



Learning that works for Washington

CTE™

Spokane Public Schools Business Procedures

Course: Business Procedures	Total Framework Hours up to: 180
CIP Code: 520401 <input checked="" type="checkbox"/> Exploratory <input type="checkbox"/> Preparatory	Date Last Modified:
Career Cluster: Business Management & Administration	Cluster Pathway: Management

COMPONENTS AND ASSESSMENTS

Performance Assessments: Following class discussion, write individual goals for more effective communication

Leadership Alignment:

- The student will demonstrate self-advocacy skills by achieving planned, individual goals.
- DECA's Principles of Business Administration Events measure the student's proficiency in those knowledge and skills identified by career practitioners as common academic and technical content across marketing, finance, hospitality, and business management and administration.

Standards and Competencies

Standard/Unit: Goal-Setting

Competencies

Total Learning Hours for Unit: 10

- Apply goal-setting for written, verbal, and non-verbal communications.

Aligned Washington State Standards

Art	
Communications	<ul style="list-style-type: none"> • Apply strategies for setting grade level appropriate goals and evaluates goals and evaluates improvement in communication.
Educational Technology	
Health and Fitness	
Math	
Reading	<ul style="list-style-type: none"> • Evaluate reading progress and apply goal-setting strategies and monitor progress toward meeting reading goals. • Evaluate books and authors to share reading experiences with others.
Science	
Social Studies	
Writing	<ul style="list-style-type: none"> • Evaluates and adjusts writing goals using criteria.

COMPONENTS AND ASSESSMENTS

Performance Assessments: Using the appropriate technology, prepare and present information to the class on a variety of topics.

Leadership Alignment:

- The student will analyze, refine, and apply decision-making skills through classroom, family, community, and business and industry experiences.
- DECA's Principles of Business Administration Events measure the student's proficiency in those knowledge and skills identified by career practitioners as common academic and technical content across marketing, finance, hospitality, and business management and administration.

Standards and Competencies**Standard/Unit: Verbal Presentations****Competencies****Total Learning Hours for Unit: 20**

- Use proper techniques to make a professional presentation including notes, body language, tone, rate of delivery, visuals, and attire.
- Apply correct pronunciation and enunciation when presenting.
- Plan and present as an individual or a group.
- Apply organizational strategies.

Aligned Washington State Standards

Art	<ul style="list-style-type: none"> • Use the arts to express and present ideas and feelings. • Use the arts to communicate for a specific purpose. • Demonstrate and analyze the connections between the arts and other content areas.
Communications	<ul style="list-style-type: none"> • Synthesize a response to and evaluate effectiveness of visual and auditory information. • Evaluate the effect of bias and persuasive techniques in mass media. • Use language and other communication strategies that adapt to the needs of the situation and setting. • Use communication skills that demonstrate respect. • Apply skills to contribute responsibly in a group setting. • Analyze the influence of cultural principles, beliefs, and world views on intercultural communication. • Synthesize personal intercultural communication norms to guide one's self in a diverse social system. • Apply skills to plan for effective verbal communication and presentation. • Use available relevant technology and resources to support or enhance a presentation. • Apply skills and strategies for the delivery of effective verbal communication and presentation.
Educational Technology	
Health and Fitness	
Math	
Reading	
Science	
Social Studies	
Writing	

COMPONENTS AND ASSESSMENTS**Performance Assessments:** Demonstrate research techniques throughout this course. Use appropriate documentation techniques in all written reports.**Leadership Alignment:**

- The student will identify and analyze the characteristics of business and industry leaders.

- The student will analyze the roles and responsibilities of citizenship.
- DECA's Principles of Business Administration Events measure the student's proficiency in those knowledge and skills identified by career practitioners as common academic and technical content across marketing, finance, hospitality, and business management and administration.

Standards and Competencies

Standard/Unit: Research and Documentation

Competencies

Total Learning Hours for Unit: 20

- Demonstrate basic research techniques to find electronic and print information.
- Research information using the Internet and select appropriate materials for reports and presentations.
- Document properly both electronic and print sources to avoid plagiarism.

Aligned Washington State Standards

Art	
Communications	
Educational Technology	
Health and Fitness	
Math	
Reading	<ul style="list-style-type: none"> • Analyze an author's use of time, order, and/or sequence to extend comprehension of text. • Apply understanding of complex organizational features of printed text and electronic sources. • Apply understanding of text organizational structures. • Evaluate informational materials, including electronic sources, for effectiveness. • Synthesize information from a variety of sources. • Analyze and evaluate text for validity and accuracy. • Analyze web-based and other resource materials (including primary source and secondary sources) for relevance in answering research questions. • Apply understanding of complex information, including functional documents, to perform a task. • Apply appropriate reading strategies for interpreting technical and non-technical documents used in job-related settings.
Science	
Social Studies	
Writing	<ul style="list-style-type: none"> • Uses a variety of forms/genres.

