

Leadership in the Workplace

Business Law **BL**

Acquire foundational knowledge of business laws and regulations to understand their nature and scope.

- 1 Comply with the spirit and intent of laws and regulations **BL:163**
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Communication Skills **CO**

Read to acquire meaning from written material and to apply the information to a task.

- 1 Identify sources that provide relevant, valid written material **CO:054**
 - 2 Extract relevant information from written materials **CO:055**
 - 3 Apply written directions to achieve tasks **CO:056**
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Apply active listening skills to demonstrate understanding of what is being said.

- 4 Follow oral directions **CO:119**
 - 5 Demonstrate active listening skills **CO:017**
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Apply verbal skills to obtain and convey information.

- 6 Explain the nature of effective verbal communications **CO:147**
 - 7 Ask relevant questions **CO:058**
 - 8 Interpret others' nonverbal cues **CO:059**
 - 9 Provide legitimate responses to inquiries **CO:060**
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Emotional Intelligence **EI**

Foster self-understanding to recognize the impact of personal feelings on others.

- 1 Describe the nature of emotional intelligence **EI:001**
 - 2 Explain the concept of self-esteem **EI:016**
 - 3 Recognize and overcome personal biases and stereotypes **EI:017**
 - 4 Assess personal strengths and weaknesses **EI:002**
 - 5 Assess personal behavior and values **EI:126**
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Develop personal traits to foster career advancement.

- 6 Identify desirable personality traits important to business **EI:018**
- 7 Exhibit self-confidence **EI:023**
- 8 Demonstrate interest and enthusiasm **EI:020**
- 9 Demonstrate initiative **EI:024**

Apply ethics to demonstrate trustworthiness.

- 10 Demonstrate honesty and integrity EI:022
- 11 Demonstrate responsible behavior EI:021
- 12 Demonstrate fairness EI:127
- 13 Assess risks of personal decisions EI:091
- 14 Demonstrate ethical work habits EI:004
- 15 Take responsibility for decisions and actions EI:075
- 16 Build trust in relationships EI:128
- 17 Describe the nature of ethics EI:123
- 18 Explain reasons for ethical dilemmas EI:124
- 19 Recognize and respond to ethical dilemmas EI:125
- 20 Manage commitments in a timely manner EI:077
- 21 Develop tolerance for ambiguity EI:092

Exhibit techniques to manage emotional reactions to people and situations.

- 22 Exhibit a positive attitude EI:019
- 23 Demonstrate self-control EI:025
- 24 Explain the use of feedback for personal growth EI:003
- 25 Adjust to change EI:026

Identify with others' feelings, needs, and concerns to enhance interpersonal relations.

- 26 Respect the privacy of others EI:029
- 27 Show empathy for others EI:030
- 28 Exhibit cultural sensitivity EI:033

Use communication skills to foster open, honest communications.

- 29 Explain the nature of effective communications EI:007

Manage stressful situations to minimize potential negative impact.

- 30 Use appropriate assertiveness EI:008
- 31 Use conflict-resolution skills EI:015

Implement teamwork techniques to accomplish goals.

- 32 Participate as a team member EI:045

Employ leadership skills to achieve workplace objectives.

- 33 Explain the concept of leadership EI:009
- 34 Explain the nature of ethical leadership EI:131
- 35 Model ethical behavior EI:132
- 36 Determine personal vision EI:063
- 37 Inspire others EI:133
- 38 Demonstrate adaptability EI:006
- 39 Develop an achievement orientation EI:027
- 40 Challenge the status quo EI:134
- 41 Lead change EI:005
- 42 Enlist others in working toward a shared vision EI:060
- 43 Coach others EI:041

Manage internal and external business relationships to foster positive interactions.

- 44 Treat others with dignity and respect EI:036
- 45 Foster positive working relationships EI:037
- 46 Consider conflicting viewpoints EI:136

Operations OP**Adhere to health and safety regulations to support a safe work environment.**

- 1 Describe health and safety regulations in business OP:004
- 2 Report noncompliance with business health and safety regulations OP:005

Implement safety procedures to minimize loss.

- 3 Follow instructions for use of equipment, tools, and machinery OP:006
- 4 Follow safety precautions OP:007
- 5 Maintain a safe work environment OP:008
- 6 Explain procedures for handling accidents OP:009
- 7 Handle and report emergency situations OP:010

Implement security policies/procedures to minimize chance for loss.

- 8 Explain routine security precautions OP:013
- 9 Follow established security procedures/policies OP:152

Utilize project management skills to improve workflow and minimize costs.

- 10 Plan project OP:519
 - 11 Monitor projects and take corrective actions OP:520
 - 12 Evaluate project success OP:521
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Acquire self-development skills to enhance relationships and improve efficiency in the work environment.

- 1 Maintain appropriate personal appearance PD:002
 - 2 Demonstrate systematic behavior PD:009
 - 3 Set personal goals PD:018
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Understand and follow company rules and regulations to maintain employment.

- 4 Adhere to company protocols and policies PD:250
 - 5 Follow rules of conduct PD:251
 - 6 Follow chain of command PD:252
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Utilize critical-thinking skills to determine best options/outcomes.

- 7 Make decisions PD:017
 - 8 Demonstrate problem-solving skills PD:077
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Participate in career planning to enhance job-success potential.

- 9 Assess personal interests and skills needed for success in business PD:013
 - 10 Analyze employer expectations in the business environment PD:020
 - 11 Explain the rights of workers PD:021
 - 12 Identify sources of career information PD:022
 - 13 Identify tentative occupational interest PD:023
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Implement job-seeking skills to obtain employment.

- 14 Utilize job-search strategies PD:026
- 15 Complete a job application PD:027
- 16 Interview for a job PD:028
- 17 Write a follow-up letter after job interviews PD:029
- 18 Write a letter of application PD:030
- 19 Prepare a résumé PD:031