Oregon CTE

Business Management and Administration: Career Cluster Knowledge and Skill Statements with Suggested Performance Indicators

Describe how leadership, workplace culture, and cross-organizational teams contribute to achieving business goals CC-BMA01	**A**	**Define "culture & values" in an organization and the importance of leadership in creating and fostering a company culture** CC-BMA01.A
	B	**Identify the factors that influence an organization's structure and the differences between flat and hierarchical organizational structures** CC-BMA01.B
	C	**Summarize the importance of cross-organizational teams in achieving business goals** CC-BMA01.C
	D	**Identify desired group and team behavior** CC-BMA01.D
	E	**Describe the role of management in demonstrating leadership, motivating employees, resolving conflict, and addressing stress** CC-BMA01.E
	F	**Explain the commonalities and differences across leadership styles and describe their pros and cons** CC-BMA01.F
Demonstrate an understanding of and adherence to safe working practices CC-BMA02	**A**	**Describe the importance of a safety culture in the business world** CC-BMA02.A
	B	**Demonstrate awareness of and take steps to address common hazards in office and retail spaces** CC-BMA02.B
	C	**Describe the common injuries of workers in office and retail spaces and the safety equipment used to mitigate them** CC-BMA02.C
Demonstrate knowledge of general business management pr	**A**	**Articulate standard functions to run any business (e.g., accounting, finance, marketing, human resources) and the roles that support these** CC-BMA03.A
		Explain the principles of an organizational chart, and the functions and skills assigned to varying roles within that structure CC-BMA03.B

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	C Describe the roles and responsibilities of team members typically engaged in managing business functions and workers CC-BMA03.C
	D Explain key marketing terminology and concepts (e.g., target market, marketing mix/4Ps [product, place, price, promotion], market segmentation) CC-BMA03.D
	E Explain how market research impacts the success of a business CC-BMA03.E
	F Describe how to use budgets to guide financial decision-making CC-BMA03.F
Demonstrate knowledge of general economic and business concepts CC-BMA04	**A** Describe commonalities and differences among the basic forms of business ownership (public/private) and the sub-groups under these forms (sole proprietor, franchise, limited liability, C or S corp., NYSE/NASDAQ/OTC) CC-BMA04.A
	B Explain the benefits and drawbacks of applying different forms of business ownership and structure to various types of businesses CC-BMA04.B
	C Describe how a business would operate in varying social-economic systems (capitalism, socialism, communism) and differences and commonalities across such systems CC-BMA04.C
	D Describe macroeconomic principles, their impact on overall economic health, and potential impacts on business CC-BMA04.D
	E Describe how government policies influence business management decisions (e.g., worker rights, environmental protection, market regulations) CC-BMA04.E
Describe and demonstrate the use of technology to conduct business operations CC-BMA05	**A** Describe the types of technology systems used to manage inventory and human resources CC-BMA05.A
	B Describe the different types of hardware and software typically found in organizations and how they are used to conduct operations and manage inventory and human resources CC-BMA05.B
	C Describe the impact of technology on career pathways in business/industry (e.g., how computers have eliminated and created jobs) CC-BMA05.C
	D Describe the impact of computers on access to information and information exchange worldwide CC-BMA05.D
	E Select and demonstrate the use of appropriate technology tools for expediting business processes and solving problems CC-BMA05.E
Describe the existence and purpose of governmental reg ap	**A** Describe the purpose of governmental regulations and state and local business laws, codes and rules CC-BMA06.A
	B Explain the types of governmental regulations that apply in business and how the professions engage with them CC-BMA06.B

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codes, laws, and rules CC-BMA06	**C** Describe how the Americans with Disabilities Act influences the design of office and retail space CC-BMA06.C
	D Describe requirements related to handling and disposal of environmentally hazardous materials in accordance with the Occupational Safety and Health Administration (OSHA), and Environmental Protection Agency (EPA) regulations CC-BMA06.D
	E Describe different types of taxes and the expectations of employers in compliance and reporting CC-BMA06.E
Describe and demonstrate industry accepted ethical practices and behavior CC-BMA07	**A** Describe legal issues faced by business professionals CC-BMA07.A
	B Define the rights and responsibilities of workers CC-BMA07.B
	C Demonstrate knowledge of ethical issues associated with running a business CC-BMA07.C
	D Define ethical behavior from financial, environmental, and social perspectives and describe the impact of unethical behavior CC-BMA07.D
Demonstrate ability to communicate effectively using a range of business appropriate techniques and products (written, verbal, digital, visual) CC-BMA08	**A** Describe complex issues using appropriate oral or written communication, including correct spelling, grammar, and punctuation CC-BMA08.A
	B Demonstrate ability and comfort level with public speaking including to large groups and individuals at all levels of the organization CC-BMA08.B
	C Describe and demonstrate appropriate exchanges of information via verbal, written, digital, and social media, and other online platforms CC-BMA08.C
	D Explain the benefits and risks of using social media vs. other forms of communication in an organization CC-BMA08.D
	E Demonstrate proficiency in business applications such as word processing software, business bookkeeping and spreadsheet applications, presentation slide decks, and business communication software CC-BMA08.E
	F Demonstrate ability to appropriately present a project proposal or project results CC-BMA08.F
Demonstrate a basic understanding of customer service CC-BMA09	**A** Define what it means that customers are both internal and external CC-BMA09.A
	B Define excellent customer service CC-BMA09.B
	C Describe the type of services used to provide assistance to customers CC-BMA09.C
	D Demonstrate strategies for working with customers to find the services or products to address their identified need CC-BMA09.D

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	E Demonstrate ability to assist customers in a professional manner CC-BMA09.E
Demonstrate an understanding of the concepts, processes, and skills associated with small business ownership and entrepreneurial ventures CC-BMA10	**A** Describe the different types of entrepreneurships (e.g., small business, scalable startup, large company, social) as a method of business ownership CC-BMA10.A
	B Explain risk-based management and decision making and how they are integrated into the entrepreneurial experience CC-BMA10.B
	C Describe why innovation, creativity, and risk-taking are central to entrepreneurship CC-BMA10.C
	D Explain how a start-up must manage itself and cash flows as compared to a sustaining business CC-BMA10.D
	E Identify available sources of capital for entrepreneurial ventures and describe how these funding sources differentially impact the operations and ownership of the venture CC-BMA10.E
Demonstrate an understanding of basic mathematics as used in the industry CC-BMA11	**A** Describe the different ways organizations compete (e.g., quality, service, status, price) CC-BMA11.A
	B Explain the value of differentiation of product and/or service and its impact on the competitive strength or weakness of a business CC-BMA11.B
	C Identify elements that differentiate or help create a competitive advantage for a business in a particular industry cluster CC-BMA11.C
	D Describe how a business' responsibility to employees, shareholders, society, and the environment impacts business decisions and how these decisions may vary across businesses in the for-profit and non-profit sectors CC-BMA11.D
	E Describe the role of strategic planning, including the elements of a strategic plan (e.g., mission and vision statement, core values, Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis, long-term goals, actions, measurement) CC-BMA11.E
	F Explain how various financial statements are used for decision-making and planning in running a business (e.g., income statement, balance sheet, cash flow statement) CC-BMA11.F
	G Describe different financing options and advantages and disadvantages for expanding a business (e.g., bank loan, venture capital, grants, lines of credit) CC-BMA11.G