

**CONTENT STANDARD 1.0: DEVELOP AND AWARENESS OF CAREERS**

**Performance Standard 1.1: Analyze the Concept of a Career**

- 1.1.1 Explain the process individuals use to adapt to change.
- 1.1.2 Discuss lifelong learning as it relates to lifestyles and the lifecycle.
- 1.1.3 Investigate how the economy affects careers in the workplace.

**Performance Standard 1.2: Analyze the Importance of Careers**

- 1.2.1 List the reasons people work.
- 1.2.2 Compare the differences between a job, occupation, and a career.
- 1.2.3 Investigate the impact of the changing workplace throughout the lifespan.

**Performance Standard 1.3: Analyze the Different Types of Working**

- 1.3.1 Evaluate entrepreneurship as a possible career choice.
- 1.3.2 Discuss the differences between careers that sell goods and careers that provide services.
- 1.3.3 Compare home-based careers to work-based careers.
- 1.3.4 Research the impact technology has on the work environment.
- 1.3.5 Evaluate future work schedules and environments.

**CONTENT STANDARD 2.0: DEVELOP SELF-AWARENESS RELATED TO CAREERS**

**Performance Standard 2.1: Analyzed Individual Differences that Impact Career Choice**

- 2.1.1 Assess personal interests and skills needed for success (in business).
- 2.1.2 Assess personal strengths and weaknesses.
- 2.1.3 Compare aptitudes as they pertain to career choice.
- 2.1.4 Describe the nature of emotional intelligence.
- 2.1.5 Identify personal values.
- 2.1.6 Set personal goals.
- 2.1.7 Perform assessments to identify personality types.
- 2.1.8 Review the multiple intelligences.
- 2.1.9 Summarize individual learning styles.
- 2.1.10 Discuss the effect of gender on career choice.

**Performance Standard 2.2: Apply Decisions-Making Skills to Navigate Career Choice**

- 2.2.1 Review the decision-making process.
- 2.2.2 Compare the individual differences of potential career choices.
- 2.2.3 Predict the impact of career choices on future lifestyles.
- 2.2.4 Describe desired personal lifestyle for the future.
- 2.2.5 Define the concept of success.
- 2.2.6 Describe influences on career choices.

**Performance Standard 2.3: Develop Leadership Skills Appropriate for the Workplace**

- 2.3.1 Explain the concept of self-esteem vs. self-concept.

- 2.3.2 Recognize personal biases and stereotypes.
- 2.3.3 Contrast different leadership styles used in the workplace.
- 2.3.4 4. Explain the need for innovation skills.
- 2.3.5 Maintain appropriate personal appearance.
- 2.3.6 Demonstrate systematic behavior.
- 2.3.7 Discuss community service and service learning as part of leadership.
- 2.3.8 Defend the importance of being actively involved in a student organization.
- 2.3.9 Practice leadership skills.
- 2.3.10 Demonstrate problem-solving skills.
- 2.3.11 Participate as a team member.

### **CONTENT STANDARD 3.0: Analyze A Career Through Personal Exploration**

#### **Performance Standard 3.1: Explore Career Clusters**

- 3.1.1 Illustrate the Arts and Communications cluster.
- 3.1.2 Explain employment opportunities in the Business and Management cluster.
- 3.1.3 Investigate the Health Care cluster.
- 3.1.4 Classify the Human Resources cluster.
- 3.1.5 Diagram the Engineering and Industrial Systems cluster.
- 3.1.6 Investigate careers within the Agriculture and Natural Resources cluster.
- 3.1.7 Evaluate potential careers related to Family and Consumer Sciences.

