# BUSINESS TECHNOLOGY AND PROCEDURES

**MIS03** **14079**

*Students in Business Technology and Procedures will analyze productivity throughout the workforce, which imposes on all workers the need for effective and efficient information management, problem solving, and communication tasking. This class provides practical office simulations including information processing systems, job search skills, preparation of business presentations, and other technology procedures.*

**Credit** ½ OR 1 credit
Max credit = 1

**Level** Grades 10-12

*Prerequisite: Word processing skill*

***-These are the standards/competencies taken from the larger Business Education document that are the bare minimum to be covered in the class in any school using this MIS03 code.***

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| **Standard 1** | ***ACCOUNTING*** | |
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| **THE ACCOUNTING PROFESSION** | | |
| **Topic 1.3** | **Demonstrate the business and professional skills and competencies required to succeed in the accounting profession and/or in an accounting-related career.** | |
| | **Student Competencies** | |
| | 1.3.3 | Demonstrate ethical decision-making skills and conduct in a business scenario. |
| | 1.3.6 | Exhibit leadership skills. |
| | 1.3.7 | Demonstrate the ability to work within a team. |
| | 1.3.8 | Demonstrate the ability to draft properly written communication based on the task (e.g., e-mail, memorandum, analytics, process document). |

| Standard 3 | CAREER DEVELOPMENT | |
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| CAREER READINESS EXPECTATIONS | | |
| Topic 3.3 | Relate the importance of career readiness skills to career development. | |
| | Student Competencies | |
| | *WORK ETHIC* | |
| | 3.3.1 | Demonstrate punctuality, dependability, reliability, productivity, and ability to work with others. |
| | 3.3.3 | Describe how honesty and integrity affect relationships with others. |
| | 3.3.4 | Discuss the importance of quality performance to an individual and to a business. |
| | 3.3.5 | Demonstrate techniques for developing and maintaining positive and flexible behaviors and attitudes. |
| | 3.3.6 | Discuss the appropriate use of social media in all areas of life. |
| | 3.3.7 | Illustrate how personal qualities transfer from school to the workplace. |
| | 3.3.8 | State ways in which the honesty and integrity of coworkers affect work performance. |
| | 3.3.9 | Describe appropriate time management techniques and their application/transference to the workplace. |
| | 3.3.10 | Explain how product quality affects job stability. |
| | 3.3.11 | Describe the positive and negative impacts of technology/social networking on the workplace. |
| | *WORKPLACE RELATIONSHIPS* | |
| | 3.3.12 | Explain the importance of respect for the feelings and beliefs of others. |
| | 3.3.13 | Demonstrate appropriate social skills for the workplace. |
| | 3.3.14 | Explain the importance of confidentiality, tolerance, and flexibility in interpersonal and group situations. |
| | 3.3.15 | Provide examples of how behavior can influence the feelings and actions of others. |
| | 3.3.16 | Demonstrate the steps involved in resolving a conflict or stressful situation. |
| | 3.3.19 | Describe how the workplace environment influences behavior. |
| | 3.3.24 | Demonstrate techniques for responding to workplace stress related to coworkers or environment. |
| | *WORKPLACE COMMUNICATION AND COLLABORATION SKILLS* | |
| | 3.3.36 | Demonstrate good listening skills. |
| | 3.3.37 | Explain how individuals contribute to a team activity and/or goal. |
| | 3.3.38 | Identify ways to improve verbal and nonverbal communication. |
| | 3.3.39 | Develop effective oral communication skills that include attentive and active listening and nonverbal communication skills. |
| | 3.3.41 | Demonstrate appropriate telephone and e-mail etiquette. |
| | 3.3.42 | Demonstrate correct grammar, spelling, and technical writing skills. |
| | *VIRTUAL WORK ENVIRONMENT* | |
| | 3.3.51 | Identify personal characteristics of a virtual work environment employee. |
| | 3.3.52 | Describe the advantages and disadvantages of a virtual work environment. |
| | 3.3.53 | Compare performance in a virtual work environment to that of a job in a traditional work setting. |
| | 3.3.54 | Describe how employee/supervisor relations would be different in a virtual work environment. |

