Unit 202: Understand business success

# Sample lesson plan 14

**Course number:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Course title:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Tutor’s name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_ **Time:** \_\_\_\_\_\_\_\_\_\_\_\_\_ **Lesson length:** 2 hours **Room:** \_\_\_\_\_\_\_\_\_\_\_

**Lesson topic:** Know the contribution that people make to a business

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| **Aims**:  By the end of the session the learner will know how to:   * Describe the content of an induction process * Describe the characteristics of an effective team * Explain how the key principles of good teamwork contribute to effective team operations * Describe how the interactions between departments contribute to business success. | **Learning outcomes**:  To enable learners to:   * describe the content of an induction process * describe the characteristics of an effective team * explain how the key principles of good teamwork contribute to effective team operations * describe how the interactions between departments contribute to business success. |

| **Timing (mins)** | **Work to be covered** | **Teaching activity/assessment** | **Learner activity** | **Resources** |
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| 2.5 | Registration and welcome | Take register. |  |  |
| 2.5 | Aims and objectives | Discuss the aims and objectives for the lesson. | Learner discussion and Q&A. | Whiteboard |
| 10 | Recap previous session | Briefly recap on summary from previous class. Direct questions to the class recalling knowledge from previous lesson.  Discuss any follow-up points or questions the learners may have from previous lesson. |  | Whiteboard |
| 20 | Introduction task 1:  Describe the content of an induction process | Outline the focus of the lesson to include the contribution that people make to a business  Activity: Split the class into smaller groups and ask them to list on a whiteboard the contents of an induction process.  Encourage Q&A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit. | Listen  Take notes  List on the whiteboard examples of the contents of an induction process.  Learner discussion and Q&A. | Whiteboard |
| 45 | Main body of lesson:   * describe the content of an induction process * describe the characteristics of an effective team. | Deliver **PowerPoint Presentation 14**  Group discussion: Discuss the group’s awareness of teamwork, highlighting examples such as in the workplace, sport etc. | Listen  Take notes  Group discussion: Discuss the group’s awareness of teamwork, highlighting examples such as in the workplace, sport, etc. | Whiteboard  **PowerPoint Presentation 14**  **Handout 4** |
| 30 | Main body of lesson**:**   * explain how the key principles of good teamwork contribute to effective team operations * describe how the interactions between departments contribute to business success. | Activity: Tutor-led discussion on the characteristics of an effective team. View (tutor resourced) of an effective team, comparing an example of an effective team and one not so.  Discuss how this is applied within a hotel setting**.**  Learners to complete **Worksheet 14** | Learner discussion and Q&A following video.  Complete **Worksheet 14** | Digital media  Internet  Worksheet 14 |
| 10 | Summary of session | Tutor-led summary of session.  Encourage peer-to-peer reflection and feedback on the exercise. Direct the discussion, and identify any points not picked up by the learners.  Group question and answer session: Ask individual learners oral questions specific to the topic. | Learner discussion and Q&A. |  |

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| **How learning is to be measured:**   * Oral questions and answers | |
| **Homework/research work:** | |
| **Lesson evaluation** (delete as appropriate) | * Was the lesson better than expected * As expected * Worse than expected |
| **Lesson evaluation/comments:**   * Was the lesson better than expected * As expected * Worse than expected | |
| **Suggestions/modifications for next lessons:** | |