#### **Performance Standard 3.2: Examine a Potential Career Pathway to Determine the Knowledge, Skills, and Attitudes Required**

- 3.2.1 Select a personal career pathway.
- 3.2.2 Research a career pathway.
- 3.2.3 Identify professional qualifications necessary for chosen career pathway.
- 3.2.4 Compare educational requirements of various levels in career pathway.
- 3.2.5 Describe certification and continuing education opportunities in career pathway.
- 3.2.6 Describe personal characteristics and qualifications needed to work in career pathway.
- 3.2.7 Identify sources of career information.
- 3.2.8 Identify tentative occupational interests.

### **CONTENT STANDARD 4.0: EXPLORE OPTIONS TO ACHIEVE A CAREER GOAL WITHIN CAREER PATHWAY**

#### **Performance Standard 4.1: Examine Post-Secondary Education and Training Options**

- 4.1.1 Review various post-secondary education and training choices.  
Outline potential credentialing for career choice such as: licensing, on- site experience,
- 4.1.2 apprenticeship, and/or associate, bachelor, master, and doctoral degrees.
- 4.1.3 Connect potential education choices to meet career goals.
- 4.1.4 Practice filling out paper and online application forms.

- 4.1.5 Calculate costs of the selected option.

**Performance Standard 4.2: Explore Financial Options for Post-Secondary Education and Training**

- 4.2.1 Identify potential financial options.
- 4.2.2 Compare potential services/programs to assist with financial options.
- 4.2.3 Identify sources for scholarships that match personal characteristics and goals.
- 4.2.4 Practice filling out the FAFSA form to obtain grants/loans.
- 4.2.5 Evaluate options within the military.
- 4.2.6 Assess the option of working while gaining post-secondary education/training.
- 4.2.7 Develop a spending plan for post-secondary education/training.

**Performance Standard 4.3: Demonstrate Goal Setting By Developing a Plan Leading to a Career**

- 4.3.1 Develop short and long term goals to reach career goal.
- 4.3.2 Develop a career plan that outlines the steps needed to reach the career goal.
- 4.3.3 Complete STAR Event "Career Investigation" project.

**CONTENT STANDARD 5.0: DEMONSTRATE SKILLS NECESSARY TO ENTER THE WORKFORCE**

**Performance Standard 5.1: Demonstrate Job-Seeking Skills That Lead to the Workforce**

- 5.1.1 Create a cover letter appropriate for a specific career.
- 5.1.2 Complete job applications to become familiar with the hiring process.
- 5.1.3 Identify potential references.
- 5.1.4 Create a list of personal competencies and/or transferrable skills (certifications, licenses, etc.).
- 5.1.5 Create a current electronic and/or paper resume for use in gaining employment.
- 5.1.6 Demonstrate appropriate clothing choice and personal hygiene associated with gaining employment.
- 5.1.7 Demonstrate appropriate interview etiquette through mock interviews.
- 5.1.8 Demonstrate proper handshakes.
- 5.1.9 Discuss ways to overcome negative obstacles that may arise during background checks, history, and/or employment gaps.
- 5.1.10 Practice writing a follow-up letter for use after an application or interview.
- 5.1.11 Create an appropriate letter of resignation.

**Performance Standard 5.2: Explore Resources for the Job Opportunities**

- 5.2.1 Investigate employment agencies for job openings.
- 5.2.2 Evaluate job sites found online.
- 5.2.3 Identify private agencies within the community.
- 5.2.4 Locate classified advertisements in the newspaper.
- 5.2.5 Contrast costs and benefits associated with each of the resources.

**Performance Standard 5.3: Create a Job-Seeking Portfolio**

- 5.3.1 Develop a job search plan.  
Display examples of job-seeking skills from 5.01 Cover letter, Job application, Resume, Document of
- 5.3.2 Transferrable Skills, Follow-up letter, Resignation letter).
- 5.3.3 Display work samples or support materials of skills such as newspaper clippings and/or awards.
- 5.3.4 Collect three (3) letters of recommendation (character, academic, work- related).
- 5.3.5 Display assessments and aptitudes.

