Unit Plan - Responsiveness

**Content Area:** *CTE/Employability Frameworks*

*2.1 Interpersonal Skills*

*Interpersonal skills are almost always displayed when students work in pairs or teams to complete short-term or long-term tasks.*

**Benchmark:**

**2.1.2 Responds to customer needs**

Students help fellow students understand tasks, find resources, and fulfill assigned roles (think of fellow students as customers).

**Description of Unit:** During this unit, students will work on essential and interpersonal skills needed to be successful employees.

Learning Intentions:

* Identify needs and concerns
* Respond appropriately to criticism

# Lesson

## Responsiveness

[Responding to Needs](https://docs.google.com/presentation/d/e/2PACX-1vQFjvJyI73BEzmy2pnCmFmEd7D2_pzyDTf1ggMW5WT1Od2x16kcR0LgyAZX2WaNgBP5Kcc7l_vXKFnB/pub?start=false&loop=false&delayms=3000)

[Responding to Customer Comments](https://docs.google.com/document/d/1J65XrM11-faYpWbaeLNnl9IFzHIdQpKSl-j2AmDW5yo/edit?usp=sharing)