COMPONENTS AND ASSESSMENTS

Performance Assessments: Conduct research and write a research paper detailing a particular career.

Leadership Alignment:

- The student will identify and analyze the characteristics of business and industry leaders.
- The student will analyze the roles and responsibilities of citizenship.
- DECA's Principles of Business Administration Events measure the student's proficiency in those knowledge and skills identified by career practitioners as common academic and technical content across marketing, finance, hospitality, and business management and administration.

Standards and Competencies	
Standard/Unit: Career Exploration	
Competencies	Total Learning Hours for Unit: 20
<ul style="list-style-type: none"> Identify basic skills required for specific jobs. Identify current work opportunities. Assess and analyze interests, skills, and abilities as they relate to making career choices. 	
Aligned Washington State Standards	
Art	
Communications	
Educational Technology	
Health and Fitness	
Math	
Reading	<ul style="list-style-type: none"> Analyze web-based and other resource materials (including primary sources and secondary sources) for relevance in answering research questions. Apply understanding of complex information, including functional documents, to perform a task.
Science	
Social Studies	
Writing	<ul style="list-style-type: none"> Produce documents used in a career setting.

COMPONENTS AND ASSESSMENTS	
Performance Assessments: Practice effective teamwork throughout this course.	
Leadership Alignment:	
<ul style="list-style-type: none"> The student will communicate, participate, and advocate effectively in pairs, small groups, teams, and large groups in order to reach common goals. The student will analyze the complex responsibilities of the leader and follower and demonstrate the ability to both lead and follow. The student will demonstrate the ability to incorporate and utilize the principles of group dynamics in a variety of settings. DECA's Principles of Business Administration Events measure the student's proficiency in those knowledge and skills identified by career practitioners as common academic and technical content across marketing, finance, hospitality, and business management and administration. 	
Standards and Competencies	
Standard/Unit: Teamwork	
Competencies	Total Learning Hours for Unit: 15
<ul style="list-style-type: none"> Apply team skills in a workplace environment. Respect the rights and feelings of others. Work cooperatively with peers and authority figures. 	
Aligned Washington State Standards	
Art	

Communications	<ul style="list-style-type: none"> • Use language and other communication strategies that adapt to the needs of the situation and setting. • Use communication skills that demonstrate respect. • Apply skills to contribute responsibly in a group setting. • Synthesize personal intercultural communication norms to guide one's self in a diverse social system. • Apply skills to plan for effective verbal communication and presentation. • Apply skills and strategies for the delivery of effective verbal communication and presentations.
Educational Technology	
Health and Fitness	
Math	
Reading	<ul style="list-style-type: none"> • Analyze and evaluate the effectiveness of the author's use of persuasive devices to influence an audience. • Analyze texts to generalize, express insight, or respond connecting to other texts or situations. • Analyze and evaluate the presentation and development of ideas and concepts within, among, and beyond multiple texts. • Analyze and evaluate the reasoning and ideas underlying an author's beliefs and assumptions within multiple texts.
Science	
Social Studies	
Writing	<ul style="list-style-type: none"> • Use collaborative skills to adapt the writing process.

COMPONENTS AND ASSESSMENTS

Performance Assessments: Role-play a variety of communication situations using a variety of non-verbal cues; analyze and assess own and each other's non-verbal communication methods.

Leadership Alignment:

- The student will analyze, refine, and apply decision-making skills through classroom, family, community, and business and industry experiences.
- The student will communicate, participate, and advocate effectively in pairs, small groups, teams, and large groups in order to reach common goals.
- DECA's Principles of Business Administration Events measure the student's proficiency in those knowledge and skills identified by career practitioners as common academic and technical content across marketing, finance, hospitality, and business management and administration.

Standards and Competencies

Standard/Unit: Non-Verbal Communication

Competencies

Total Learning Hours for Unit: 10

- Follow written directions.
- Discuss the value of silence as a non-verbal cue.
- Assess and respond to a speaker's non-verbal messages.
- Evaluate examples of non-verbal cues that have different meanings in various cultures.
- Discuss the significance of non-verbal communication in the interviewing process.

Aligned Washington State Standards

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|------------|---|
| Art | <ul style="list-style-type: none"> • Apply a responding process to an arts presentation. • Use the arts to express and present ideas and feelings. • Use the arts to communicate for a specific purpose. |
|------------|---|

Communications	<ul style="list-style-type: none"> • Apply a variety of listening strategies to accommodate the listening situation. • Use communication skills that demonstrate respect. • Apply skills to plan for effective verbal communication and presentation.
Educational Technology	
Health and Fitness	
Math	
Reading	
Science	
Social Studies	
Writing	

COMPONENTS AND ASSESSMENTS

Performance Assessments: In groups, analyze various case studies identifying ethical issues. Demonstrate ethical behavior in dealing with fellow students. How can ethical issues affect business relationships?

