

**Business Management & Administration - Finance Career Clusters
Foundations of Business Administration (MS-BMF-FBA)
Course Number: 07.08300**

Course Description: This course will provide an exploratory foundation in business office administration and support. It is designed to be taught in a 9-week rotation in 45-minute daily classes. Standards should be taught in the order presented with the exception of Standards 1 and 7 being embedded standards with ongoing learning regarding employability skills, career investigation, and career-technical leadership opportunities. Through integrated instructional activities, students will have opportunities to apply employability skills and to research possible career options in the business administration area. They will also complete many hands-on activities to build a strong foundation in integrated software applications and standard office procedures. Capstone projects should be incorporated at the completion of all standards as time allows. Keyboarding is now included at the elementary level in the GaDOE K-12 Computer Science standards. Students who successfully complete this course will be prepared for the following pathways upon entering high school: Business & Technology and Health Information Technology. This course is recommended for 6th grade but may be taught in 6th, 7th, or 8th grade.

Course Standard 1

MS-BMF-FBA-1

Demonstrate employability skills required by business and industry.

The following elements should be integrated throughout the content of this course.

1.1 Communicate effectively through writing, speaking, listening, reading, and interpersonal abilities.

Person-to-Person Etiquette	Telephone and Email Etiquette	Communicating at Work	Listening
Interacting with Your Boss	Telephone Conversations	Improving Communication Skills	Reasons, Benefits, and Barriers
Interacting with Subordinates	Barriers to Phone conversations	Effective Oral Communication	Listening Strategies
Interacting with Co-workers	Making and Returning Calls	Effective Written Communication	Ways We Filter What We Hear
		Effective Nonverbal Skills	Developing a Listening Attitude
		Effective Word Use	Show You Are Listening
		Giving and Receiving Feedback	Asking Questions
			Obtaining Feedback
			Getting Others to Listen

Nonverbal Communication	Written Communication	Speaking	Applications and Effective Résumés
Communicating Nonverbally	Writing Documents	Using Language Carefully	Completing a Job Application

Reading Body Language and mixed Messages		One-on-One Conversations	Writing a Cover Letter
Matching Verbal and Nonverbal communication		Small Group Communication	Things to Include in a Résumé
Improving Nonverbal Indicators		Large Group Communication	Terms to Use in a Résumé
Nonverbal Feedback		Making Speeches	Organizing Your Résumé
Showing Confidence Nonverbally		Answering Questions	Writing an Electronic Résumé
Showing Assertiveness		Visual and Media Aids	
		Errors in Presentation	

1.2 Demonstrate creativity by asking challenging questions and applying innovative procedures and methods.

Teamwork and Problem Solving	Meeting Etiquette
Thinking Creatively	Preparation and Participation in Meetings
Taking Risks	Conducting Two-Person or Large Group Meetings
Building Team Communication	Inviting and Introducing Speakers
	Preparing Visual Aids

1.3 Exhibit critical thinking and problem-solving skills to locate, analyze and apply information in career planning and employment situations.

a. Investigate educational requirements, job responsibilities, employment trends, and opportunities within the national career clusters using credible sources.

Problem Solving	Customer Service	The Application Process	Interviewing Skills	Finding the Right Job
Transferable Job Skills	Gaining Trust and Interacting with Customers	Providing Information, Accuracy and Double Checking	Preparing for an Interview	Locating Jobs and Networking
Becoming a Problem Solver	Learning and Giving Customers What They Want	Online Application Process	Questions to Ask in an Interview	Job Shopping Online
Identifying a Problem	Keeping Customers Coming Back	Following Up After Submitting an Application	Things to Include in a Career Portfolio	Job Search Websites
Becoming a Critical Thinker	Seeing the Customer's Point	Effective Résumés:	Traits Employers are Seeking	Staying Motivated to Search
	Selling Yourself and the Company	Matching Your Talents to a Job	Considerations Before Taking a Job	
		When a Résumé Should be Used		

1.4 Model work readiness traits required for success in the workplace including integrity, honesty, accountability, punctuality, time management, and respect for diversity.

Workplace Ethics	Personal Characteristics	Employer Expectations	Business Etiquette	Communicating at Work
Demonstrating Good Work Ethic	Demonstrating a Good Attitude	Behaviors Employers Expect	Language and Behavior	Handling Anger
Behaving Appropriately	Gaining and Showing Respect	Objectionable Behaviors	Keeping Information Confidential	Dealing with Difficult Coworkers

Maintaining Honesty	Demonstrating Responsibility	Establishing Credibility	Avoiding Gossip	Dealing with a Difficult Boss
Playing Fair	Showing Dependability	Demonstrating Your Skills	Appropriate Work Email	Dealing with Difficult Customers
Using Ethical Language	Being Courteous	Building Work Relationships	Cell Phone Etiquette	Dealing with Conflict
Showing Responsibility	Gaining Coworkers' Trust		Appropriate Work Texting	
Reducing Harassment	Persevering		Understanding Copyright	
Respecting Diversity	Handling Criticism		Social Networking	
Making Truthfulness a Habit	Showing Professionalism			

1.5 Apply the appropriate skill sets to be productive in a changing, technological, diverse workplace to be able to work independently and apply team work skills.

