

Checklist: Classroom Crisis Control – Managing the 10 Most Challenging Student Behaviors

- ☐ The Disruptive Student: Privately speak with the student and clearly explain how their actions negatively impact the class. Refer to course policies and the college's code of conduct. Report persistent behavior to your department head.
- ☐ The Aggressive Student: Prioritize safety. Call campus security or the police if needed. Report incidents to the department head and document everything.
- ☐ The Unmotivated Student: Reach out privately, offer support and resources like tutoring. Follow institutional policies if the lack of motivation continues.
- ☐ The Entitled Student: Firmly enforce course policies and grading standards. Refer to the syllabus. Involve department heads if confrontations escalate.
- ☐ The Overly Dependent Student: Set clear boundaries and expectations for assistance. Encourage independent problem-solving and guide them to resources.
- ☐ The Attention-Seeking Student: Redirect their energy by assigning specific tasks. Discuss their behavior privately and encourage more constructive contributions.
- ☐ The Unprepared Student: Emphasize the importance of preparation. Use low-stakes quizzes or assignments to motivate preparation.
- ☐ The Cheating Student: Communicate expectations about academic integrity. Report suspected cheating through institutional procedures.
- ☐ The Student with Mental Health Issues: Approach with empathy. Refer to campus counseling. If disruptive, consult with the college's counseling center.
- ☐ The Student with Personal Issues: Be supportive but maintain boundaries. Refer the student to counseling services or the Dean of Students office.

WHY AI LITERACY IS THE NEW CORE COMPETENCY IN BUSINESS COMMUNICATION

1 THE COMMUNICATION LANDSCAPE HAS CHANGED



FROM EMAILS TO ALGORITHMS, THE NEW COMMUNICATION FRONTIER.

- Tools like ChatGPT, Grammarly, and Hemingway Editor are commonly used.
- Professionals must know how AI affects clarity, tone, and credibility.

COMMUNICATORS WHO CAN'T USE AI WILL FALL BEHIND

- AI is used in writing proposals, summarizing meetings, and generating visual content.
- Resumes, presentations, and email are increasingly AI-assisted.
- AI-savvy communicators are faster sharper, and more effective.

2 AI TOOLS ARE THE NEW WORKPLACE NORM

COMMUNICATORS WHO CAN'T USE AI WILL FALL BEHIND



- Miss faster, smarter messaging their competitors already mastered.
- Lose relevance in AI-powered business environments.
- Fall behind in speed, scale, and strategic insight.

3 EMPLOYERS ARE DEMANDING AI FLUENCY



JOB-READY MEANS AI-READY

- Job postings increasingly list "AI communication skills"
- Candidates must understand prompts, feedback loops, and ethical AI use.
- Interviews are increasing AI-analyzed for nonverbal cues, behavior and personality insights, and paralinguistic features.

4 ETHICAL COMMUNICATION NOW INCLUDES AI



CAN YOU SPOT AN AI DEEPPFAKE? CAN YOUR STUDENTS?



- Real Faces, Fake Voices: Deepfakes can make people appear to say things they never did—blending video and audio with AI precision.
- Emotion Over Evidence: These fakes are designed to spark strong reactions before you think critically.
- Detecting Requires Understanding: Spotting deepfakes takes more than sharp eyes—it takes AI awareness and digital literacy.

DON'T JUST TEACH BUSINESS COMMUNICATION. FUTURE-PROOF IT.



- Don't just teach business communication—future-proof it.
- Integrate AI Skills Early: Prepare students to write, edit, and present with AI as a trusted co-creator, not a threat.
- Emphasize Ethical Fluency: Teach students how to navigate misinformation, bias, and deepfakes with confidence and clarity.

In today's workplace, AI literacy isn't optional—it's foundational. As the attached infographic illustrates, business communication now demands the ability to collaborate with AI, interpret AI-generated content, and use AI tools to craft clear, persuasive messages.

Business Communication Today, 16th Edition, makes this shift seamless. With AI woven into every chapter, it helps students develop the communication skills employers want and the AI fluency they expect. This isn't just smart learning—it's future-ready education by the leading authors in the field.

