CAREER & TECHNICAL EDUCATION

HIGH SCHOOL
BUSINESS MANAGEMENT 3

ACADEMIC & PROFESSIONAL
SKILLS STANDARDS

CATALINA FOOTHILLS SCHOOL DISTRICT
Approved by the Governing Board
December 12, 2023

STANDARDS FOR BUSINESS MANAGEMENT
BUSINESS MANAGEMENT 3

Business Management 3 is designed to prepare students for business and marketing employment, entrepreneurialism, as well as post-secondary academic endeavors. Building on a thorough knowledge of applied economics, management skills, and technology will offer additional opportunities in 21st century careers or study. Through a combination of collaborative and self-directed projects, students will apply their business acumen toward real-world experiences at Tucson-area internships. Business & Marketing 3 students are responsible for evaluating potential internship placements, submitting a letter of intent, and ensuring completion of all appropriate paperwork prior to the beginning of the academic year.

MANAGEMENT – GENERAL MANAGEMENT PRACTICES

- BM3.1.1 Analyze general management practices.
    - Evaluate the host organization's structure and alignment for effectiveness.
    - Create a case study on effective management of host organization profiling management's role in leadership, motivation, conflict resolution, and workplace efficiency.
    - Assess how host organization's social responsibility affects business decisions and local community
    - Describe leadership styles (e.g., roles of leadership [direct, coach, support, and delegate]).
    - Describe management styles (e.g., authoritative, affiliative, participative, pacesetting, and coaching).
        - Explain the role and duties of senior, middle, and entry levels of management.
        - Generate a chain of command and communication for host organization.
        - Evaluate the host organization management's role in leadership, motivation, conflict resolution, and workplace efficiency.
        - Plan for the revision or expansion of the host organization's social responsibility initiatives, policies, and procedures.
        - Generate a management and leadership profile for the influential stakeholders of the host organization.

FINANCE – BUSINESS FINANCIAL PRACTICES

- BM3.2.1 Analyze business financial practices.
    - Analyze the economic principles currently impacting the host organization's financial and operational decisions.
        - Generate a marketing plan for a new offering or initiative from the host organization that leverages current economic concepts prevalent in the public's mind.
        - Analyze and present your findings on the relationship between a form of business competition and the host organization's success within that paradigm.
        - Establish financial projections as part of a operational briefing for the host/mentor.

HUMAN RESOURCES – HUMAN RESOURCE FUNCTIONS

- BM3.3.1 Analyze human resource functions.
    - Explain the importance of a host organization's workplace culture (i.e., what it is, why it matters, etc.).
    - Discuss the host organization's hiring process (i.e., interview process/documents, résumé, cover letter, in person and/or virtual presentation, background, skills, certifications, licensures, etc.).
    - Evaluate the host organization's new-hire onboarding/orientation process including organizational policies and procedures, job roles and responsibilities, employee benefits, and employee rights.
    - Evaluate the current models in use by the host organization for the process of monitoring and evaluating employee performance (i.e., 30/60/90-day, annual, semi-annual, etc.).

- o Evaluate the host organization's established disciplinary actions and dismissal procedures (i.e., performance improvement plan, etc.).
    - Engage in the process of a traditional new hire at the host organization.
    - Determine potential areas of improvement in the host organization's new hire process, and establish an actionable improvement plan.
    - Determine and then establish area(s) for improvement or refinement within the host organization's process of monitoring and evaluating employee performance.
    - Determine and then establish area for improvement or refinement within the host organization's disciplinary actions and dismissal procedures.
    - Evaluate the source of positive and negative aspects of the host organization's workplace culture.

PROFESSIONAL SKILLS: PROFESSIONALISM & ORGANIZATIONAL CULTURE

- BM3.4.1 Represent the school [organization] in a positive manner, demonstrating the school's [or organization's] mission and core values.
    - Communicate the mission and core values of the school [or organization].
    - Perform my work with a positive attitude.

- BM3.4.2 Demonstrate professionalism in the workplace (being on time, proper dress, courteousness).
    - Follow protocol(s) related to behavior, appearance, and other expectations.
    - Explain the importance of "dress for success."

- BM3.4.3 Demonstrate respect for personal and professional boundaries.
    - Distinguish between personal and work-related matters.

- BM3.4.4 Interact respectfully with others (cross-cultural, intergenerational, individuals with disabilities); act with integrity.
    - Address challenges with sensitivity.

- BM3.4.5 Produce high-quality work that reflects professional pride and organizational values, and contributes to organizational success.
    - Create work products in a timely manner that are high quality and positively represent the organization.

- BM3.4.6 Take initiative to develop skills and improve work performance.
    - Identify and apply strategies to improve my performance.

PROFESSIONAL SKILLS: LEGAL AND ETHICAL PRACTICES

- BM3.5.1 Describe current legal issues in the field of business management.
    - Explain current legal issues in the field of business management and their implications in the workplace.

