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.

Free adult self-study. Practice at your own pace. Learner printing excludes the independent-task model and facilitator answers. The teaching copy includes them. No enrollment, payment, credit, occupational hours, or credential is offered.

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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

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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.

▼ **After your attempt: compare with a model and explanation**

> Hi Morgan, this is Example Learning Center. Your online orientation is scheduled for Monday at 10:30 a.m. Please reply CONFIRM if this time works or QUESTION if you need help. Thank you!

Internal note, not a promise to Morgan: The coordinator needs to verify the joining link before an access instruction is sent. Do not invent a URL or say that a link is attached.

This draft accurately communicates the known schedule and requested response. It does not falsely claim Morgan can already join. Any eventual live send still follows the organization's approved communication process.

"The coordinator will send it tonight" would also be an invention: no delivery deadline was supplied.

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.

The download contains only text entered on this page, without a name or assigned grade. It is not a certificate. Do not enter private information.

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.

FACILITATOR DESK / TEACHING AND REVIEW

Judge the work—not the person.

This is a developmental assessment of one communication task, not evidence of general employment readiness. A checked box is not proof of mastery.

▼ **One controlling assessment standard**

Assess the independent transfer task and explanation using four criteria. Mark each **Meets**, **Revise**, or **Not observed**. The lesson is demonstrated only when all four meet the standard and the safety conditions below are satisfied. No numeric average overrides a missing requirement.

Lesson 01 assessment rubric

Criterion	Meets	Revise / not yet demonstrated
Accuracy	Correct person, sender, event, day, time and online format; no invented link, price, policy, or promise.	Any material mismatch, invented detail, or unresolved placeholder.
Useful next action	Clearly offers CONFIRM if the time works or QUESTION for help.	Missing, confusing or changed response instructions.
Respect and privacy	Clear, respectful message; no coercion or unnecessary personal information request.	Threats, unsupported urgency, intrusive request or wording that obscures the task.
Explanation and ownership	Identifies the missing link, assigns verification to the coordinator, explains why no link or delivery promise was invented, and discloses meaningful help.	Cannot explain the boundary, hides meaningful help, or relies on another person/AI to supply the assessment answer.

Safety conditions: synthetic information only; no unauthorized live contact or publication; no real private data in an external AI tool. If an issue occurs, stop the action, use the organization's incident process, provide instruction, and reassess safely. Do not shame the learner.

Permitted evidence: written, dictated, typed or spoken message and explanation. Document supports used. Ignore harmless spelling or accent differences unless they change meaning. Translation must not supply the learner's reasoning. No time penalty.

Record: task version, date, four criterion decisions, supports, assistance disclosure, specific feedback, assessor, and reassessment outcome. Use an approved private record system; this page is not that system.

Completion wording: "Demonstrated the four Lesson 01 communication criteria on a fictional appointment task, with the recorded supports, on [date]." This does not award credit, a diploma, occupational hours, licensure, or a workforce credential.

▼ Teaching plan, feedback and common misconceptions

1. **Start — 5 minutes:** explain the noncredit purpose and fictional-data rule; invite a baseline response without correction.
2. **Learn — 10 minutes:** read the fact card; model tracing every message claim back to it.
3. **Spot the risk — 10 minutes:** let the learner choose, then explain every discrepancy. Ask what a recipient might misunderstand.
4. **Guided drafting — 10 minutes:** support the first attempt; model one sentence if needed and disclose that support.

5. **Review and revise — 10 minutes:** ask for evidence, not “Does it look nice?” Capture one correction and reason.
6. **Transfer — 10 minutes:** withhold model wording until after the attempt; assess all four criteria.
7. **Reflect — 5 minutes:** compare baseline and final checks; save evidence privately and choose a next step.

Feedback pattern: “Your time matches the record. The joining link is unknown. Remove the invented URL, identify the coordinator as the verifier, and try again.”

- **“AI said it, so it is verified.”** Compare each material claim with the actual record.
- **“More detail is always better.”** Add only relevant, supported details.
- **“Confirmation means already confirmed.”** Distinguish the scheduled appointment from the recipient’s confirmation.
- **“Using support means failure.”** Distinguish access support from someone supplying the answer.
- **“A friendly message can’t cause harm.”** Trace wrong dates, false fees and privacy requests to their practical consequences.

▼ Reteach and reassess with a fresh task

If any criterion needs revision, teach that specific gap and use this new task. Do not simply ask the learner to copy the previous model.

Alternate fictional record: Casey; Example Skills Center; workshop; Wednesday at 1:15 p.m.; Room 4. Reply READY to confirm or HELP for a question. Materials cost is unknown and must be checked by the coordinator.

Expected response: an accurate respectful message containing the supplied event details and READY/HELP actions, with no invented materials fee. Explanation identifies the unknown cost and coordinator verification. Apply the same four criteria with these substituted facts.

Extension, not required: adapt the message to email, add a factual subject line, and explain why a different channel does not change the verification duty.

▼ Review gate before a live pilot

- Confirm the legal entity, permitted offering, and precise noncredit claims.
- Obtain qualified adult-education and workplace-communication review.
- Test keyboard, screen-reader, mobile, print and language-access versions with users.
- Approve facilitator competence, incident contacts, data handling, consent and complaints procedures.

- Use a separate approved learner-record system with limited access and retention; do not add tracking to this file by default.
- Record attendance separately from demonstrated criteria. A small pilot measures feasibility; it does not establish causal employment or earnings impact.
- Obtain course-specific release approval before enrollment, fees or publication as an available program.

Known limits: no learner pilot, independent curriculum review, translation review or formal accessibility audit has been completed for this draft. The practice checker confirms your selected boxes only; it does not evaluate free-text quality. The fictional exercise is not legal advice or a live messaging policy.

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