

Standing Requirements

SLO/Performance Indicator

Business Management Outcome Set

Outcome 1

Use critical thinking skills to solve problems and make decisions based on accepted business principles.

Performance Indicators:

Performance Indicator	Mapping
1.1 Locate information relevant to developing business solutions.	Lakeland Learning Outcomes: 14, 16
1.2 Analyze relevant information for use in decision making.	Lakeland Learning Outcomes: 5, 6a, 6b
1.3 Choose business solutions that emphasize customer satisfaction and relationship building.	Lakeland Learning Outcomes: 7
1.4 Recognize ethical dilemmas.	Lakeland Learning Outcomes: 4
1.5 Propose ethical solutions to business problems.	Lakeland Learning Outcomes: 5, 6a, 6b, 7
1.6 Formulate alternatives in decision making that include social responsibility as a core component.	Lakeland Learning Outcomes: 10, 16, 18a, 18b, 19, 7

Outcome 2:

Recognize the interrelatedness of international and domestic businesses, societies, and governments.

Performance Indicators:

Performance Indicator	Mapping
2.1 Examine the interrelatedness of business and society.	Lakeland Learning Outcomes: 18a, 18b, 19, 5, 6a, 6b
2.2 Identify stakeholders and their diverse interests.	Lakeland Learning Outcomes: 18a, 18b, 19, 4, 5, 6a
2.3 Analyze the impact of business decisions on stakeholders.	Lakeland Learning Outcomes: 18a, 18b, 19, 5, 6a, 6b, 8a, 8b

Outcome 3:

Execute the four functions of management: planning, organizing, leading, and controlling.

Performance Indicators:

Performance Indicator	Mapping
3.1 Demonstrate effective planning skills and techniques.	Lakeland Learning Outcomes: 4, 5, 6a, 6b, 7, 8a, 8b
3.2 Organize resources effectively and efficiently.	Lakeland Learning Outcomes: 5, 7, 8a, 8b
3.3 Demonstrate effective leadership skills.	Lakeland Learning Outcomes: 10, 11, 12, 12b, 13, 18a, 18b, 20a, 20b, 21
3.4 Evaluate performance and take corrective action as needed.	Lakeland Learning Outcomes: 4, 5, 6a, 6b, 7, 8a, 8b

Outcome 4:

Understand professional behavior appropriate for the workplace.

Performance Indicators:

Performance Indicator	Mapping
4.1 Demonstrate an understanding of appropriate business etiquette	Lakeland Learning Outcomes: 12b, 18a, 18b, 21, 9a, 9b
4.2 Demonstrate knowledge of the benefits of diverse cultures and perspectives in an organization.	Lakeland Learning Outcomes: 18a, 18b, 20a, 20b, 21

Outcome 5:

Demonstrate the understanding of effective team processes and the benefits of teams to an organization.

Performance Indicators:

Performance Indicator	Mapping
5.1 Recognize the benefits of using teams in organizations.	Lakeland Learning Outcomes: 4, 5
5.2 Distinguish the differences between effective and ineffective team behaviors.	Lakeland Learning Outcomes: 10, 11, 12b, 13, 20a, 20b, 21
5.3 Critique the team process.	OH- Lakeland Community College- Learning Outcomes (Copy 1): 10, 11, 18a, 18b, 19, 4, 5, 6a, 6b, 7, 8b
5.4 Identifies solutions to team problems.	OH- Lakeland Community College- Learning Outcomes (Copy 1): 10, 11, 18a, 18b, 19, 4, 5, 6a, 6b, 7, 8b

Outcome 6:

Apply effective communication skills in business settings.

Performance Indicators:

Performance Indicator	Mapping
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6.1
Use technology for effective business communications.

Lakeland Learning Outcomes: 12, 12b, 15a, 15b, 17

6.2
Use correct spoken and written English.

Lakeland Learning Outcomes: 9a, 9b

6.3
Communicate with clarity.

Lakeland Learning Outcomes: 10

6.4
Present ideas logically.

Lakeland Learning Outcomes: 11

6.5
Use the appropriate form(s) of business expression.

Lakeland Learning Outcomes: 12, 12b

Last Modified: 02/27/2017 02:19:23 PM