Leadership Alignment:

- The student will be involved in activities that require applying theory, problem-solving, and using critical and creative thinking skills while understanding outcomes of related decisions.
- The student will demonstrate knowledge of conflict resolution and challenge management.
- The student will demonstrate social responsibility in business and industry.
- DECA's Principles of Business Administration Events measure the student's proficiency in those knowledge and skills identified by career practitioners as common academic and technical content across marketing, finance, hospitality, and business management and administration.

Standards and Competencies

Standard/Unit: Ethics

Competencies

Total Learning Hours for Unit: 15

- Define ethics and identify the process by which individuals develop the foundation for making ethical decisions.
- Address the ethical issues regarding ownership and use of information.
- Exhibit professional and ethical behavior in the work environment. Discuss common types of unethical behavior in the workplace.

Aligned Washington State Standards

Art	
Communications	
Educational Technology	
Health and Fitness	
Math	
Reading	<ul style="list-style-type: none"> • Analyze and evaluate the effectiveness of the author's use of persuasive devices to influence an audience. • Analyze text to generalize, express insight or respond by connecting to other texts or situations. • Analyze and evaluate the presentations and development of ideas and concepts within, and beyond multiple texts. • Analyze and evaluate for reasoning and ideas underlying an author's beliefs and assumptions within multiple texts.

Science	
Social Studies	
Writing	

COMPONENTS AND ASSESSMENTS

Performance Assessments: Understand the need to for recordkeeping and how to organize information in such a way as to be easily located when needed.

- Leadership Alignment:**
- The student will identify and analyze the characteristics of business and industry leaders.
 - The student will analyze the roles and responsibilities of citizenship.
 - DECA's Principles of Business Administration Events measure the student's proficiency in those knowledge and skills identified by career practitioners as common academic and technical content across marketing, finance, hospitality, and business management and administration.

Standards and Competencies

Standard/Unit: File Management

Competencies	Total Learning Hours for Unit: 15
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- Identify basic skills required for specific jobs.
- Identify current work opportunities.

Aligned Washington State Standards

Art	
Communications	
Educational Technology	
Health and Fitness	
Math	
Reading	<ul style="list-style-type: none"> • Analyze web-based and other resource materials (including primary sources and secondary sources) for relevance in answering research questions. • Apply understanding of complex information, including functional documents, to perform a task.
Science	
Social Studies	
Writing	<ul style="list-style-type: none"> • Produce documents used in a career setting.

COMPONENTS AND ASSESSMENTS

Performance Assessments: Understanding the importance of customer relations to a business; how goodwill/reputation are better than cash.

- Leadership Alignment:**
- Demonstrate oral, interpersonal, written, and electronic communication and presentation skills and understanding the outcomes of related decisions.

- Be involved in activities that require applying theory, problem solving, and using critical thinking skills while understanding the outcomes of related decisions.
- Conduct self in a professional manner in practical career applications, organizational forums, and decision-making goals.
- DECA's Principles of Business Administration Events measure the student's proficiency in those knowledge and skills identified by career practitioners as common academic and technical content across marketing, finance, hospitality, and business management and administration.

Standards and Competencies

Standard/Unit: Customer Relations

Competencies | **Total Learning Hours for Unit: 20**

- Explain the nature of positive customer relations.
- Demonstrate a customer-service mindset.
- Reinforce service orientation through communication.

Aligned Washington State Standards

Art	
Communications	<ul style="list-style-type: none"> • Apply a variety of listening strategies to accommodate the listening situation. • Evaluate effectiveness of and create a personal response to visual and auditory information. • Evaluate the effect of bias and persuasive techniques in mass media. • Analyze the needs of the audience, situation, and setting to adjust language and other communication strategies. • Use communication skills that demonstrate respect. • Apply skills and strategies to contribute responsibly in a group setting. • Analyze the influence of cultural principles, beliefs, and world views on intercultural communication. • Create personal intercultural communication norms to guide one's self in a diverse social system. • Apply skills to plan and organize effective oral communication and presentations. • Apply skills and strategies for the delivery of effective oral communication and presentations. • Analyze and evaluate strengths and weaknesses of one's own communication using own or established criteria.
Educational Technology	
Health and Fitness	
Math	
Reading	
Science	
Social Studies	
Writing	

COMPONENTS AND ASSESSMENTS

Performance Assessments: Understand that differing business types have different goals, organizations, and workers.

- Leadership Alignment:**
- Conduct self in a professional manner in practical career applications, organizational forums, and decision-making goals.
 - Demonstrate the ability to train others to understand the established rules and expectations, rationale, and consequences to follow those rules and expectations.
 - Understand and utilize organizational systems to advocate for issues at the local, state, national, and international levels.