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| | *CAREER SELF-MANAGEMENT* | |
| | 3.3.55 | Explain how adhering to a dress code, attendance policy, and workplace behavioral expectations contribute to positive workplace relationships. |
| **SCHOOL-TO-CAREER TRANSITION** | | |
| **Topic 3.4** | **Develop strategies to effectively transition from school to career.** | |
| | **Student Competencies** | |
| | *JOB SEARCH STRATEGIES* | |
| | 3.4.15 | Identify appropriate sources of job leads (e.g., newspapers, trade journals, Internet job banks, and personal networking). |
| | 3.4.21 | Demonstrate appropriate interviewing techniques through participation in mock or actual interviews. |
| **LIFELONG LEARNING** | | |
| **Topic 3.5** | **Relate the importance of lifelong learning to personal and career success.** | |
| | **Student Competencies** | |
| | *CAREER GROWTH* | |
| | 3.5.10 | Relate various levels of education to careers. |
| | 3.5.11 | Identify trends in the changing workplace. |
| | 3.5.12 | Explain the need for continual skills improvement to ensure lifelong career success. |
| | 3.5.13 | Identify resources for developing and strengthening workplace skills. |

| Standard 4 | COMMUNICATION | |
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| **FOUNDATIONS OF COMMUNICATION** | | |
| **Topic 4.1** | **Listen actively, use the communication process, read and research information, and integrate technology to enhance communication effectiveness.** | |
| | **Student Competencies** | |
| | *ACTIVE LISTENING* | |
| | 4.1.6 | Identify barriers to listening. |
| | 4.1.7 | Discuss the importance of listening skills. |
| | 4.1.8 | Identify strategies for managing and/or overcoming barriers to listening. |
| | *READING AND RESEARCH* | |
| | 4.1.29 | Expand vocabulary to include basic business terminology. |
| | *TECHNOLOGY* | |
| | 4.1.45 | Demonstrate appropriate mobile phone etiquette. |
| | 4.1.48 | Recognize importance of promptly, politely, and accurately responding to digital messages. |
| | 4.1.50 | Integrate functions of word processing, spreadsheets, databases, and presentation applications to various workplace scenarios. |
| | 4.1.51 | Refine documents using spell check, thesaurus, and grammar check tools. |
| | 4.1.59 | Enhance documents by using advanced layout, design, and graphics. |
| **INTERPERSONAL SKILLS** | | |
| **Topic 4.2** | **Apply interpersonal skills in personal and professional environments to communicate effectively.** | |
| | **Student Competencies** | |
| | *PROFESSIONALISM AND BUSINESS ETIQUETTE* | |
| | 4.2.5 | Practice good personal hygiene and grooming. |
| | 4.2.13 | Exhibit professional and ethical behavior in the work environment. |
| | 4.2.19 | Select appropriate business attire and demonstrate good grooming. |
| | 4.2.24 | Initiate and engage in conversations in professional environments. |
| | 4.2.27 | Discuss common types of unethical behavior in the workplace. |
| | *LEADERSHIP AND COLLABORATIVE COMMUNICATION* | |
| | 4.2.31 | Explain why each meeting should have a purpose. |
| | 4.2.39 | Describe the importance of preparing and distributing an agenda prior to the meeting. |
| **WRITTEN COMMUNICATION** | | |
| **Topic 4.3** | **Prepare clear, complete, concise, correct, and courteous written messages for personal and professional uses.** | |
| | **Student Competencies** | |
| | *MECHANICS AND WRITING BASICS* | |
| | 4.3.2 | Use acceptable standards for grammar, punctuation, and word and number usage. |
| | 4.3.6 | Proofread business documents to ensure that they are clear, correct, concise, complete, consistent, and courteous. |

