

Business Education Management, Administration and Support Career Cluster

Local Business Core Skill Standards-Verified

Students entering the workplace or continuing on to post secondary education in the management, administration and support cluster of careers will be able to:

Communication	Read with comprehension	Interview others for understanding	Listen effectively	Identify the target audience	Organize thoughts	Adapt the message to the target audience	Write clearly and concisely	Speak effectively and clearly	Communicate with diverse populations	Utilize effective non-verbal language
	Proofread and edit	Use a “sell” ideas system (i.e. WIIFM—what’s in it for me)								
Interpersonal skills	Utilize knowledge of personal styles to achieve results	Work effectively in teams	Use a goal attainment system	Negotiate	Empathize with others *	Respect others*	Build relationships	Run an effective meeting	Deal with difficult people	
Creativity	Bring fresh ideas	Recognize creativity as an asset	Develop innovative ideas through brainstorming	Take responsibility for outcomes	Turn a creative idea (vision) into an action proposal					
Business Literacy	Use basic business terminology	Describe the private enterprise system	Describe forms of business organization (entities)	Define how a business works	Define key roles within a business	Describe how to start a business	Make risk/reward assessments	Develop a business plan (strategical and tactical)	Develop core values, mission	Describe the contracts used in business
	Create a business portfolio	Keep current with business news and trends, geo political & current events/ public affairs	Practice principles of good business ethics	Practice good business etiquette						
Project Management	Define current status	Outline the project steps and milestones	Define desired outcome	Prioritize projects	Manage to a budget (time and money)	Use personal time management skill to achieve outcome	Use metrics to understand problems and track progress	Measure progress to the outcome	Make adjustments to plan	Remove roadblocks/ obstacles
	Access/ evaluate results	Conduct a post-mortem review								
Problem Management	Identify a problem	Create information from data	Analyze the problem (qualify and quantify)	Use project management system to solve the problem (see project management)	Use conflict resolution methods to solve problems	Use risk management tools to anticipate problems				
Technology	Operate a computer	Use the keyboard proficiently	Use word processing software	Use web-based software including e-mail and Internet	Use presentation software	Use spreadsheet software	Use database software	Use accounting software	Use time management/ calendar software	Use project management software
		Use mobile technology (e-mail, Internet, connectivity)								

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