

Business Management and Administrative Services

Assessment Study Guide

Vocabulary List

COMMUNICATION and INTERPERSONAL SKILLS

BMS3.0 Determine personal responsibility and accountability activities aligned with organizational goals.

3.1 Set short-term and long-term goals.

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| 3.1 | Handshake Techniques – The right hand is extended, thumb up and palm flat. Grasp the other person's hand using a firm grip, palm on palm. Hands are pumped two or three time in a vertical motion. The grip is released. Be careful not to be too aggressive in clenching the other's hand as it is a sign of being too controlling. Also, don't offer the limp, dead fish type of grip that appears to be weak and lacking in confidence. |
| 3.1 | Interpersonal Skills - The skills used by a person to properly interact with others. Communication, leadership, and teamwork are examples of how one uses interpersonal skills. |
| 3.1 | Networking – The process of establishing and maintaining contacts with key managers in one's own organization and other organizations and using those contact to weave strong relationships that serves as informal development systems. |
| 3.1 | Personal Profile – A section or a resume that details the interests, skills and ambitions of the writer. Personal profiles are a good way to express the person you are, though only if handled safely. In some situations, unaware people could contribute more than general information such as; address, locations where they hang out, inappropriate glamour photographs or any other information where unknown strangers could use. |
| 3.1 | Professional Profile – A professional profile is an alternative or addition to your job objective. It can take its form in a paragraph that acts as a sort of personal description of your accomplishments, qualifications and qualities or can form a list with bullets to separate your different strengths. |
| 3.1 | Professionalism – The conduct, aims, or qualities that characterize or mark a profession or a professional person. The Merriam-Webster dictionary defines professionalism as "the conduct, aims, or qualities that characterize or mark a profession or a professional person"; and it defines a profession as "a calling requiring specialized knowledge and often long and intensive academic preparation." These definitions imply that professionalism encompasses a number of different attributes, and, together, these attributes identify and define a professional. Professional attributes include: skills and knowledge, competency, honesty, integrity, accountability, self discipline, and image. |
| 3.1 | SMART Goals – Goals that are specific, measurable, attainable, realistic, and time-bound. |
| 3.1 | Transferable Skills - