

Anticipation Guide – Technology Skills and the Workplace

Prior to the start of this lesson, place a check mark by each statement you THINK is true. At the conclusion of the lesson reread each statement and place a check mark by each statement you KNOW is true. Provide information that PROVES other statements are not true. You may use the back of this sheet if additional space is needed.

Knowledge before the lesson	Statements	Knowledge after lesson
	1. A business can communicate with customers in a variety of ways such as e-commerce and e-mail.	
	2. The process and system you choose for documentation of business information, will make it easier for everyone involved; employers, employees and customers.	
	3. It's not important to know your peers or employees as it is to develop relationships with clients, vendors or management.	
	4. Netiquette is a term derived from the words "Netting Etiquette" which describes the use of proper manners and behavior online.	
	5. Think before posting – It is important to note, what is posted online today, may come back and haunt the writer tomorrow.	
	6. When writing a letter or memorandum, use short and varied sentences. Keep the average sentence length between 6 and 27 words.	
	7. Whether it's a prescription in the healthcare field, an order for a product online, supplies for an office or disbursement of a government manual, orders and billings are a part of Human Services industry.	
	8. Make sure your e-mail includes a courteous greeting and closing. This helps to make your e-mail not seem demanding or terse.	