**CONTENT STANDARD 6.0: DEMONSTRATE EMPLOYABLE SKILLS FOR THE WORKPLACE**

**Performance Standard 6.1: Analyze Ethics Related to the Workplace**

- 6.1.1 Discuss work ethics important in the workplace.
- 6.1.2 Practice skills needed for effective teamwork.
- 6.1.3 Defend the concept of confidentiality in the workplace.
- 6.1.4 Practice personal character traits conducive to the workplace.
- 6.1.5 Demonstrate proper etiquette for the workplace.
- 6.1.6 Practice proper technology ethics.
- 6.1.7 Demonstrate responsible behavior.
- 6.1.8 Demonstrate honesty and integrity.
- 6.1.9 Demonstrate ethical work habits.

**Performance Standard 6.2: Demonstrate Effective Communication Skills Appropriate to Workplace Settings**

- 6.2.1 Explain the nature of effective communications.
- 6.2.2 Compare aspects and the value of verbal, nonverbal, listening, and written communication.
- 6.2.3 Explain communication techniques that support and encourage a speaker.
- 6.2.4 Define and demonstrate active listening skills.
- 6.2.5 Demonstrate effective eye contact during conversations and presentations.
- 6.2.6 Practice telephone skills to use in the workplace.
- 6.2.7 Demonstrate appropriate interpersonal skills through compromise, conflict resolution, team building, and behavior management.
- 6.2.8 Demonstrate empathy for others.
- 6.2.9 Demonstrate cultural sensitivity.
- 6.2.10 Assess the advantages of being multilingual.
- 6.2.11 Describe etiquette involved with leaving a position.
- 6.2.12 Outline procedures involved with leaving a position
- 6.2.13 Practice basic communication technology

**Performance Standard 6.3: Apply Information Literacy Skills to Increase Workplace Efficiency and Effectiveness**

- 6.3.1 Assess information needs.

- 6.3.2 Obtain needed information efficiently.
- 6.3.3 Evaluate quality and source of information.
- 6.3.4 Apply information to accomplish a task
- 6.3.5 Store information for future use.

**Performance Standard 6.4: Demonstrate Job Keeping Skills and Advance Opportunities for Advancement**

- 6.4.1 Identify desirable personality traits important to employment.
- 6.4.2 Demonstrate self-confidence.
- 6.4.3 Demonstrate interest and enthusiasm.
- 6.4.4 Demonstrate initiative.
- 6.4.5 Demonstrate professionalism in attire, hygiene, attitude, and attendance.
- 6.4.6 Categorize the aspects of customer service.
- 6.4.7 Discuss the concept of taking responsibility for career success and advancement.
- 6.4.8 Investigate the career ladder for advancement.
- 6.4.9 Demonstrate an awareness of employer expectations for a job.
- 6.4.10 Research company resources to ascertain policies and procedures.
- 6.4.11 Investigate employer expectations.
- 6.4.12 Identify sources that provide relevant, valid written material.
- 6.4.13 Extract relevant information from written materials.
- 6.4.14 Apply written directions to achieve tasks.
- 6.4.15 Utilize information-technology tools to manage and perform work responsibilities (word processing, presentation applications, information systems, etc.)

**Performance Standard 6.5: Analyze Legal Issues Prominent in the Workplace**

- 6.5.1 Explain the rights of workers.
- 6.5.2 Identify the types of harassment and strategies to reduce it.
- 6.5.3 Investigate the impact of employee theft on the individual and the business.
- 6.5.4 Discuss diversity as a legal issue in the workplace.
- 6.5.5 Describe employee's and employer's responsibilities.

**Performance Standard 6.6: Demonstrate Safety in the Workplace**

- 6.6.1 Review workplace safety plans, codes, and practices.
- 6.6.2 Assess the importance of healthy employees in the workplace.
- 6.6.3 Define workers compensation.
- 6.6.4 Compare insurance plans for a specific career.
- 6.6.5 Summarize protective equipment for specific careers.
- 6.6.6 Identify safety regulators such as OSHA.
- 6.6.7 Practice basic first-aid skills necessary in the workplace.
- 6.6.8 Demonstrate emergency safety plans and practices.

