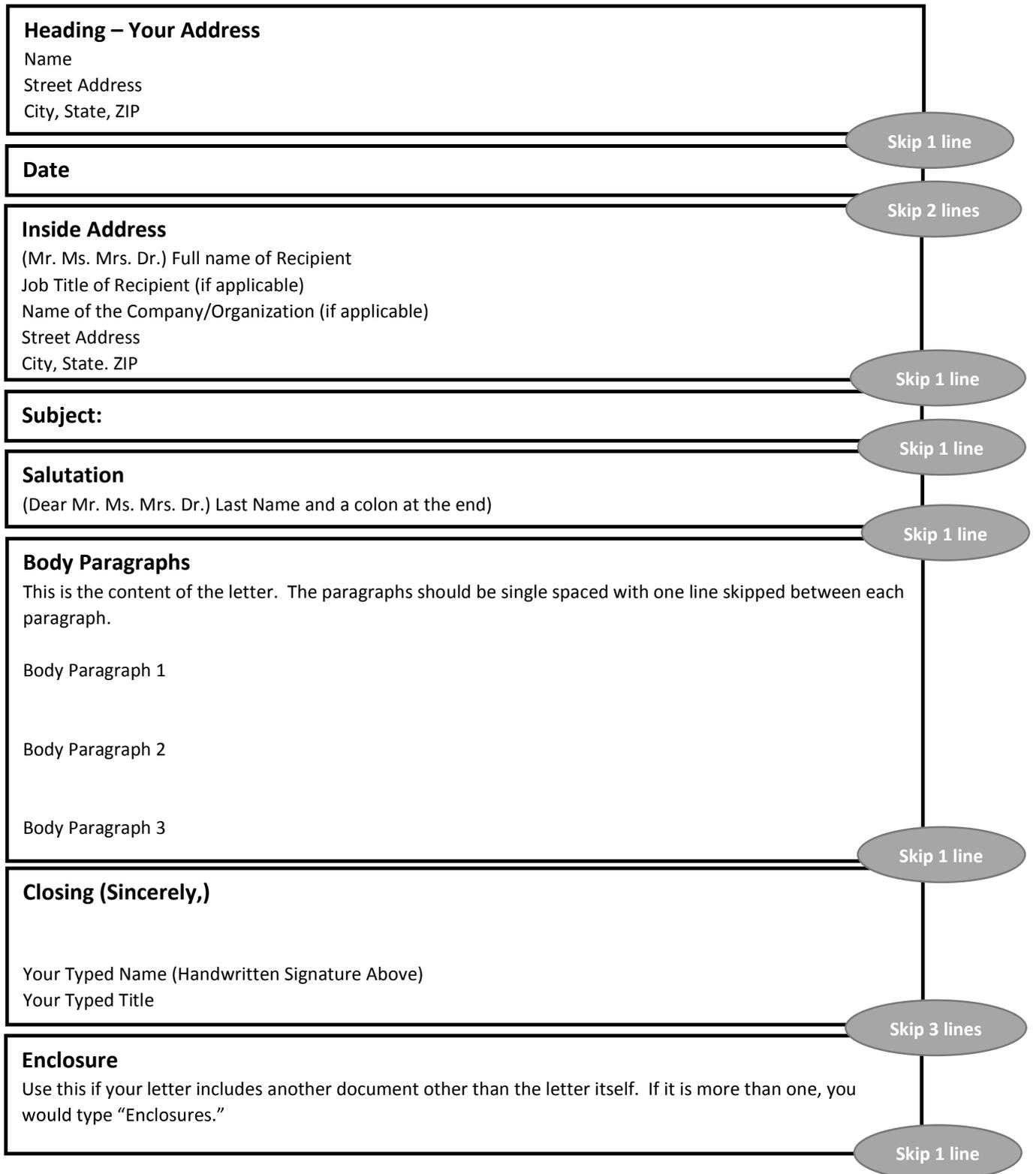


# Business Letter Block Format

When writing a business letter, follow the format below.



## Characteristics of Effective Teams

Think about the characteristics that teams should have in order to be effective. Here are eight to consider. What other characteristics would you add to this list?

