ND BUSINESS EDUCATION FRAMEWORKS
Business Technology and Procedures

Course Code	Course Name/Course Description	Grade Levels	High School Credit Options
14079	Business Technology and Procedures: Students 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. **Prerequisite: Word Processing skill**	**10-12**	**1/2 or 1**

Topic	Performance Expectations
Office Environment	• Describe appropriate time management techniques and their application/transference to the workplace (3.3a.1.13) • Describe the impact of technology on the knowledge and skills needed for success in the workplace (7.1.1.7) • Assess how information technology changes the manner in which training is offered and implemented (7.1.1.19) • Use information technologies to facilitate learning (7.16.1.7)
Decision-Making / Group Dynamics	• Demonstrate the ability to work within a team concept (1.1.3.7) • Describe how the workplace environment influences behavior (3.3b.1.10) • Demonstrate how behavior influences the actions of coworkers (3.3b.1.11) • Demonstrate appropriate interpersonal skills for working with and for others (3.3b.1.12) • Demonstrate techniques for responding to workplace stress related to coworkers or environment (3.3b.1.15) • Demonstrate the ability to appropriately use assertive behavior in work relationships (3.3b.1.16) • Illustrate techniques for eliminating gender bias and stereotyping (3.3c.1.11) • Formulate strategies for working effectively with coworkers diverse from oneself (3.3c.1.12) • Describe ways tasks and the workplace environment can be structured to accommodate the diverse needs of workers (3.3c.1.13) • Develop effective oral communication skills that include attentive and active listening, and nonverbal communication skills (3.3d.1.4) • Develop skills to give and receive constructive feedback (3.3d.1.5) • Demonstrate correct grammar, spelling, and technical writing skill (3.3d.1.7) • Identify techniques for maintaining healthy self-esteem and for maintaining and projecting a positive attitude (3.3f.1.10)

	• Explain the importance of maintaining professionalism in work relationships (3.3f.1.11) • Discuss the positive and negative aspects of the "grapevine" (4.1b.1.16) • Apply proper etiquette when communicating with technology (4.1d.1.13) • Respect the rights and feelings of others (4.2a.1.9) (Level 1) • Work cooperatively with peers and authority figures (4.2a.1.10) (Level 1) • Discuss the importance of extending courtesy in the business environment (4.2a.1.20) • Explain the value and impact of interpersonal relationships in the business environment (4.2a.1.21) • Practice conflict resolution in academic, social, and business environments (4.2a.1.33) • Discuss common types of unethical behavior in the workplace (4.2a.1.35) • Apply team skills in a business environment (4.2b.1.18) • Explain the value in following chains of command when communicating (4.2b.1.21) • Discuss the importance of taking responsibility for all written communication (4.3a.1.17) • Discuss the importance of taking responsibility for all spoken communication (4.4a.1.21) • Discuss the importance of delegation (6.7c.1.7) • Demonstrate how successful teams use support networks for problem solving (6.7c.1.8) • Explain how management identifies and uses various resources in the organizing process to accomplish goals (9.1b.1.4)
Professional Etiquette	• Demonstrate appropriate telephone and e-mail etiquette (3.3d.1.6) • Identify proper etiquette when communicating with technology (4.1d.1.7) • Make informal introductions (4.2a.1.13) • Exhibit professional and ethical behavior in the work environment (4.2a.1.23) • Use appropriate manners and etiquette when relating to business people of various cultures (4.2a.1.38) • Differentiate between types of business attire (e.g., casual, business-casual, professional business, and formal attire) and select the appropriate attire for specific situations (4.2a.1.40) • Demonstrate professionalism, proper grooming, and a positive attitude in business environments (4.2a.1.44) • Explain the importance of time management (9.4a.1.1)
Meeting Preparation	• Organize and lead discussions (4.4a.1.17) • Use proper techniques when presiding or presenting at professional events (4.4b.1.24) • Use proper parliamentary procedures (4.2b.1.15) • Apply team skills in a business environment (4.2b.1.18) • Exhibit leadership skills (1.1.3.6)

Business Presentations	• Express thoughts and ideas succinctly and correctly using various forms of communication (e.g., oral, written, and nonverbal) (3.3d.1.2) • Explain how feedback can be incorporated to make changes and improve performance (3.5a.1.12) (Level 4) • Demonstrate ability to speak persuasively for a specific cause (4.4a.1.24) • Deliver extemporaneous and planned speeches with confidence (4.4b.1.26) • Use multiple technology tools to deliver presentations (4.4b.1.13) • Use proper techniques to deliver professional business presentations (4.4b.1.21)
Financial Reports Preparation	• Integrate functions of word processing, spreadsheets, databases, and presentation applications to various workplace scenarios (4.1d.1.16) • Use applications to analyze data for making good business decisions (7.7.1.16) • Create, modify, and extract data from databases for decision making (7.10.1.5) • Organize and present the results of data retrieval through reports (7.10.1.7)
Job Search Skills	• Discuss methods to develop a list of career network contacts (3.1c.1.5) • Demonstrate appropriate interpersonal skills for working with and for others (3.3b.1.12) • Develop a career portfolio, using an appropriate tool, of items including resumes, sample cover letters, letters of recommendation, examples of work and technical skills, awards, and documentation of extracurricular activities and community service activities (3.4b.1.8) • Develop criteria for selecting prospective employers (3.4c.1.8) • Identify steps to prepare for an interview (3.4c.1.10) • Demonstrate appropriate interviewing techniques through participation in mock or actual interviews (3.4c.1.12) • Explain the importance of appropriate interview follow-up techniques (3.4c.1.13) • Identify appropriate factors for evaluating job offers and deciding whether to accept or reject them (3.4c.1.23) • Participate in and analyze mock interviews (4.5.1.13) • Prepare responses to commonly asked interview questions (4.5.1.14) • Discuss and demonstrate the importance of appropriate dress in an interview situation (4.5.1.15) • Prepare a list of questions to ask an interviewer (4.5.1.16) • List and discuss qualities that employers expect in potential employees (4.5.1.17) • Discuss the significance of nonverbal communication in the interviewing process (4.5.1.20) • Complete job application forms (4.5.1.21) • Identify compensation plans, benefit packages, and incentive programs available to employees (9.6e.1.1)