**CONTENT STANDARD 7.0: EXAMINE THE RELATIONSHIP BETWEEN WORK AND FAMILY**

**Performance Standard 7.1: Analyze the Impact of Family on Career Goals**

- 7.1.1 Compare the different family types and the dynamics of each.
- 7.1.2 Identify personal family goals.
- 7.1.3 Discuss the importance of having a family compatible career.
- 7.1.4 Discuss the concept of balancing work and family lives.

**Performance Standard 7.2: Explore Management of Family Resources**

- 7.2.1 Identify responsibilities related to housing and how to manage them
- 7.2.2 Formulate strategies for managing food and nutrition needs.
- 7.2.3 Assess clothing needs as related to personal, family and career goals.
- 7.2.4 Assess transportation needs.
- 7.2.5 Evaluate the amount of potential leisure time and how it will be spent.
- 7.2.6 Discuss the impact family changes have on balancing family and work responsibilities.
- 7.2.7 Develop a personal budget.
- 7.2.8 Explain types of investments.
- 7.2.9 Evaluate the option of investing money.
- 7.2.10 Describe types of financial-services providers.
- 7.2.11 Discuss considerations in selecting financial-services provider.

**Performance Standard 7.3: Analyze Methods of Family Management**

- 7.3.1 Discuss the importance of managing the different aspects of family life.
- 7.3.2 Explain the importance of communication within the family.  
Review the components of the management process: values, goals, resources, decision-making,
- 7.3.3 planning, implementing, and evaluating.
- 7.3.4 Identify techniques used for time management.
- 7.3.5 Describe techniques for stress management.
- 7.3.6 Evaluate the disbursement of household duties.

**Performance Standards 7.4: Analyze Expected Income to Reach Lifelong Goals**

- 7.4.1 Identify personal needs and wants.
- 7.4.2 Explain the nature of financial needs.
- 7.4.3 Explain forms of financial exchange (cash, credit, debit, electronic funds transfer, etc.)
- 7.4.4 Explain the purposes and importance of credit.
- 7.4.5 Demonstrate the wise use of credit.
- 7.4.6 Validate credit history.
- 7.4.7 Identify types of currency (paper money, coins, banknotes, government bonds, treasury notes, etc.)
- 7.4.8 Prepare bank account documents.
- 7.4.9 Maintain financial records.
- 7.4.10 Read and reconcile bank statements.

- 7.4.11 Describe functions of money (medium of exchange, unit of measure, store of value, etc.)
- 7.4.12 Describe sources of income (wages/salaries, interest, rent, dividends, transfer payments, etc.)
- 7.4.13 Interpret a paystub.
- 7.4.14 Calculate the difference between gross and net wages.
- 7.4.15 Calculate potential taxes deducted from a specific salary.
- 7.4.16 Prepare personal income tax forms.
- 7.4.17 Explain the time value of money.
- 7.4.18 Explain legal responsibilities associated with financial exchanges.
- 7.4.19 Compare the earning cycle to the family lifecycle.
- 7.4.20 Identify strategies for financial management.
- 7.4.21 Investigate the cost of insurance for a family.
- 7.4.22 Explain the importance of saving money.
- 7.4.23 Research financial needs to reach retirement.
- 7.4.24 Explain the nature of tax liabilities.
- 7.4.25 Outline strategies to protect against identify theft.
- 7.4.26 Set financial goals.

**CONTENT STANDARD 8.0: EXAMINE CONCEPTS, TOOLS, AND STRATEGIES USED TO EXPLORE, OBTAIN AND DEVELOP IN A BUSINESS CAREER**

**Performance Standard 8.1: Analyze The Role of the Entrepreneur in the US Economy**

- 8.1.1 Explain what entrepreneurs do.
- 8.1.2 Compare entrepreneurship to working for a business.
- 8.1.3 Explain the effect of entrepreneurship on business.

