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**Lesson Plan**

Leadership, Customer Service, and Personal Ethics

MODULE 9

This **lesson plan** was written for the Florida Public School System DIGITAL INFORMATION TECHNOLOGY (8207310) course. Funded by the Cyber/IT Pathways Program, Cyber Florida, and the Florida Department of Education.

**Digital Information Technology (8207310)**

This Lesson Plan is designed to aid high-quality instruction through the identification of components that support learning and teaching. Each section of this Lesson Plan is modeled after 2022-2023 CTE Standards and Benchmarks for Digital Information Technology (8207310) as published by the Florida Department of Education Student Performance Standards.

Leadership, Customer Service, and Personal Ethics

# Module Overview

This module covers leadership, customer service, and personal ethics concepts, such as how a business interacts with its customers and and how to manage these complex relationships appropriately and ethically. Activities cover quality customer service, business ethics, and accepted workplace rules and behaviors. The material will also discuss the basic legal structure to protect information and ideas from misuse.

## DIT Textbook Chapter Overview

The *Careers in Information Technology* and *Ethical Issues in Information Technology* chapters in the accompanying DIT textbook support the conceptual understanding of the content covered in this module*.*

## CTE Standard and Benchmark

**Standard 10.0:** 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:

* **10.01** Demonstrate awareness of the following workplace essentials: quality customer service; business ethics; confidentiality of information; copyright violations; accepted workplace rules, regulations, policies, procedures, processes, and workplace safety, and appropriate attire and grooming.
* **10.02** Demonstrate ways of accepting and providing constructive criticism to enhance team projects.
* **10.03** Apply appropriate strategies to manage and resolve conflicts in work situations.

# Continuity

Students will have read all content in the textbook chapters *Careers in Information Technology* and *Ethical Issues in Information Technology* to prepare for the lessons in this module.

Table 1 Continuity

| **Standard** | **Recommended Previous Lesson/Knowledge** | **This Lesson** | **Recommended Upcoming Lessons** |
| --- | --- | --- | --- |
| 10.01 | Students should read the *Soft Skills* sectionof the *Careers in Information Technology* chapter. | Students will work in groups to discuss customer service principles and present findings in class. | Students will use the knowledge from this lesson to learn future DIT modules. |
| 10.02 | Students should read the *Ethical Issues in Information Technology* chapter. | Students will work in groups to discuss business ethics and present findings in class. | Students will use the knowledge from this lesson to learn future DIT modules. |
| 10.03 | Students should read the *Soft Skills* sectionof the *Careers in Information Technology* chapter. | Students will work in pairs to role-play situations and provide feedback. | Students will use the knowledge from this lesson to learn future DIT modules. |

# Student Learning Outcomes

**Standard 10.01**

Students will identify Customer Service concepts through the quality of their group discussion and group summary. Each student will demonstrate Customer Service concepts through a written assignment.

**Standard 10.02**

Students will identify a confidentiality of information breach for a business and discuss the breach through a written assignment.

**Standard 10.03**

Students will apply strategies to resolve conflict in the workplace concepts through role-play.

# Materials Needed

**Standard 10.01, 10.02**

Activities for these standards are best met with each student having access to a computing device (personal computer, laptop, smart phone, or tablet) with word processing software.

**Standard 10.03**

The activity for this standard does not require technology for role-play.

# Use of Space

Activities associated with all standards will require a classroom space that includes computing devices. If the space does not have computing devices, the teacher can consider the use of student personal devices (ex. smart phones, tablets, laptops). If the student does not have a computing device, the teacher can consider using a device for class demonstration purposes. For instance, the teacher could use their own school-supplied or personal computing device to demonstrate to all students. Consideration should also be given to where furniture and students are placed within the classroom to accommodate diverse needs.

# Prepare for the Lesson

Table 2 shows how the teacher and students should prepare for this lesson.

Table 2 Preparations

| **Teacher** | **Student** | **Assessment/Assignment** |
| --- | --- | --- |
| The teacher should read the *Ethical Issues in Information Technology* chapter and the *Soft Skills* sectionof the *Careers in Information Technology* chapter.  The teacher should review the *Module 9 Leadership, Customer Service, and Personal Ethics presentation* to provide conceptual understanding of the topics in this module.  The teacher should consider if a computing device should be used for instruction if computer devices are not available for all students.  The teacher should read the chapter cases and consider how to receive feedback from the students. | The student should read the *Ethical Issues in Information Technology* chapter and study all terms.  The student should read the *Soft Skills* sectionof the *Careers in Information Technology* chapter.  Additionally, the student should read the case at the end of the *Ethical Issues in Information Technology* chapter. | Standard 10.01, 10.02, 10.03: In-class activities are designed to for the students to work together to present to the class and write individual summaries.  Worksheets will assess the student’s ability to perform the activities in class.  The teacher will review the chapter case in class. The teacher will conduct a verbal discussion to solicit student responses and participation. Students will be assessed on the chapter case based on their written responses to the chapter case questions and in-class discussion.  An answer key and/or rubric is provided for all student activities. |

# Activities

Table 3 shows the student workload effort for each activity in this module.

Table 3 Student Activities and Workload

| **Activity** | **Description** | **Estimated Student Completion Time** | **DIT Standard Alignment** |
| --- | --- | --- | --- |
| Customer Service | Student writes a description of a positive customer service experience that they have had. | 45 minutes x 1-2 classes | 10.01 |
| Business Ethics | Student uses Internet to find a recent incident where a business has experienced a customer file data breach and writes a description of the ramifications of the incident. | 45 minutes x 1-2 classes | 10.01 |
| Copyright, Trademarks, Patents, and Fair Use | Student matches a work product to whether it is covered by copyright, trademark, patent, or fair use. | 10 minutes in-class | 10.01 |
| Conflict Management in the Workplace Role-Play | Students role-play a situation where one student is giving feedback, and the other is receiving the feedback. Then have students reverse roles. | 45 minutes in-class | 10.02  10.03 |
| Chapter Case: Allison’s Report: To plagiarize or not to plagiarize | Student reviews the case from the *Ethical Issues in Information Technology* chapter and answers critical thinking questions. | 45 minutes in-class | 10.01 |

# Assessments

The teacher will evaluate a student’s performance by measuring the accuracy of the student’s documentation.

Additionally, the teacher will evaluate the student’s critical thinking ability as they work in the chapter case. The teacher will use the assessment for formative purposes and will provide feedback on the accuracy of the student’s response and on means to promote student success.

The teacher will score assignments on a scale of 1-4 measuring the level of understanding the student is able to communicate about the subject.

# Accommodations

Please adhere to the [Florida Department of Education (2018) Accommodations Assisting Students with Disability Guidelines](https://www.fldoe.org/core/fileparse.php/7690/urlt/0070069-accomm-educator.pdf).

To reduce anxiety while completing activities, provide students with support while completing their assignments and sufficient time to complete their assignments in class.

Students can be encouraged to work with a peer to identify appropriate responses for the case scenario.