun agreement and the intentional use of fragments for effect; and correct formatting that appeals to readers, including appropriate use of a variety of graphics, tables, charts and illustrations in both standard and innovative forms.	<b>e14</b>	Use editing and revising skills to improve effectiveness and accuracy of drafts.
<b>LA.B 2.4.2 L</b>	Organizes information using appropriate systems.	<b>e12</b>	Draft a report that engages an audience and is concise, clear, well organized, accurate, and informative.
<b>LA.B 2.4.4 L</b>	Selects and uses a variety of electronic media, such as the Internet, information services, and desktop publishing software programs, to create, revise, retrieve, and verify information.	<b>e03</b>	Gather information from a variety of sources, including electronic sources, and summarize, analyze, and evaluate its use for a report.

**Performance Task# 13.05 Maintain equipment and supplies.**

<b>SSS Strand:</b>	<b>Essential Work Skills</b>
No SSS Link to this Student Performance Standard.	No Essential Work Skill

**Performance Task# 13.06 Perform financial functions (e.g., payroll, invoices, bank deposits, travel vouchers).**

<b>SSS Strand: Number Sense, Concepts and Operations</b>	<b>Essential Work Skills</b>
<b>MA.A 1.4.1 H</b> Associates verbal names, written word names, and standard numerals with integers, rational numbers, irrational numbers, real numbers, and complex numbers.	<b>m19</b> Understand the definitions and properties of rational and irrational numbers.
	<b>m60</b> Understand the concept of the imaginary unit, $i$ , and know how to simplify square roots involving a negative radicand.
	<b>m61</b> Understand the concepts recurrence relations and how they are applicable to such things as compound interest and annuity.
<b>MA.A 1.4.3 H</b> Understands concrete and symbolic representations of real and complex numbers in real-world situations.	<b>m19</b> Understand the definitions and properties of rational and irrational numbers.
	<b>m60</b> Understand the concept of the imaginary unit, $i$ , and know how to simplify square roots involving a negative radicand.
	<b>m65</b> Know the standard form of a complex number is expressed as $a + bi$ where $a$ and $b$ are real numbers, and represent graphically on the complex plane where the horizontal axis is the real axis and the vertical axis is the imaginary axis.
<b>MA.A 2.4.2 H</b> Understands and uses the real number system.	<b>m19</b> Understand the definitions and properties of rational and irrational numbers.

<b>SSS Strand:</b>	<b>Essential Work Skills</b>
No SSS Link to this Student Performance Standard.	No Essential Work Skill

**Performance Task# 13.07 Transcribe machine dictation.**

<b>SSS Strand: Writing</b>	<b>Essential Work Skills</b>
<b>L.A.B 1.4.2 H</b> Drafts and revises writing that: is focused, purposeful, and reflects insight into the writing situation; has an organizational pattern that provides for a logical progression of ideas; has effective use of transitional devices that contribute to a sense of completeness; has support that is substantial, specific, relevant, and concrete; demonstrates a commitment to and involvement with the subject; uses creative writing strategies as appropriate to the purposes of the paper; demonstrates a mature command of language with freshness of expression; has varied sentence structure; has few, if any, convention errors in mechanics, usage, punctuation and spelling.	<b>e12</b> Draft a report that engages an audience and is concise, clear, well organized, accurate, and informative.
	<b>e14</b> Use editing and revising skills to improve effectiveness and accuracy of drafts.
	<b>e27</b> Define a position on a controversial topic and write a persuasive essay or make an oral presentation likely to persuade a specific audience to change an opinion or take a particular action.
	<b>e54</b> Organize supporting detail in logical and convincing patterns.

<b>LA.B 1.4.3 L</b>	Produces final documents that have been edited for: correct spelling; correct punctuation, including commas, colons, and common use of semicolons; correct capitalization; correct sentence formation; correct instances of possessives, subject/verb agreement, instances of noun/pronoun agreement and the intentional use of fragments for effect; and correct formatting that appeals to readers, including appropriate use of a variety of graphics, table: charts and illustrations in both standard and innovative forms.	<b>e14</b> Use editing and revising skills to improve effectiveness and accuracy of drafts.
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**Performance Task# 13.08 Perform specialized records management functions.**

<b>SSS Strand: Writing</b>	<b>Essential Work Skills</b>	
<b>LA.B 2.4.2 L</b>	Organizes information using appropriate systems.	<b>e12</b> Draft a report that engages an audience and is concise, clear, well organized, accurate, and informative.

**Performance Task# 13.09 Determine the most efficient method to send mail (e.g., fax, e-mail, external/internal courier systems, U.S. mail).**