**Performance Standard 8.2: Investigate Available Opportunities for Entrepreneurs**

- 8.2.1 Research resources available to entrepreneurs
- 8.2.2 Explain career opportunities in business
- 8.2.3 Explain career opportunities in entrepreneurship

**Performance Standard 8.3: Evaluate Characteristics of Entrepreneurs**

- 8.3.1 Assess personal interests and skills needed for success in business.
- 8.3.2 Identify skills need by entrepreneurs.
- 8.3.3 Explain the investment needed to start an enterprise.
- 8.3.4 Compare the challenges and rewards of owning a business.

**CONTENT STANDARD 9.0: ANALYZE ECONOMIC PRINCIPLE AND CONCEPTS FUNDAMENTAL TO BUSINESS OPERATIONS**

**Performance Standard 9.1: Examine Economic Systems to be Able to Recognize the Environment in which Businesses Function**

- 9.1.1 Explain the types of economic systems.
- 9.1.2 Explain the concept of private enterprise.

- 9.1.3 Identify factors affecting a business's profit.
- 9.1.4 Describe factors affecting business risk.
- 9.1.5 Explain the concept of competition.
- 9.1.6 Identify ways that technology impacts business.

**Performance Standard 9.2: Explore Fundamental Economic Concepts to Obtain a Foundation for Employment in Business**

- 9.2.1 Distinguish between economic goods and services.
- 9.2.2 Explain the concept of economic resources.
- 9.2.3 Describe the concept of economics and economic activities.
- 9.2.4 Contrast economic utilities created by business activities.
- 9.2.5 Explain the principles of supply and demand.
- 9.2.6 Describe the functions of prices in markets.

**Performance Standard 9.3: Examine The Impact Of Government On Business Activities And Its Contributions Society**

- 9.3.1 Explain the role of business in society.
- 9.3.2 Describe types of business activities.
- 9.3.3 Explain the relationships between government and business.

**Performance Standard 9.4: Explore Operation's Role And Functions As It Relates Today-To-Day Activities**

- 9.4.1 Explain the nature of operations.
- 9.4.2 Explain the concept of production.
- 9.4.3 Explain the role of finance in business.
- 9.4.4 Describe the need for financial information.
- 9.4.5 Explain the concept of accounting.
- 9.4.6 Explain the need for accounting standards.

**Performance Standard 9.5: Demonstrate Knowledge of Health and Safety Regulations, Security Policies and Procedures to Minimize Loss**

- 9.5.1 Describe health and safety regulations in business.
- 9.5.2 Report noncompliance with business health and safety regulations.
- 9.5.3 Apply proper use of equipment, tools, and machinery.
- 9.5.4 Apply proper safety precautions.
- 9.5.5 Employ a safe work environment.
- 9.5.6 Explain procedures for handling accidents.
- 9.5.7 Assess and report emergency situations.
- 9.5.8 Explain routine security precautions.
- 9.5.9 Practice established security procedures/policies.
- 9.5.10 Practice protection of company information and intangibles.

**Performance Standard 9.6 Employment for Purchasing Business Supplies, Equipment and Services**

- 9.6.1 Explain the nature and scope of purchasing.
- 9.6.2 Place orders/reorders.
- 9.6.3 Maintain inventory of supplies.

**CONTENT STANDARD 10.0: DEVELOPMENT BUSINESS PLAN**

**Performance Standard 10.1: Examine Business Goals**

- 10.1.1 Determine valid business concepts.
- 10.1.2 Research applicable laws related to creating a business.
- 10.1.3 Examine business regulations and codes.

**Performance Standard 10.2: Research Business Ownership to Establish and Continue Business Operations**

- 10.2.1 Describe sole proprietorships.
- 10.2.2 Describe partnerships.
- 10.2.3 Explain corporations as a form of ownership.
- 10.2.4 Describe limited liability companies.
- 10.2.5 Explain types of business ownership.

