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| BUS 311: Portfolio Assessment |
| Skill/Outcome | DocumentedYes = 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
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| ***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.
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| ***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.
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| ***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
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| ***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.
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| ***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
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| ***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
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| ***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
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| ***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
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| ***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 |