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| | 4.3.15 | Apply a variety of specific proofreading techniques to identify and correct errors. |
| | 4.3.16 | Compare drafts to final documents and make editorial changes. |
| | 4.3.17 | Evaluate effectiveness of messages. |
| | *BUSINESS MESSAGES* | |
| | 4.3.27 | Apply correct formats to various business messages. |
| | 4.3.29 | Prepare charts and graphs. |
| | 4.3.35 | Evaluate and revise poorly written business messages. |

| **Standard 6** | ***ENTREPRENEURSHIP*** | |
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| **ENTREPRENEURS AND ENTREPRENEURIAL SKILLS** | | |
| **Topic 6.1** | **Examine the role entrepreneurs play in today's economy and recognize the unique personal characteristics and skills that successful entrepreneurs possess.** | |
| | **Student Competencies** | |
| | *COMMUNICATION SKILLS AND ETHICAL RESPONSIBILITIES* | |
| | 6.1.12 | Define ethics. |

| **Standard 7** | ***INFORMATION TECHNOLOGY*** | |
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| **IMPACT ON SOCIETY** | | |
| **Topic 7.1** | **Assess the impact of information technology in a diverse global society.** | |
| | **Student Competencies** | |
| | 7.1.1 | Describe the impact of technology on the knowledge and skills needed for success in the workplace. |
| | 7.1.5 | Explain how information technology has impacted worker productivity and teamwork. |
| **INFORMATION LITERACY** | | |
| **Topic 7.2** | **Gather, evaluate, synthesize, use, cite, and disseminate information from technology sources.** | |
| | **Student Competencies** | |
| | 7.2.6 | Analyze and use mathematical and/or statistical methods to manipulate data into useful information. |
| **SECURITY AND RISK MANAGEMENT** | | |
| **Topic 7.15** | **Design and implement security and risk management policies and procedures for information technology.** | |
| | **Student Competencies** | |
| | 7.15.3 | Discuss the risks of data loss and methods of prevention. |
| | 7.15.4 | Apply ergonomic techniques to information technology tasks to avoid injury. |

| Standard 8 | *INTERNATIONAL BUSINESS* | |
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| **FOUNDATIONS OF INTERNATIONAL BUSINESS** | | |
| **Topic 8.1** | **Explain the role of international business and identify its benefits and costs; analyze how it impacts business at all levels, including the local, state, national, and international levels.** | |
| | **Student Competencies** | |
| | *GEOGRAPHY* | |
| | 8.1.9 | Explain how time zones around the world affect businesses. |

| Standard 9 | *MANAGEMENT* | |
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| **MANAGEMENT FUNCTIONS** | | |
| **Topic 9.1** | **Analyze the management functions and their implementation and integration within the business environment.** | |
| | **Student Competencies** | |
| | *LEADING* | |
| | 9.1.16 | Define leadership. |
| | 9.1.17 | Discuss characteristics of effective and ineffective leaders. |
| **PERSONAL MANAGEMENT SKILLS** | | |
| **Topic 9.4** | **Develop personal management skills to function effectively and efficiently in a business environment.** | |
| | **Student Competencies** | |
| | *TIME MANAGEMENT* | |
| | 9.4.1 | Analyze a personal time management schedule for a given time period. |
| | 9.4.3 | Evaluate and modify a time management plan as appropriate. |
| | *COMMUNICATION SKILLS (REFER TO THE COMMUNICATION STANDARDS)* | |
| | 9.4.11 | Explain the importance of effective communication in business. |
| | 9.4.14 | Identify effective communication skills for the business environment. |
| | 9.4.15 | Discuss nonverbal cues and what they communicate. |
| **ETHICS AND SOCIAL RESPONSIBILITY** | | |
| **Topic 9.5** | **Examine the role of ethics and social responsibility in decision making.** | |
| | **Student Competencies** | |
| | *ETHICS* | |
| | 9.5.1 | Explain the importance of ethical standards in conducting business. |
| | 9.5.2 | Describe ethical dilemmas faced by managers. |

| HUMAN RESOURCE MANAGEMENT | | |
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| **Topic 9.6** | **Describe human resource functions and their importance to an organization's successful operation and strategic congruence.** | |
| | **Student Competencies** | |
| | *HUMAN RESOURCE PLANNING* | |
| | 9.6.2 | Identify functions and activities of the human resource unit. |