**Performance Standard 10.3: Examine Fraud And Scams in the Business Arena**

- 10.3.1 Explain types of business fraud and scams.
- 10.3.2 Examine means to detect fraud.
- 10.3.3 Describe agencies that assist business with fraud and scams.

**Performance Standard 10.4: Investigate Business Start-Up Financing**

- 10.4.1 Explain debt and equity financing.
- 10.4.2 Determine information required by investors.
- 10.4.3 Research options for sources of funds.
- 10.4.4 Calculate start-up capital needs.
- 10.4.5 Develop a break-even model.
- 10.4.6 Describe the concept of insurance.

**Performance Standard 10.5: Examine Factors that Effect Business Location**

- 10.5.1 Research community and site selection.
- 10.5.2 Examine options for home-based businesses.
- 10.5.3 Examine design factors ( Interior, Exterior, Layout requirements).
- 10.5.4 Explain location laws, regulations and codes.

**Performance Standard 10.6: Explore Marketing Role and Function in Business to Facilitate Economic Exchanges**

- 10.6.1 Identify steps in the marketing plan.
- 10.6.2 Determine product strategy.

- 10.6.3 Recognize the importance of ongoing market research.
- 10.6.4 Establish price and promotion strategy.
- 10.6.5 Determine marketing mix/plan/objectives.
- 10.6.6 Develop promotional plans.
- 10.6.7 Explain marketing and its importance in a global economy.
- 10.6.8 Describe marketing functions and related activities..
- 10.6.9 Select and use appropriate graphic aids.
- 10.6.10 Identify company's brand promise.
- 10.6.11 Research ways of reinforcing the company's image through employee performance .
- 10.6.12 Create and post basic web page.

**Performance Standard 10.7: Development Purchasing Procedures**

- 10.7.1 Analyze vendor selection
- 10.7.2 Examine supply chain management
- 10.7.3 Determine reordering sequences
- 10.7.4 Demonstrate basic spreadsheet applications

**Performance Standard 10.8: Analyze New Products Development**

- 10.8.1 Investigate prototyping.
- 10.8.2 Determine production management.
- 10.8.3 Review Gantt Charts and PERT Diagrams.
- 10.8.4 Develop a distribution management plan

**Performance Standard 10.9: Build a Business for Specific Business**

- 10.9.1 Develop a business description.
- 10.9.2 Describe the facility.
- 10.9.3 Develop an organizational chart.
- 10.9.4 Explain essential equipment.
- 10.9.5 Outline supplies and purchasing procedures.
- 10.9.6 Describe personnel management.
- 10.9.7 Develop a pricing structure.
- 10.9.8 Develop a budget.
- 10.9.9 Explore laws, regulations and codes.
- 10.9.10 Develop an advertising campaign.

**CONTENT STANDARD 11.0: Development Performance Skills**

**Performance Standard 11.1: Exhibit Sales Skills**

- 11.1.1 Employ a positive attitude.
- 11.1.2 Practice self-control.
- 11.1.3 Explain the use of feedback for personal growth.
- 11.1.4 Practice resolving conflicts with difficult customers.
- 11.1.5 Practice resolving customer/client complaints.

- 11.1.6 Develop sales tactics.
- 11.1.7 Practice taking orders.
- 11.1.8 Practice closing the sale.
- 11.1.9 Use an integrated business software application package.
- 11.1.10 Evaluate sales performance.
- 11.1.11 Develop a sales assistance plan.

**Performance Standard 11.2: Analyze and Apply Ethics in the Workplace**

- 11.2.1 Identify necessary workplace ethics.
- 11.2.2 Explain how work ethics affect production and profits.
- 11.2.3 Explain the six pillars of character in the workplace.
- 11.2.4 Demonstrate responsible, honest, ethical work habits.

