Texas CTE

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

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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

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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:

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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 Baldridge National Quality Award; 7.J

K. explain the Deming Award; 7.K

L. research and critique recent winners of the Baldridge 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

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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

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

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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