Expected Work Traits	Teamwork	Time Management
Demonstrating Responsibility	Teamwork Skills	Managing Time
Dealing with Information Overload	Reasons Companies Use Teams	Putting First Things First
Transferable Job Skills	Decisions Teams Make	Juggling Many Priorities
Managing Change	Team Responsibilities	Overcoming Procrastination
Adopting a New Technology	Problems That Affect Teams	Organizing Workspace and Tasks
Use Technology Ethically & Efficiently	Expressing Yourself on a Team	Staying Organized
Interact Appropriately in a Digital World	Giving and Receiving Constructive Criticism	Finding More Time
		Managing Projects
		Prioritizing Personal and Work Life

1.6 Present a professional image through appearance, behavior and language.

On-the-Job Etiquette	Person-to-Person Etiquette	Communication Etiquette	Presenting Yourself
Using Professional Manners	Meeting Business Acquaintances	Creating a Good Impression	Looking Professional
Introducing People	Meeting People for the First Time	Keeping Phone Calls Professional	Dressing for Success
Appropriate Dress	Showing Politeness	Proper Use of Work Email	Showing a Professional Attitude
Behavior at Conventions		Proper Use of Cell Phone	Using Good Posture
Working in a Cubicle		Proper Use in Texting	Presenting Yourself to Associates
			Accepting Criticism
			Demonstrating Leadership

Course Standard 2

MS-BMF-FBA-2

Demonstrate functional understanding of technology concepts, systems, and their interactivity.

- 2.1 Trace the evolution of the computer to differentiate among the types of computers, computer systems and their purposes.
- 2.2 Distinguish between the different types, uses, and purposes for computer memory, data storage, operating systems, application software, Internet and related applications.
- 2.3 Apply concepts of file management to organize and manage files and folders; including backing up files
- 2.4 Critique a variety of current and emerging technologies used by society and its potential impact on a business.

Course Standard 3

MS-BMF-FBA-3

Integrate technology in a social, legal, ethical, and safe manner to become lifelong digital citizens.

- 3.1 Differentiate between appropriate technology uses in various environments, such as school, home, and work.
- 3.2 Discuss and explain responsible uses of technology and the consequences for choosing to participate in illegal activities such as plagiarism, piracy and violation of copyright/fair use.
- 3.3 Identify the characteristics and consequences of cyberbullying.
- 3.4 Demonstrate digital netiquette.
- 3.5 Investigate the risks and practice safe, legal, ethical, and responsible use of technology and the Internet.
 - a. Discuss the implications of social media and how posts, notes, photographs, images, and chats have long-term effects on employment opportunities, job promotions, including longevity of social media posts on the Internet.
- 3.6 Create strong passwords, learn strategies to avoid scams and schemes, and analyze privacy policies.
- 3.7 Recognize and explain the need for protecting privacy in order to preserve an online digital footprint.
- 3.8 Investigate the risks of improper use of technology as it relates to the health and wellness of the user (ergonomics, proper posture, etc.).

Course Standard 4

MS-BMF-FBA-4

Use integrated software as a tool to enhance learning and creativity and to increase productivity in developing projects.

- 4.1 Demonstrate effective keyboarding techniques to improve proficiency.
- 4.2 Demonstrate and explain ways to save, organize, and share files between desktop, network, and cloud resources.
- 4.3 Use basic functions of word processing software to compose, design, edit, and print business professional documents.
 - a. Enhance documents by appropriate use of text formatting (font style and size, bold/underline/italics) and page formatting (such as tabs, columns, tables, margins).
- 4.4 Use basic functions of presentation software to design a business professional presentation.
 - a. Enhance presentation by use of graphics/images, video, and audio.
 - b. Apply effective use of animation and transition.
- 4.5 Use basic functions of desktop publishing software to create publications using various layouts (business cards, business flyers, company brochures, industry newsletters, etc.)
- 4.6 Use basic functions of spreadsheet software to collect, organize, and present data.

- a. Enhance spreadsheets by using column/row formatting, introduction of basic formulas, introduction to creating, using, and reading graphs.
- 4.7 Integrate data between word processing, spreadsheet, presentation, and internet applications.

Course Standard 5

MS-BMF-FBA-5

Apply concepts of effective business communications to relationships as well as documents and correspondence.

- 5.1 Identify and create personal and business correspondence which displays clarity, professionalism, relevancy, and confidentiality.
- 5.2 Compose written correspondence, such as business letters, memos, and electronic mail, using appropriate business professional formats.
 - a. Utilize the appropriate software, such as word processing and electronic mail programs.
- 5.3 Practice and exhibit active listening techniques.
- 5.4 Demonstrate the concepts of collaboration with peers as they relate to successful communication, both personally and professionally.
- 5.5 Display appropriate and professional techniques in public speaking as well as in written and nonverbal communications.

Course Standard 6

MS-BMF-FBA-6

Apply concepts of creating a positive business image and front office environment to serve potential customers.

- 6.1 Explain how businesses compete in the marketplace and project positive customer experiences.
- 6.2 Demonstrate proper telephone etiquette, interpersonal communications, front-office conversation techniques, and related functions to create a positive first impression.
- 6.3 Distinguish between the various market and promotional niches companies create to separate their brand from competitors.
- 6.4 Identify effective use of materials in marketing a product or service.

Course Standard 7

MS-BMF-FBA-7

Examine how related student organizations are integral parts of career and technology education courses through leadership development, school and community service projects, and competitive events.

- 7.1 Research the history of Future Business Leaders of America (FBLA).
- 7.2 Discuss the mission, purpose, motto, colors, official dress, and other distinguishing characteristics of FBLA.
- 7.3 Explain how participation in FBLA can promote lifelong responsibility for community service, professional growth, and development.
- 7.4 Create a personal leadership plan to participate in programs, conferences, community service, and competitive events on the local, state, and national level that align with the competencies, skills, and knowledge of this course.