

Business Technology

Communication Skills 1

- 1 Use correct grammar, spelling, and punctuation 1.1
- 2 Apply proofreading and editing skills 1.2
- 3 Select and use the appropriate communication tool for specific tasks (e.g., electronic, written, verbal) 1.3
- 4 Communicate with internal and external customers in written and spoken formats 1.4
- 5 Compose various business correspondence (i.e., e-mail, letter, memo) 1.5
- 6 Deliver oral presentations using appropriate tools (e.g., Google Slides, PowerPoint, Prezi) 1.6
- 7 Demonstrate and interpret nonverbal communication 1.7
- 8 Demonstrate the ability to give and follow written and oral instructions 1.8
- 9 Effectively receive and relay messages in a professional manner 1.9
- 10 Identify factors affecting global communications (e.g., time, culture, exchange rates, human relations skills) 1.10

Preparing for Employment 2

- 1 Utilize career assessment and job search tools (e.g., student interest survey, aptitude test, Indeed, Career Builder) 2.1
- 2 Compare and contrast careers by looking at salary, benefits, job requirements, educational requirements, employment outlook, etc. 2.2
- 3 Investigate a potential employer 2.3
- 4 Examine and refine online media presence to meet professional standards 2.4
- 5 Prepare and compose resumes and cover letters 2.5
- 6 Complete a job application 2.6
- 7 Assemble a work-sample portfolio 2.7
- 8 Prefer for pre-employment questions 2.8

	9 Participate in a job interview 2.9
	10 Compose a follow-up (i.e., thank you) letter or email 2.10
	11 Compose letters or emails accepting and declining a job offer 2.11
Employability Skills 3	1 Maintain good attendance record 3.1
	2 Interact effectively with others 3.2
	3 Respect beliefs, opinions, and rights of others 3.3
	4 Work effectively in teams 3.4
	5 Demonstrate positive behavior when given direction, criticism, and comment 3.5
	6 Understand the effects of stress on job performance 3.6
	7 Demonstrate proper professional appearance 3.7
	8 Apply concepts of time management (e.g., Google Calendar, Outlook Calendar, digital planners, post-it notes) 3.8
	9 Demonstrate proper business etiquette (e.g., dining, greeting, ending) 3.9
Career Management Strategies 4	1 Compare and contrast ethical, unethical, legal, and illegal business practices 4.1
	2 Explain the importance of working within organizational structures (i.e., chain of command) 4.2
	3 Describe rights and responsibilities of employees and employers (including information related to OSHA, FMLA, FLSA, ADA, sexual harassment, discrimination, contracts) 4.3
	4 Describe the importance of life-long learning through continuing education and membership in professional organizations 4.4
	5 Exhibit leadership skills through a student organization (e.g., FBLA, DECA) 4.5
	6 Research performance-based job evaluation instruments 4.6
	7 Prepare for job separation (e.g., letter of resignation, extended leave) 4.7
Administrative Assistant Skills 5	1 Effectively represent the organization to current and potential clients using appropriate customer service skills 5.1
	2 Manage electronic and/or paper financial records 5.2
	3 Establish and maintain records management systems 5.3

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- 4 Understand the benefits of using a10-key pad when entering numbers** 5.4

 - 5 Understand the steps for processing incoming and outgoing mail** 5.5

 - 6 Prepare travel, meeting and events documents** 5.6

 - 7 Maintain electronic calendaring** 5.7

 - 8 Identify routine equipment maintenance needs** 5.8

 - 9 Apply critical-thinking and problem-solving skills to business decisions** 5.9

 - 10 Identify effective shipping and delivery methods** 5.10

 - 11 Explore methods for economical and efficient inventory management** 5.11

Business Applications and Technology 6

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- 1 Analyze and determine appropriate software applications for specific tasks** 6.1

 - 2 Apply advanced word processing skills to design workplace documents (e.g., mail merge, envelopes and labels, tables, reports, macros)** 6.2

 - 3 Design and manage databases for workplace applications (e.g., query, filter, sort, merge, generate, and format reports)** 6.3

 - 4 Design spreadsheets for workplace applications (e.g., formulas and functions, graphs and charts, links, macros)** 6.4

 - 5 Create and edit image, video, and audio files** 6.5

 - 6 Produce multimedia presentations for the workplace (e.g., sound bites, animation, transition, image download or import, video)** 6.6

 - 7 Use desktop publishing software for workplace applications** 6.7

 - 8 Create a Web page for business applications** 6.8

 - 9 Maintain electronic files and folders (e.g., server, workstation, shared files)** 6.9

 - 10 Use input technology for document production (e.g., OCR software, voice and handwriting recognition technology)** 6.10

 - 11 Maintain and troubleshoot computer workstation (e.g., install software, scan for viruses, troubleshoot common problems)** 6.11

 - 12 Use online resources as a business tool (e.g., audacity, teachertube, Zoom, ect.)** 6.12