**Performance Standard 11.3: Practice Workplace Etiquette and Communications Skills**

- 11.3.1 Explain the nature of effective verbal communications.
- 11.3.2 Explain the nature of staff communication.
- 11.3.3 Choose appropriate channel for workplace communication.
- 11.3.4 Participate in a staff meeting.
- 11.3.5 Explain communication techniques that support and encourage a speaker.
- 11.3.6 Demonstrate active listening skills.
- 11.3.7 Interpret others' nonverbal cues.
- 11.3.8 Provide legitimate responses to inquiries.
- 11.3.9 Give verbal directions.
- 11.3.10 Employ communication styles appropriate to target audience.
- 11.3.11 Defend ideas objectively.
- 11.3.12 Write responses to customer inquiries
- 11.3.13 Use note-taking strategies.
- 11.3.14 Practice telephone calls in a business-like manner
- 11.3.15 Explain the nature of positive customer relations.
- 11.3.16 Demonstrate a customer-service mindset.
- 11.3.17 Practice service orientation through communication.
- 11.3.18 Evaluate communication techniques to cultural and social differences among clients
- 11.3.19 Practice communicating business policies to customers/clients.
- 11.3.20 Practice appropriate workplace actions.
- 11.3.21 Apply standards for appropriate workplace attire.
- 11.3.22 Practice communication etiquette.
- 11.3.23 Practice skills for dining in business settings.

**Performance Standard 11.4: Explore Internal an External Business Correspondence to Convey And Obtain Information Effectively**

- 11.4.1 Explain the nature of effective written communications.
- 11.4.2 Select and utilize appropriate formats for professional writing.

- 11.4.3 Edit and revise written work consistent with professional standards.
- 11.4.4 Write professional emails.
- 11.4.5 Write business letters.
- 11.4.6 Write informational messages.
- 11.4.7 Write inquiries.

**Performance Standard 11.5: Demonstrate the Ability to Run a Small Business**

- 11.5.1 Demonstrate sound business practices.
- 11.5.2 Demonstrate quality service practices.
- 11.5.3 Produce and market a product.
- 11.5.4 Demonstrate ethical business practices.

**CONTENT STANDARD 12.0: DEVELOPMENT MANAGEMENT PRACTICES**

**Performance Standard 12.1: Apply Management Practices**

- 12.1.1 Explain the concept of management.
- 12.1.2 Discuss the nature of information management.
- 12.1.3 Use appropriate assertiveness.
- 12.1.4 Use conflict-resolution skills.
- 12.1.5 Assess what management skills are needed.
- 12.1.6 Describe how a management plan would improve an enterprise.
- 12.1.7 Explain qualities and characteristics of management styles.

**Performance Standard 12.2: Explain Policies And Procedures for Effective Management**

- 12.2.1 Determine the effect of policies and procedures.
- 12.2.2 Design standard policies and procedures.
- 12.2.3 Determine organizational structure.

**Performance Standard 12.3: Demonstrate Human Resources Practices**

- 12.3.1 Discuss the nature of human resources management.
- 12.3.2 Orient new employees.
- 12.3.3 Explain the concept of leadership.
- 12.3.4 Determine personal vision.
- 12.3.5 Practice adaptability.
- 12.3.6 Write job specifications for business.
- 12.3.7 Demonstrate personal information management/productivity applications.
- 12.3.8 Practice employee recruitment to match job requirements.
- 12.3.9 Compare employee compensation package.
- 12.3.10 Use basic operating systems.
- 12.3.11 Develop a training and professional development plan.
- 12.3.12 Develop an achievement orientation.
- 12.3.13 Practice resolving personnel problems.
- 12.3.14 Practice employee motivation techniques.

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- 12.3.15 Demonstrate effective team building practices.
- 12.3.16 Demonstrate fair treatment of others.
- 12.3.17 Practice positive working relationships.
- 12.3.18 Manage staff growth and development for increasing productivity and employee satisfaction.