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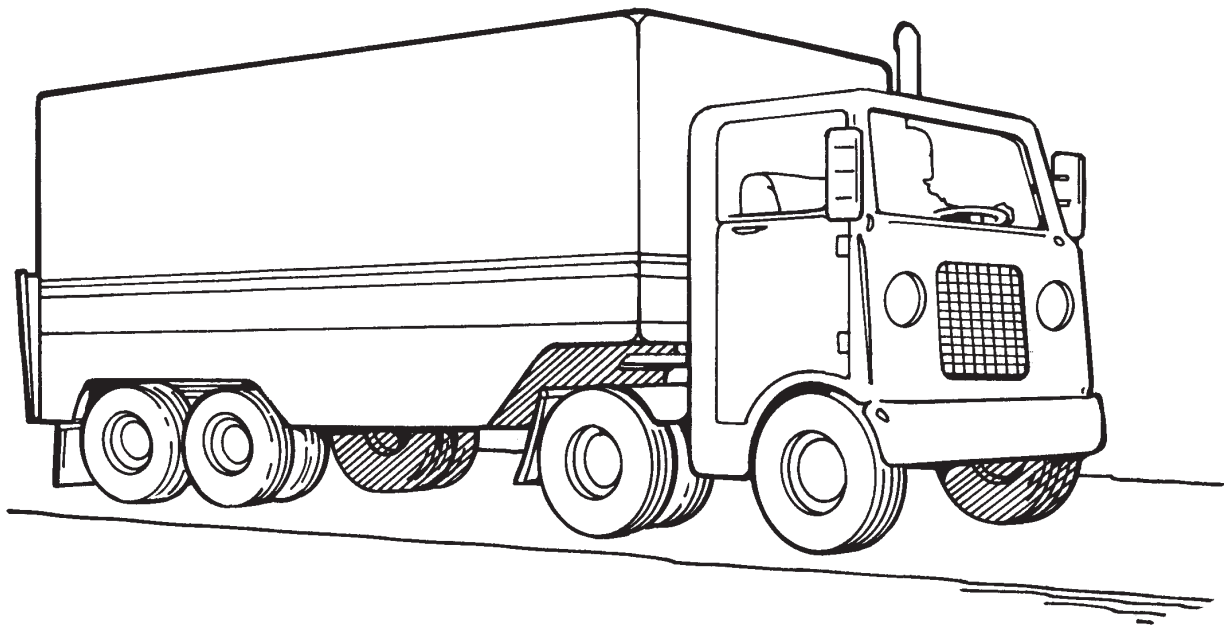
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Labor Negotiation

Presentation Time: 10 to 15 minutes

Assignment: This is a role play exercise that addresses the everyday type of problems that occur in the work place. It is intended to enrich students' skills in negotiation and the powers involved in both persuasion and compromise. Form groups of six and complete the following steps:

- ☞ Choose a leader and a recorder.
- ☞ Base the characters on the detailed descriptions provided on page 69. Apart from the negotiator, all other members are employees of the Easy-Life Food Company. The negotiator has been hired by the company to reach a peaceful compromise in this decision. Each member should assume his or her role and persuade the others in the group that he or she should get the new truck. It should be noted that it has been the past policy of the company to make similar decisions based on seniority.
- ☞ It is recommended that members of the group be seated in a circle. If a rectangular table is used, the negotiator should be seated at the end or in the middle.
- ☞ It is important for the class to watch and critique each group. As we observe others using persuasive tactics and attempting compromise, we learn and develop skills in these areas. It is also good to have a class discussion about the role play, if time permits.
- ☞ Look for personality types like the Charmer, the Whiner, the Martyr, the Pouter, the Salesperson, and even those who misunderstand to gain position. However, it should be understood that this is a role play to gain insight and not a personal critique of those doing the role playing.
- ☞ Have fun with this!



Labor Negotiation *(cont.)*

Roles

Terry: A negotiator hired by the company. Terry is the leader and wishes only to reach a compromise that assigns the new truck and retires the old one. The other trucks may be reassigned to other group members and even repaired at the company's expense. The leader encourages all persons to be allowed to represent their cases and desires a happy compromise.

Jo: 20 years with the company and has a 1-year-old truck. Jo has an excellent work record and received a new truck—which now has 15,000 miles on it—last year. Jo feels the decision must be based on seniority.

Pat: 15 years with the company and has a 3-year-old truck. Pat has a good work record and high sales. Pat feels that since he/she has more customers than most, it is important to drive fast. Pat has had a few fender benders in the last year, and the truck has not been repaired. The truck is in great shape mechanically, and Pat feels it should be repaired and passed down the line. Pat agrees the decision must be based on seniority, and feels he/she is next in line since Jo got the truck last year.

Lynn: 10 years with the company and has a 4-year-old truck. Lynn's truck still looks like new but has been in the repair shop three times this year. Lynn hates to miss work because of mechanical problems and is a single parent who cannot afford unpaid days off of work. Lynn wants a dependable truck and feels it is deserved because of an excellent driving record. Lynn has the lowest sales, which can be attributed to time off work for mechanical failures and family problems.

Tracy: 3 years with the company and has a 2-year-old truck. Tracy's truck is in good shape, but the food refrigeration unit keeps breaking and the ice cream and frozen foods thaw. Tracy is also the child of the owner of the company and feels entitled to a new truck.

Sydney: 1 year with the company and has a 5-year-old truck. Sydney has an old truck in fair mechanical shape, but the heater doesn't work and Sydney has been ill all winter. Despite colds and a case of the flu, Sydney just keeps on working and is now the top salesperson in the company. Sydney was named the salesperson of the year and is also the district's outstanding new employee. Sydney delivers to nearly twice as many customers as any other salesperson and is often on the road 12 hours a day. Sydney feels the senior members have great trucks already, and trucks should go to the people working to bring in the money to pay for them.