

Office Technology Competency Outline

Understand the concepts, processes, techniques and procedures in business technology and support

1. Demonstrate and apply skills to communicate in a clear, courteous, concise, and correct manner on both personal and professional levels.
AAI 4. Technical and Production Skills: Identify specific production and technical skills required for this industry.
2. Demonstrate and apply the proper skills in use of business tools and equipment (i.e., fax, telephone, e-mail).
3. Demonstrate and use basic software applications (i.e., spreadsheet, database, word processing).
AAI 5. Underlying Principles of Technology: Explain through discussion the technological systems used within this industry.
4. Complete multimedia projects.
AAI 4. Technical and Production Skills: Identify specific production and technical skills required for this industry.
AAI 5. Underlying Principles of Technology: Explain through discussion the technological systems used within this industry.
5. Demonstrate ability to follow through on written and oral instructions.
6. Prepare and deliver oral instructions and presentations both formally and informally.
7. Prepare and edit written documents.
8. Incorporate the use of correct business terminology.
9. Use courtesy and tact when dealing with others.
10. Discuss, describe, and demonstrate a professional image (etiquette, manners, attire, etc.).

Understand the concepts and principles of human relations and interpersonal skills

11. Discuss and apply proper business values and ethics.
 12. Recognize and demonstrate confidentiality, positive attitude, and respect in the workplace.
AAI 9. Personal Work Habits: Explain the work habits an employer looks for in an employee in this industry.
 13. Explain workers rights and responsibilities.
AAI 6. Labor Issues: Explain the employees' and employers' rights and responsibilities in this industry.
- Be knowledgeable in planning and management principles to accomplish workplace efficiency and achieve business objectives
14. Establish a procedure for organizing workload.
 15. Maintain a clean and functional work environment.
AAI 8. Health, Safety, and Environment: Explain the health and safety laws and practices affecting the employee, the surrounding community, and the environment in this industry.
 16. Demonstrate the ability to multitask.
 17. Develop skills to function effectively and efficiently in a business environment. (i.e., time management, stress management, professional growth and development).
AAI 2. Management: Discuss the different forms of management and ownership within this industry.
 18. Utilize information and technology tools to manage data.
AAI 4. Technical and Production Skills: Identify specific production and technical skills required for this industry.

Understand concepts and interpret business and personal financial data

19. Explain services provided by financial deposit institutions.
20. Demonstrate skills of an educated consumer.
21. Comprehend, analyze and interpret financial data.
AAI 3. Finance: Explain the key components of financial management of a company.
22. Classify financial tools utilized in business.

Understand and utilize knowledge and technical skills needed by administrative support personnel to perform according to business standards

23. Operate and maintain office equipment.
24. Select and use the appropriate software to create a variety of business documents.
25. Demonstrate ability to effectively schedule appointments, meetings, conferences, etc.

Understand the fundamental concepts of Entrepreneurship

26. Discuss and assess venture creation possibilities and identify the steps in planning the venture.
AAI 1. Planning: Explain the key elements of a long-term plan for a successful company.
27. Identify the resources needed for venture startup and operation.
28. Discuss the options in planning the venture's future (growth, development, demise).
AAI 7. Community Issues: Discuss the ways a company can impact its community and the ways a community can impact a company.
29. Identify and discuss the traits and behaviors of an entrepreneur (leadership, personal assessment, personal management).

Understand the importance of personal growth, leadership and career success

30. Demonstrate personal growth, community leadership, democratic principles and social responsibility by participating in activities/events offered through student organizations.

Understand the key concepts associated with high performance/employability skills (SCANS)

31. Decision-Making & Problem-Solving: Demonstrate and apply good decision-making and problem-solving skills by outlining issues in situations/problems and determining, collecting, and organizing information needed in order to formulate a solution.
32. Self-Management: Demonstrate and apply self-management skills by adhering to regulations, being responsible, and following through on commitments.
33. Communication Skills: Demonstrate and apply effective communication skills: verbal, written, visual, and listening.
34. Ability to Work with Others: Demonstrate and apply the necessary skills in order to work effectively with others.
35. Information Use - Research, Analysis, Technology: Demonstrate and apply the use of information through research, analysis, and technology.
AAI 5. Underlying Principles of Technology: Explain through discussion the technological systems used within this industry.
36. Mathematical Concepts: Demonstrate mathematical and computation skills as applied to real world situations.
37. General Safety: Demonstrate and apply safe practices and procedures in the workplace.
AAI 8. Health, Safety, and Environment: Explain the health and safety laws and practices affecting the employee, the surrounding community, and the environment in this industry.
38. Career Development: Demonstrate personal/career development skills by completing a career plan.