

SUPPLY CHAIN MANAGEMENT II – COMMUNICATIONS AND PROFESSIONALISM UNIT

**Course**

Supply Chain Management II

**Objectives**

* Students will practice various types of communication skills required in the workplace
* Students will examine real examples of Codes of Ethics and analyze what these statements say about work culture and company values
* Students will write their personal Code of Ethics
* Students will research career information to identify desirable employability skills and character traits needed to work in supply chain management
* Students will examine negotiation skills and role play two parties with a supply chain channel

**TN State CTE Standards**

**Communications and Professionalism #3**

Practice effective verbal, nonverbal, written, and electronic communication skills for working with customers, employees, dispatchers, wholesalers, and retailers. Demonstrate the ability to listen attentively, speak courteously and respectfully, discuss client ideas/vision, resolve conflicts, and respond to customer objections or complaints to the customer’s satisfaction.

**Communications and Professionalism #4**

Collect Codes of Ethics from various transportation, distribution, and logistics-related professional organizations and/or companies, identifying areas of commonality. Analyze what these statements say about the work culture at a particular organization and pinpoint company values that resonate with one’s own. Discuss how one would look for evidence of positive values when conducting a job search. Synthesize principles from the codes investigated to create a personal code of ethics to be included in a career portfolio compiled throughout the course.

**Communications and Professionalism #5**

Research job descriptions, career information, and online job boards to identify desirable employability skills and character traits for professionals working in the area of supply chain management. Compile a class list of those skills and attributes. For each item on the class list, define the characteristic, state why it is important for people working in the field, and list at least two ways to build that skill. Possible skills include, but are not limited to: a. collaboration, b. honesty, reliability, d. communication, e. responsibility, f. problem-solving, g. ability to work under pressure, h. flexibility/adaptability, i. workplace etiquette, j. leadership, and k. cross-cultural/diversity and inclusion.

**Communications and Professionalism #6**

Role play two parties within a supply chain channel and negotiate terms of agreement given a specific scenario applicable to real-world supply chain obstacles.

**Essential Questions**

* Why are communication and professionalism skills important in the workplace?
* What are the key communication skills needed in the workplace?
* What are soft skills?
* How can having a code of ethics ensure that your company maintains a solid and honest work culture?
* What are some desirable employability skills and character traits needed to work in supply chain management?
* What factors should be considered prior to negotiating agreements with other companies?

**Duration**

4 weeks

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| ACTIVITIES | | | |
| **Assignment** | **Due**  **Date** | **Date Completed** | **Grade** |
| Certification: Certiport Communication Skills in Business (if available) |  |  |  |
| Activity: Ted Talk “Better Listener” |  |  |  |
| Mastering Soft Skills Activity: Communication Module |  |  |  |
| Mastering Soft Skills Activity: Enthusiasm and Attitude Module |  |  |  |
| Mastering Soft Skills Activity: Teamwork Module |  |  |  |
| Mastering Soft Skills Activity: Problem Solving and Critical Thinking |  |  |  |
| Mastering Soft Skills Activity: Professionalism Module |  |  |  |
| DECA Role Playing: Conflict Resolution |  |  |  |
| Video: BrainPOP Ethics –  <https://www.brainpop.com/health/personalhealth/ethics/> |  |  |  |
| Reading: *How to Create a More Ethical and Sustainable Supply Chain* |  |  |  |
| Activity: Exploring Ethics |  |  |  |
| Project: Personal Code of Ethics |  |  |  |
| Project: Research Employability Skills in Supply Chain Management |  |  |  |
| Video: Negotiation Skills Top 10 Tips –  <https://www.everythingsupplychain.com/negotiation-skills-top-10-tips-11-minute-video-over-250k-views/> |  |  |  |
| Activity: DECA Role-Play Negotiation Skills |  |  |  |
| Unit Exam: Communications and Professionalism |  |  |  |

**\* All activities are located on my website (bkavass.weebly.com) under Communications and Professionalism Unit \***