Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Office Professional Topics**

**Workplace Scenario – Chapter 9-4**

*Objective: Develop the topic thoroughly by selecting the most significant and relevant facts, extended definitions, concrete details, quotations, or other information and examples*

**Read the following scenario and answer the questions thoroughly.**

Gloria Delgado is an administrative professional in the human resources department of her company. Gloria’s supervisor asked her to give a presentation to 20 employees regarding changes to employee benefits that will take effect in the following year. Gloria reviewed a report that summarized the changes and prepared her comments using information from the report. Gloria assumed the audience for her presentation would be other administrative professionals, so she prepared opening comments and examples to which other administrative professionals would relate.

On the day of the presentation, Gloria was surprised to see that the audience included people from several different departments and job positions. During the question-and-answer session, several people asked about aspects of the benefit plan other than the changes. Some listeners seem annoyed when Gloria was not prepared to answer these questions.

1. **What went wrong?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 3 | 2 | 1 | 0 |
| Relevant Facts |  |  | Explanation is accurate and clearly explains the problem | Unclear or inaccurate  |
|  Mechanics | 1 – 2 errors | 3 – 4 errors | 4 – 5 errors | More than 5 errors |

1. **What should Gloria have done differently in preparing for the presentation?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 3 | 2 | 1 | 0 |
| Relevant Facts | explanations in own words using 3 facts from text | explanations in own words using 2 facts from text  | Explanation mostly copied or no facts from text | No facts  |
| Details/Relationships/ExamplesRelate to self/text/other situations | There are a minimum of 3 specific details and/or relationships and/or examples | There are a minimum of 2 specific details and/or relationships and/or examples | There are a minimum of 1specific details and/or relationships and/or examples | There are no details/relationships and/or examples |
|  Mechanics | 1 – 2 errors | 3 – 4 errors | 4 – 5 errors | More than 5 errors |

1. **What could she have done during the presentation when she realized that some of her assumptions were incorrect?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 3 | 2 | 1 | 0 |
| Relevant Facts | explanations in own words using 3 facts from text | explanations in own words using 2 facts from text  | Explanation mostly copied or no facts from text | No facts  |
| Details/Relationships/ExamplesRelate to self/text/other situations | There are a minimum of 3 specific details and/or relationships and/or examples | There are a minimum of 2 specific details and/or relationships and/or examples | There are a minimum of 1specific details and/or relationships and/or examples | There are no details/relationships and/or examples |
|  Mechanics | 1 – 2 errors | 3 – 4 errors | 4 – 5 errors | More than 5 errors |