<b>SSS Strand: Reading</b>	<b>Essential Work Skills</b>	
<b>LA.A 1.4.2 H</b>	Selects and uses strategies to understand words and text, and to make and confirm inferences from what is read, including interpreting diagrams, graphs, and statistical illustrations.	<b>e50</b> Understand and use a variety of organizational formats such as compare/contrast, cause/effect, inductive/deductive, most important to least important, and least important to most important.
		<b>e53</b> Apply personal or objective criteria for evaluating informational, persuasive and literary materials.
<b>LA.A 1.4.3 L</b>	Refines vocabulary for interpersonal, academic, and workplace situations, including figurative, idiomatic, and technical meanings.	<b>e09</b> Know how to decipher unfamiliar words using such strategies as context cues, word structure analysis, letter sound relationships, and word histories.
		<b>e30</b> Understand the nature and purpose of and be able to word process a variety of formats including essays, business letters, memos, instructions, policy statements, technical proposals, user manuals, lab reports, etc.
		<b>e49</b> Read for main idea first and then read for detail.
<b>LA.A 1.4.4 L</b>	Applies a variety of response strategies, including rereading, note taking, summarizing, outlining, writing a formal report, and relating what is read to his or her own experiences and feelings.	<b>e34</b> Use ideas from journals, class discussion and literary criticism to write a paper that expresses a personal opinion, sustains a controlling idea, or uses specific evidence from literary texts to support an opinion.
		<b>e35</b> Apply the information gathered from technical texts in real-life situations.
		<b>e53</b> Apply personal or objective criteria for evaluating informational, persuasive and literary materials.
		<b>e60</b> Relate situations, events, and characters in a reading selection to personal experience.
		<b>e72</b> Evaluate the way an author uses language and text characteristics such as plot, setting, theme, character, point of view, genre etc. to evoke a response in a reader.
		<b>e94</b> Use response journals to jot down ideas from reading literary texts.

**Outcome # 20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—THE STUDENT WILL BE ABLE TO:**

**Performance Task# 20.01 Participate in work-based learning experiences in the secretarial field.**

<b>SSS Strand: Writing</b>		<b>Essential Work Skills</b>	
<b>LA.B 2.4.1</b>	<b>L</b> Writes text, notes, outlines, comments, and observations that demonstrate comprehension and synthesis of content, processes, and experiences from a variety of media.	<b>e03</b>	Gather information from a variety of sources, including electronic sources, and summarize, analyze, and evaluate its use for a report.
<b>LA.B 2.4.2</b>	<b>L</b> Organizes information using appropriate systems.	<b>e12</b>	Draft a report that engages an audience and is concise, clear, well organized, accurate, and informative.
<b>LA.B 2.4.4</b>	<b>L</b> Selects and uses a variety of electronic media, such as the Internet, information services, and desktop publishing software programs, to create, revise, retrieve, and verify information.	<b>e03</b>	Gather information from a variety of sources, including electronic sources, and summarize, analyze, and evaluate its use for a report.

<b>SSS Strand: Listening, Viewing and Speaking</b>		<b>Essential Work Skills</b>	
<b>LA.C 1.4.3</b>	<b>L</b> Uses effective strategies for informal and formal discussions, including listening actively and reflectively, connecting to and building on the ideas of a previous speaker, and respecting the viewpoints of others.	<b>e32</b>	Make informed judgments about the content, organization, and delivery of spoken communication.
		<b>e59</b>	Respond orally to fellow student's opinions during presentations by asking questions, asking for clarification, agreeing and /or disagreeing courteously.
		<b>e69</b>	Participate in a one-on-one conference by relating essential information, asking questions on the topic, and using language to clarify information.
		<b>e70</b>	Analyze and evaluate a speaker's statements of opinion, personal preference and values.
<b>LA.C 3.4.1</b>	<b>L</b> Uses volume, stress, pacing, enunciation, eye contact, and gestures that meet the needs of the audience and topic.	<b>e92</b>	Identify and interpret vocal characteristics that influence meaning such as tone, volume, pitch, and rate.

<b>SSS Strand: Language</b>		<b>Essential Work Skills</b>	
<b>LA.D 1.4.2</b>	<b>L</b> Makes appropriate adjustments in language use for social, academic, and life situations, demonstrating sensitivity to gender and cultural bias.	<b>e27</b>	Define a position on a controversial topic and write a persuasive essay or make an oral presentation likely to persuade a specific audience to change an opinion or take a particular action.

**Performance Task# 20.02 Discuss the use of technology in the secretarial field.**

<b>SSS Strand: Listening, Viewing and Speaking</b>		<b>Essential Work Skills</b>	
<b>LA.C 1.4.2</b>	<b>L</b> Describes, evaluates, and expands personal preferences in listening to fiction, drama, literary nonfiction, and informational presentations.	<b>e25</b>	Listen, comprehend and summarize essential information from a variety of sources such as speeches, plays, commercials on radio and television, and political debates.
		<b>e47</b>	Listen for enjoyment to narratives of personal experiences, stories, drama, performances, lectures, and readings.
<b>LA.C 3.4.1</b>	<b>L</b> Uses volume, stress, pacing, enunciation, eye contact, and gestures that meet the needs of the audience and topic.	<b>e92</b>	Identify and interpret vocal characteristics that influence meaning such as tone, volume, pitch, and rate.
<b>LA.C 3.4.4</b>	<b>L</b> Applies oral communication skills to interviews, group presentations, formal presentations, and impromptu situations.	<b>e10</b>	Prepare and deliver individual speeches by gathering information, rehearsing, making eye contact, speaking loudly enough, delivering information in a well organized fashion, and appealing to the needs of the target audience.

<b>SSS Strand: Language</b>		<b>Essential Work Skills</b>	

<b>LA.D 1.4.2</b>	<b>L</b>	Makes appropriate adjustments in language use for social, academic, and life situations, demonstrating sensitivity to gender and cultural bias.	<b>e27</b>	Define a position on a controversial topic and write a persuasive essay or make an oral presentation likely to persuade a specific audience to change an opinion or take a particular action.
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**Total Number of Student Performance Standards in this course:**

**22**

**- End of File -**