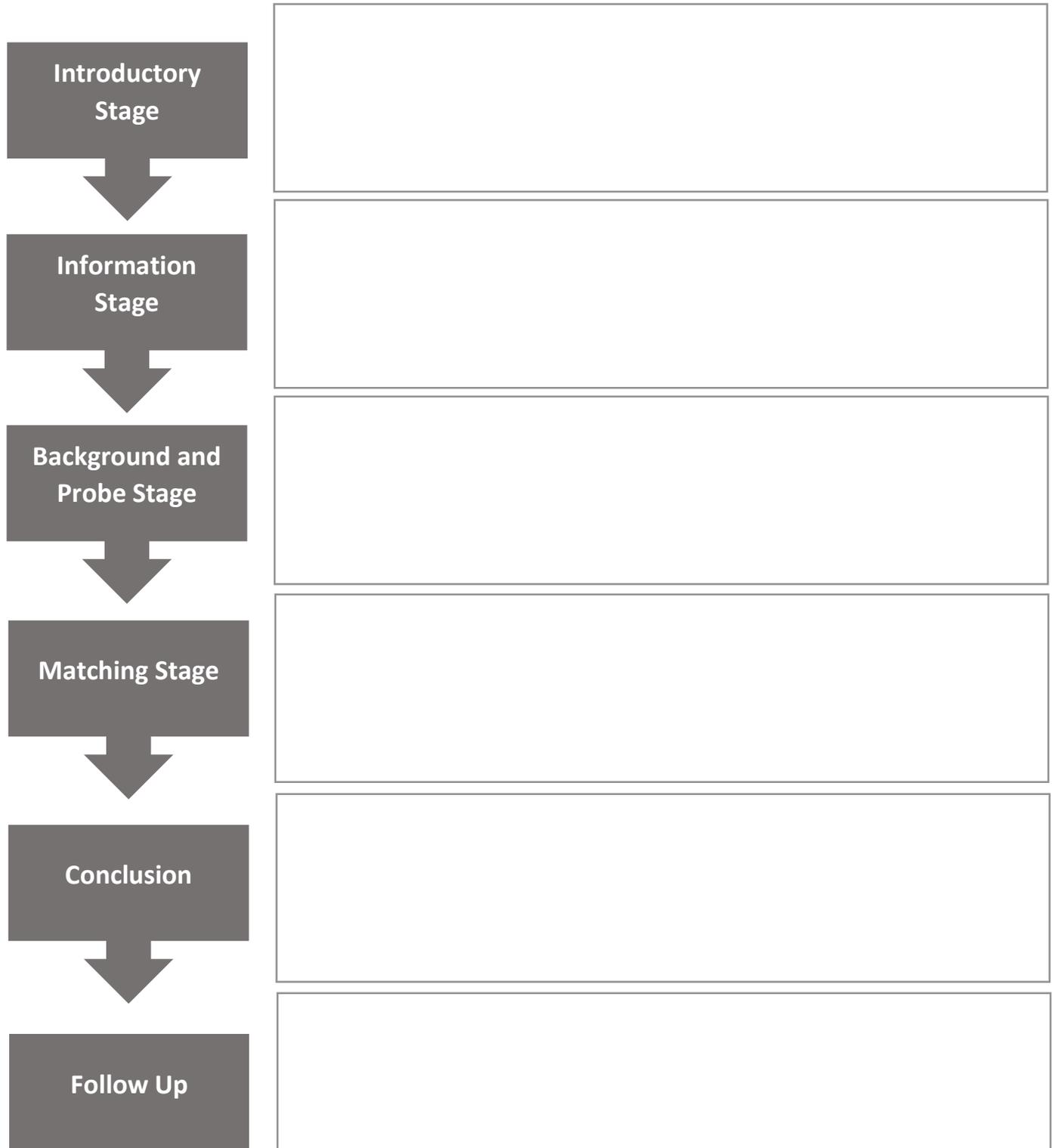
1. The team must have a clear goal.
2. The team must have competent, knowledgeable team members.
3. The team must be collaborative, with all members being honest, open, and respectful of other members.
4. The team must have a unified focus and commitment.
5. The team should have a results-driven structure.
6. The team must have high expectations that are understood by everyone.
7. The team should receive support and encouragement from external sources.
8. The team must have an effective leader who works for the good of the team.

# Problem-solving Organizer

<b>1 Problem</b>	<b>4 Evaluate the options</b>  <u>Pros</u> <u>Cons</u>
<b>2 Other points of view</b>	
<b>3 Options</b>	
<b>5 Solution</b>	
<b>6 Documentation and steps to emendation</b>	
<b>7 Evaluation and monitoring</b>	

# Stages of a Job Interview

Here are the stages of a typical interview. In the space provided, write the most important information you need to know about each stage of a job interview.



## Barriers to Listening

Below are a few barriers to effective listening. Fill in the remaining spaces with more barriers. In the right hand column, identify a solution that would overcome that barrier. Hint: Remember to look at the active listening tips.

Barriers to Listening	Solution
Personal bias or prejudice	
Worry or fear	
Short attention span	
Inability to understand (i.e. foreign language)	
Background noise	
Frequent interrupting	

# SWOT Analysis

Take a SWOT analysis identifying your strengths, weaknesses, opportunities, and threats as you think about self-confidence.