- BM3.5.2 Observe laws, rules, and ethical practices in the workplace.
    - Comply with required laws and regulations in the workplace, including employment laws and policies.
    - Apply policies and procedures of the organization based on organizational training(s).
    - Manage and use organizational resources prudently and responsibly.
    - Protect the organization's intellectual and physical property.

- BM3.5.3 Follow industry safety standards in the classroom to maintain a safe work environment.
    - Demonstrate safety standards in the classroom.
    - Apply procedures for reporting unsafe and hazardous conditions in the workplace.

PROFESSIONAL SKILLS: COMPLEX COMMUNICATION (TRADITIONAL AND DIGITAL)

- BM3.6.1 Communicate effectively in a diverse work environment (i.e., style, format, and medium appropriate to audience/culture/generation, purpose and context; accuracy; use of appropriate technical/industry language; to resolve conflicts; address intergenerational differences/challenges; persuade others).
    - Use appropriate verbal and nonverbal modes of communication.
    - Address communications in a style that is appropriate to the audience and situation.
    - Respond in a timely manner to communications.

- BM3.6.2 Writes and speaks using language(s) required by the employer.
    - Present and deliver content accurately and confidently.
    - Proof and edit all communications based on [organizational] standards.
    - Use documentation (e.g., itineraries and schedules) to plan and meet client needs.

- BM3.6.3 Use appropriate technologies and social media to enhance or clarify communication.
    - Use professional etiquette and follow applicable laws and regulations for web-, email-, and social media-based communications.
    - Verify the accuracy of information and authority of sources.

- BM3.6.4 Use a variety of interpersonal skills, including tone of voice and appropriate physical gestures (e.g., eye contact, facing the speaker, active listening) during conversations and discussions to build positive rapport with others.
    - Demonstrate appropriate active listening skills.

- BM3.6.5 Pose and respond to questions, building upon others' ideas in order to enhance the discussion; clarify, verify, or challenge ideas and conclusions with diplomacy.
    - Ask questions to obtain accurate information.

PROFESSIONAL SKILLS: INITIATIVE AND SELF-DIRECTION

- BM3.7.1 Apply the skills and mindset of self-direction/self-regulation to accomplish a project.
    - Establish priorities and set challenging, achievable goals.
    - Create a plan with specific timelines for completion to achieve the goals.
    - Take initiative to select strategies, resources and/or learning opportunities to accomplish the task(s) in the plan.
    - Identify the success criteria/metrics to determine the effectiveness of the outcome for each goal.

- BM3.7.2 Adapt to organizational changes and expectations while maintaining productive and cooperative relationships with colleagues.
    - Monitor progress/productivity and self-correct during the learning process.

- BM3.7.3 Select and use appropriate technologies to increase productivity.
    - Use appropriate technology tools and resources to create and deliver a product.

- BM3.7.4 Employ leadership skills that build respectful relationships and advance the organization (e.g., recognize and engage individual strengths, plan for unanticipated changes, pursue solutions/improvements).
    - Reflect upon learning (strengths and weaknesses) and use feedback to modify work or improve performance.
    - Persist when faced with obstacles or challenges.

PROFESSIONAL SKILLS: CRITICAL THINKING AND INNOVATION

- BM3.8.1 Identify problems and use strategies and resources to innovate and/or devise plausible solutions.
  - Use relevant criteria to eliminate ineffective solutions or approaches and select those that are plausible; put selected alternatives through trials to determine their helpfulness or benefit.

- BM3.8.2 Take action or make decisions supported by evidence and reasoning.
  - Evaluate sources of evidence, the accuracy and relevance of information, and the strengths of arguments.
  - Demonstrate ethical reasoning and judgment by clearly sharing multiple perspectives on why the proposed course of action is ethically the best decision.
  - Explain why a proposed course of action is ethically the best decision.

- BM3.8.3 Transfer knowledge/skills from one situation/context to another.
  - Apply knowledge and skills in new contexts.

PROFESSIONAL SKILLS: COLLABORATION

- BM3.9.1 Take responsibility for any role on a team and accurately describe and perform the duties of each role, including leadership.
  - Assess project needs and work with a team in a positive manner to create a final project.
  - Build team relationships.

- BM3.9.2 Integrate diverse ideas, opinions, and perspectives of the team and negotiate to reach workable solutions.
  - Contribute personal strengths to a project.
  - Respect the contributions of others.
  - Utilize technologies that promote collaboration and productivity, as appropriate or needed.
- BM3.9.3 Prioritize and monitor individual and team progress toward goals, making sufficient corrections and adjustments when needed.
  - Proactively solicit feedback; accept and show appreciation for constructive feedback.
  - Act upon feedback to achieve team goals.
  - Develop a plan for improving individual participation and group productivity.

- BM3.9.4 Submit high-quality products that meet the specifications for the assigned task.
  - Critique and reflect on individual and collaborative strengths and weaknesses.