- DECA's Principles of Business Administration Events measure the student's proficiency in those knowledge and skills identified by career practitioners as common academic and technical content across marketing, finance, hospitality, and business management and administration.

Standards and Competencies

Standard/Unit: Company Organization

Competencies

Total Learning Hours for Unit: 15

- Identify common types of organizations.
- Explain goals for the different types of organizations.
- Explain how businesses are structured.
- Describe the unique role of office workers.

Aligned Washington State Standards

Art	
Communications	<ul style="list-style-type: none"> • Understands, analyzes, synthesizes, or evaluates information from a variety of sources.
Educational Technology	
Health and Fitness	
Math	
Reading	<ul style="list-style-type: none"> • Read to learn new information. • Read to perform a task. • Read for career applications.
Science	
Social Studies	
Writing	

COMPONENTS AND ASSESSMENTS

Performance Assessments: Understand the knowledge, skills, and attitude needed to succeed in a career.

Leadership Alignment:

- The student will demonstrate skills that assist in understanding and accepting responsibility to family, community, business and industry.
- The student will analyze the roles and responsibilities of citizenship.
- DECA's Principles of Business Administration Events measure the student's proficiency in those knowledge and skills identified by career practitioners as common academic and technical content across marketing, finance, hospitality, and business management and administration.

Standards and Competencies

Standard/Unit: Leadership/Lifelong Learning

Competencies

Total Learning Hours for Unit: 20

- Identify the knowledge, skills and attitudes required to succeed in the ideal job/career.
- Discuss the importance of flexible career planning and career self-management.

Aligned Washington State Standards

Art	
Communications	<ul style="list-style-type: none"> • The student uses communication skills and strategies to interact/work effectively with others. • The student uses communication skills and strategies to effectively present ideas and one's self in a variety of situations. • The student analyzes and evaluates the effectiveness of communication.
Educational Technology	
Health and Fitness	
Math	
Reading	<ul style="list-style-type: none"> • Demonstrates evidence of reading comprehension. • Understand and apply knowledge of text components. • Read to learn new information. • Read for career applications.
Science	
Social Studies	
Writing	<ul style="list-style-type: none"> • Writes for different purposes. • Writes for career applications

21st Century Skills

Check those that students will demonstrate in this course:

<p>LEARNING & INNOVATION</p> <p>Creativity and Innovation</p> <p><input checked="" type="checkbox"/> Think Creatively</p> <p><input checked="" type="checkbox"/> Work Creatively with Others</p> <p><input type="checkbox"/> Implement Innovations</p> <p>Critical Thinking and Problem Solving</p> <p><input type="checkbox"/> Reason Effectively</p> <p><input type="checkbox"/> Use Systems Thinking</p> <p><input checked="" type="checkbox"/> Make Judgments and Decisions</p> <p><input type="checkbox"/> Solve Problems</p> <p>Communication and Collaboration</p> <p><input checked="" type="checkbox"/> Communicate Clearly</p> <p><input checked="" type="checkbox"/> Collaborate with Others</p>	<p>INFORMATION, MEDIA & TECHNOLOGY SKILLS</p> <p>Information Literacy</p> <p><input checked="" type="checkbox"/> Access and Evaluate Information</p> <p><input checked="" type="checkbox"/> Use and Manage Information</p> <p>Media Literacy</p> <p><input checked="" type="checkbox"/> Analyze Media</p> <p><input type="checkbox"/> Create Media Products</p> <p>Information, Communications and Technology (ICT Literacy)</p> <p><input checked="" type="checkbox"/> Apply Technology Effectively</p>	<p>LIFE & CAREER SKILLS</p> <p>Flexibility and Adaptability</p> <p><input checked="" type="checkbox"/> Adapt to Change</p> <p><input checked="" type="checkbox"/> Be Flexible</p> <p>Initiative and Self-Direction</p> <p><input checked="" type="checkbox"/> Manage Goals and Time</p> <p><input checked="" type="checkbox"/> Work Independently</p> <p><input checked="" type="checkbox"/> Be Self-Directed Learners</p> <p>Social and Cross-Cultural</p> <p><input checked="" type="checkbox"/> Interact Effectively with Others</p> <p><input checked="" type="checkbox"/> Work Effectively in Diverse Teams</p> <p>Productivity and Accountability</p> <p><input checked="" type="checkbox"/> Manage Projects</p> <p><input checked="" type="checkbox"/> Produce Results</p> <p>Leadership and Responsibility</p> <p><input checked="" type="checkbox"/> Guide and Lead Others</p> <p><input checked="" type="checkbox"/> Be Responsible to Others</p>
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