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| BUS 311: Portfolio Assessment | |
| Skill/Outcome | Documented  Yes = 1 No = 0 |
| ***Skills/roles***  Explains the key skills and roles of effective managers.   * Demonstrates knowledge of conceptual, human, and technical skills; and interpersonal, informational, and decisional roles of managers | 10 |
| ***Environmental scan***  Competently performs an environmental scan of an organization’s internal and external forces.   * Demonstrates the ability to identify and describe internal forces (company culture) of a company of choice. * Demonstrates the ability to identify and describe external forces of both the task and general environments: (customers, competitors, suppliers, labor market, international, technological, socio-cultural, economic, natural, and legal-political) of a company of choice. | 10 |
| ***Planning***  Displays competence in strategic planning components and methods.   * Develops a mini-SWOT Analysis * Develops a goal and objective statement for each of: strategic level, operational level, and tactical level goals for a company of choice. | 10 |
| ***Decision making***  Engages in sound decision making practices.   * Explains the difference between programmed and non-programmed decisions * Explains the 4 decision-making styles (analytical, behavioral, conceptual, and directive) * Explains several decision-making biases and methods to prevent them | 10 |
| ***Organizational structure***  Explains differences in organizational structures and identifies professions that may be best suited to each.   * Describes tall vs. flat structures and pros/cons of each * Demonstrates ability to identify structures that are organized by: function, product/service, team-based, and matrix. | 10 |
| ***Managing Human Resources/Diversity***  Practices sound human resource management skills.   * Demonstrates knowledge of the HRM cycle: planning, recruiting, selecting, and training/developing * Demonstrates knowledge of basic/common employment laws * Describes the value of diversity of perspective/thought | 10 |
| ***Manager as Leader***  Displays leadership responsibilities, qualities and skills through position of management.   * Describes the key differences between managers & leaders, and managing & leading * Identifies and describes “5 big personality traits” * Explains factors contributing to job satisfaction and organizational commitment/loyalty * Demonstrates knowledge of the 4 elements of emotional intelligence and the importance of high EQ leaders | 10 |
| ***Managing Communications***  Displays competence in managing communications for an organization.   * Explains scenarios that would be appropriate for upward, downward, and horizontal communication * Demonstrates ability to write a one-page memorandum, properly formatted | 10 |
| ***Motivation***  Effectively uses motivation techniques to lead employees/team members.   * Demonstrates knowledge of common motivation theories in the workplace * Describes intrinsic and extrinsic motivation * Displays ability to understand individual behavior and methods of motivation that may be tailored to each employee | 10 |
| ***Managing Quality & Performance***  Explains the Control function of management, including a philosophy and practice of managing/controlling quality of products/services and performance of employees/company.   * Describe the three primary stages of control and give examples (input, conversion, output – of either products/services and/or employees) * List/explain the 4-step Control Process Model using an example * Demonstrate knowledge and application of the Balanced Scorecard * Demonstrate knowledge of any of the following quality control techniques:   + Benchmarking, quality circles, six sigma, quality partnering, cycle time, continuous improvement (TQM), | 10 |
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| Total Score | 100 |
| Credits earned | 3 Credits |