

Business Management (2015)

Adopted 2015

Business Management

1. The student demonstrates professional standards/employability skills required by business and industry. The student is expected to:

- A. communicate effectively with others using oral and written skills; **1.A**
- B. demonstrate collaboration skills through teamwork; **1.B**
- C. demonstrate professionalism by conducting oneself in a manner appropriate for the profession and workplace; **1.C**
- D. demonstrate a positive, productive work ethic by performing assigned tasks as directed; **1.D**
- E. comply with all applicable rules, laws, and regulations; and **1.E**
- F. demonstrate time-management skills by prioritizing tasks, following schedules, and tending to goal-relevant activities in a way that uses time wisely and optimizes efficiency and results. **1.F**

2. The student demonstrates an understanding of the management concept. The student is expected to:

- A. define the term management; **2.A**
- B. explain management functions, including planning, organizing, staffing, leading, and controlling; **2.B**
- C. define the management pyramid; **2.C**
- D. define the role of management; **2.D**
- E. explain the history and evolution of management; **2.E**
- F. identify the external and internal environmental factors that influence management; **2.F**
- G. define ethical workplace behavior; **2.G**
- H. summarize how to make ethical decisions; **2.H**
- I. define social responsibility; **2.I**
- J. explain how socially responsible management policies are initiated and implemented; and **2.J**
- K. research contemporary cases dealing with ethics and social responsibility using appropriate online technology. **2.K**

3. The student recognizes the importance of planning in an organization. The student is expected to:

- A. define the term planning; 3.A
- B. explain the necessity of proper planning; 3.B
- C. define types of planning such as marketing, financial, and organizational; 3.C
- D. identify steps of the management decision-making process, including: 3.D
 - i. identifying the problem or opportunity; 3.D.I
 - ii. gathering relevant information or data; 3.D.II
 - iii. determining alternative courses of action; 3.D.III
 - iv. evaluating each alternative; 3.D.IV
 - v. computing an optimal decision; 3.D.V
 - vi. implementing the chosen course of action; and 3.D.VI
 - vii. evaluating the decision feedback and determining if any changes are necessary; 3.D.VII
- E. determine competitive advantage; 3.E
- F. establish organizational strategy; 3.F
- G. determine innovative strategies; 3.G
- H. identify the need for change; 3.H
- I. define global management; and 3.I
- J. explain how the organization will function in a global environment. 3.J

4. The student recognizes the importance of organizations. The student is expected to:

- A. explain how to design an adaptive organization; 4.A
- B. define the concepts, methods, and types of departmentalization; 4.B
- C. define the chain of command; 4.C
- D. explain line authority; 4.D
- E. define staff authority; 4.E
- F. explain the advantages and disadvantages of different types of organizations, including line, line and staff, and matrix; 4.F
- G. define delegation in a management context; 4.G
- H. compare and contrast centralized and decentralized organizations; 4.H
- I. identify the concept of teams and teamwork; and 4.I
- J. define span of control or span of management. 4.J

5. The student explains the role of staffing within an organization. The student is expected to:

- A. describe ethics in human resource issues; 5.A
 - B. explain or define the major federal employment laws; 5.B
 - C. define adverse impact and employment discrimination; 5.C
 - D. identify sexual harassment in the workplace; 5.D
 - E. explain the methods of recruiting potential employees; 5.E
 - F. define the selection process for new employees; 5.F
 - G. explain the types of training needed for newly hired employees; 5.G
 - H. define professional development in terms of current employees; 5.H
 - I. explain employee compensation in a competitive environment; 5.I
 - J. define the potential need for downsizing; 5.J
 - K. rationalize the costs of employee turnover and what can be done to reduce turnover rate; 5.K
 - L. explain the need and benefits of a diverse workforce; and 5.L
 - M. research contemporary cases addressing recruitment, downsizing, and diversity using appropriate online resources. 5.M
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6. The student demonstrates the qualities of leadership. The student is expected to:

- A. define motivation; 6.A
 - B. distinguish between extrinsic and intrinsic rewards; 6.B
 - C. explain how to address real or perceived inequities in the workplace; 6.C
 - D. define the Expectancy Theory; 6.D
 - E. explain how rewards and goals affect motivation; 6.E
 - F. compare a leader to a manager; 6.F
 - G. explain the roles of a leader; 6.G
 - H. explain the traits of an effective leader; 6.H
 - I. define the different styles of leadership, including autocratic, democratic, and free rein; 6.I
 - J. explain when each style of leadership is appropriate; 6.J
 - K. define the management communication process; 6.K
 - L. explain the concept of employee perception; 6.L
 - M. analyze the communication process; 6.M
 - N. compare and contrast formal and informal communication; and 6.N
 - O. explain how to improve communication within an organization. 6.O
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7. The student understands the necessity of the control process. The student is expected to:

- A. examine the control process; 7.A

- B. illustrate the five primary control methods; 7.B
- C. explain the importance of quality control; 7.C
- D. define the strategic importance of management information; 7.D
- E. develop the importance of gathering and sharing information; 7.E
- F. explain the importance of managing for productivity and growth; 7.F
- G. define the quality-related characteristics for products; 7.G
- H. explain International Standards Organization (ISO) standards, including ISO 9000 and ISO 14000; 7.H
- I. define the quality-related characteristics for services; 7.I
- J. explain the Baldrige National Quality Award; 7.J
- K. explain the Deming Award; 7.K
- L. research and critique recent winners of the Baldrige awards using appropriate online technology; 7.L
- M. research and critique recent winners of the Deming award using appropriate online technology; 7.M
- N. define Total Quality Management; 7.N
- O. explain service operations; 7.O
- P. develop a service quality standards instrument such as a customer satisfaction survey or SERVQUAL survey; 7.P
- Q. analyze manufacturing operations; 7.Q
- R. define inventory in the management context; and 7.R
- S. explain the fiscal importance of controlling inventory. 7.S

8. The student knows self-development techniques and interpersonal skills to accomplish management objectives. The student is expected to:

- A. recognize personal biases and stereotypes; 8.A
- B. identify and practice effective interpersonal skills involving situations with coworkers, supervisors, and subordinates; 8.B
- C. identify and practice effective team-building skills involving situations with coworkers, supervisors, and subordinates; 8.C
- D. participate in leadership activities; 8.D
- E. participate in career development activities; 8.E
- F. assess personal strengths and weaknesses; and 8.F
- G. develop personal traits and behaviors to foster career advancement. 8.G

9. The student demonstrates project-management skills to improve workflow and minimize costs. The student is expected to:

- A. initiate a project, which includes identifying resources needed for a project; 9.A

- B. develop a project plan; 9.B
- C. execute a project; 9.C
- D. monitor and control a project; and 9.D
- E. close a project. 9.E