

Internet Activity Presentation Planner

Introduction to Business Chapter 7 Business Management

Human Relations Skills

In Chapter 7, you learned that managers must have certain skills in order to be successful. Human relations skills, or the ability to deal with a number of different personality types, is one key skill necessary for successful management. Many companies operate internationally and must strive to understand the types of people they may be purchasing from, selling to, or managing in order to be successful. Cross-cultural management training has become an important part of human relations skills for managers. Find out more about human relations skills and how they can equate to good or bad management. Produce and present a 10-minute talk demonstrating how human relations skills can be implemented into a company's management plan.

Action Steps for Planning a Presentation

1. Get started by building background knowledge. Read newspaper articles, search the Internet, and make personal phone calls to local experts to understand the issues.
2. Decide on a specific topic. Narrow your focus to a topic that interests you.
3. Research your topic in greater depth. Use books, local media, the Internet, and personal interviews. Take detailed notes and maintain a bibliography as you work.
4. Review your notes and write an outline of your presentation.
5. Plan and create visual aids.
6. Write a draft of your presentation and practice it. Rewrite, practice again, and present.

1. Build Background Knowledge

Did You Know?

Cross-cultural management training can:

[begin bulleted list]

Offer managers insight and understanding of how cross-cultural and intercultural issues manifest in the workplace.

Sharpen skills such as communication, time management, assertiveness, and conflict resolution.

Develop skills and approaches to deal with cross-cultural and intercultural issues.

Provide guidance on how to leverage cultural differences and maximize the potential of a multicultural team.

Create awareness of different cultural and individual styles to maximize business operations at home and abroad.

Prepare managers for living and working in a new country, reduce culture shock, and help employees ease into the transition.

Questions to Ponder

Think about these questions and how they apply to human relations skills and company management.

[begin bulleted list]

What is cross-cultural management training?

What types of companies are implementing cross-cultural management training in their management plans?

What are the costs and benefits of providing cross-cultural management training to employees?

Are there companies that desire cross-culturally trained managers more than others?

What are the risks of operating internationally without being cross-culturally prepared?

Key Search Words

Use key words to search for Web sites that relate to your topic. List other key words you uncover in your search. Take notes about what you find and review your notes later as you narrow your topic.

human relations skills, management skills, cross-cultural, cultural diversity, multi-cultural team, cross-cultural management training

Web Sites

2. Decide on Your Topic

Narrow Your Focus

Complete the following flow chart to narrow your topic. Choose a subject that interests you and that will also interest your audience. Write a title and a sentence or two about your talk and ask your teacher to approve it or suggest changes.

Management > Human Relations Skills > Cross-cultural Management Skills >

Title: _____

Description: _____

Approval: _____ Date: _____

(Teacher's Signature)

3. Conduct Research

Maintain a Bibliography

In addition to Web sites you use in your research, list books and periodicals you consult, and contact information for experts you interview.

Books

4. Write an Outline

Main Ideas and Details

Review your notes and think through the main ideas and details you want to include in your presentation. Put the main ideas in a logical order and list them in outline form as major headings. Include at least two details under each main idea.

I. Introduction

A. _____

B. _____

II. Main Idea

A. _____

B. _____

III. Main Idea

A. _____

B. _____

IV. Main Idea

A. _____

B. _____

V. Conclusion

A. _____

B. _____

5. Plan Visual Aids

Charts, Graphs, Photos, and Video Clips

Describe the visual aids you plan to use in your presentation or use the space below to sketch charts or graphs you will create.

Tips on Creating and Using Visual Aids

[begin bulleted list]

Keep them simple, use them sparingly, and make them visible to everyone in the audience.

Explain the content of the aid when you first show it.

When you finish with the aid, remove it or cover it up.

Be prepared to give your talk without visual aids if technical problems occur.

