LESSON 01 · COMMUNICATION THAT SERVES PEOPLE

Make the next step clear.

Create an appointment-confirmation message that is accurate, respectful, and easy to act on. Use AI for help—not for facts you have not checked.

Adults 18+ | 60 minutes · flexible pacing | No coding required | No AI account required

Original noncredit lesson - Version 1.1 - October 7, 2026 - Free public self-study. No enrollment, academic credit, occupational training hours, or credential.

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01 / START · 5 MINUTES

One useful message. Four things to get right.

Someone should be able to read your message once and know what is happening and what to do next. Clear communication respects their time and reduces avoidable confusion.

By the end, you can...

1. Use the correct appointment facts.
2. Give one clear next action.
3. Write respectfully without pressure or invented promises.
4. Explain what you checked and what help you used.

You need

About one hour, this lesson, and a way to write or speak your response. Paper works. A facilitator may record your dictated answer.

Take breaks or extra time as needed. Typing speed and English accent are not graded. Approved translation and assistive technology are allowed.

Before learning: what would you check before sending a confirmation?

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_____

_____

This starting reflection is not graded. Revisit it at the end.

02 / LEARN · 10 MINUTES

Facts. Action. Care. Check.

Facts

Include the details needed to identify the appointment: person, business, time, and location or format. Copy facts from an authorized record. Never fill a gap by guessing.

Action

Tell the reader what to do next. For this exercise: reply YES to confirm or CHANGE to request another time.

Care

Be welcoming and direct. Avoid threats, unnecessary personal information, and claims about price, policy, or results that the record does not support.

Check

Compare the draft with the fact card. Read it as the recipient. The draft is not ready until a person has checked it.

The fictional appointment record

Person	Alex
Business	Example Studio — a fictional business
Appointment	A consultation, Thursday at 3:00 p.m.
Location	Room 2 at Example Studio
Next action	Reply YES to confirm or CHANGE to request another time.
Not supplied	Price, deposit, cancellation policy, street address, or service guarantee.

A complete worked example

> Hi Alex, this is Example Studio. Your consultation is scheduled for Thursday at 3:00 p.m. in Room 2 at Example Studio. Please reply YES to confirm or CHANGE to request another time. Thank you!

1. **"Hi Alex…"** identifies the recipient and sender.
2. **"Your consultation…"** states only supplied facts. "Scheduled" does not pretend the customer has already confirmed.
3. **"Please reply…"** gives a specific, manageable action.
4. **No extra promises:** it does not invent a price or policy.

In live work, verify the full date, location, recipient, time zone when relevant, contact permission, and the business's approved wording. This exercise intentionally uses a simplified fictional record.

▼ **Want to send the same information by email?**

Subject: Please confirm: Thursday consultation at Example Studio

Use the same verified body. Include an approved signature if required. Changing the channel does not permit adding unverified facts.

03 / SPOT THE RISK · 10 MINUTES

Polished does not always mean correct.

> Hey Alex! Your FREE treatment is confirmed for Friday at 3. Send your date of birth now. No changes allowed!

What is the best next step? Choose an answer for immediate feedback.

Choices: A. Send it unchanged. B. Fix only the day. C. Rebuild from the verified record.

▼ **Full explanation: six problems and how to repair them**

1. **Wrong day:** the record says Thursday, not Friday.
2. **Invented price:** "FREE" is unsupported. Omit it or verify it before use.
3. **Wrong appointment type:** a consultation is not a treatment.
4. **False status:** the exercise asks Alex to confirm; it does not say Alex already confirmed.
5. **Unnecessary data:** this task does not require a date of birth.
6. **Unsupported restriction:** the record offers a change request. "No changes allowed" contradicts it.

It also fails to identify the sender clearly and omits the location. A message can sound confident and still be unsuitable. Fixing one visible error is not enough: compare every material claim with the record.

Correct choice: C. Preserve the authorized facts, remove inventions and unnecessary data requests, and restore the requested next action.

04 / PRACTICE · 20 MINUTES TOTAL

Build it. Check it. Improve it.

First 10 minutes: write your own message for Alex using the fact card above. Different wording is welcome. The meaning and facts must stay accurate.

Your guided draft

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▼ Need a starting frame?

Hello [person], this is [business]. Your [appointment type] is scheduled for [day/time] at [location]. Please [next action]. Thank you.

A template is help. Record its use below. Do not keep any bracketed placeholders in a finished message.

▼ Optional AI exercise: ask for help without surrendering judgment

No AI account or external tool is necessary. You may use the flawed sample above as a pretend AI draft. If using an external tool, use only an instructor-approved service and fictional information.

> Draft a short, respectful appointment-confirmation message using only these fictional facts: Alex; Example Studio; consultation; Thursday at 3:00 p.m.; Room 2 at Example Studio. Ask the recipient to reply YES to confirm or CHANGE to request another time. Do not invent a price, policy, address, or guarantee. If a needed detail is missing, flag it separately instead of guessing.

Then ask: "List each factual claim in your draft and the supplied fact that supports it." Compare the answer yourself. A model's self-check is not independent verification.

Never paste real client lists, student records, credentials, medical details, or private messages into this exercise.

Next 10 minutes: review the draft, repair any issue, and record what changed.

Self-review checklist—not an automatic grade

- [ ] The person, sender, appointment, day, time, and location match the record.
- [ ] The recipient knows how to confirm or request a change.
- [ ] The message is respectful and contains no invented facts or unnecessary data requests.
- [ ] I compared every claim with the record and can explain my choices.

What did you change, and why?

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_____

Record meaningful help

_____

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Example: “Used the provided sentence frame. I chose the final wording and checked all details against the fact card.”

05 / PROVE · 10 MINUTES

New situation. Your judgment.

Create a message from the new record without AI-generated wording or another person supplying the answer. Approved assistive technology, translation, and dictation may remain available when they do not supply the skill being assessed.

Person	Morgan
Sender	Example Learning Center — fictional
Event	An online orientation, Monday at 10:30 a.m.
Link status	The joining link has not yet been supplied. The coordinator must verify it.
Next action	Ask Morgan to reply CONFIRM if the time works or QUESTION if they need help.

Your new message

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_____

Explain your decision

_____

_____

_____

Facilitator: assess the first attempt before showing the model below. If the learner sees the model first, use a fresh equivalent task for independent assessment.

06 / ADVANCE · 5 MINUTES

Save the proof. Name the next step.

Return to your starting reflection

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Your evidence bundle

- Starting reflection.
- Guided message and correction.
- Assistance record.
- New message and independent explanation.
- Final reflection.

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Carry this into real work

Before a real message leaves your hands, verify the record, recipient, permission, and approved sending process.

Next lesson concept: “Ask one good clarifying question.” In development—not an available enrollment offer.

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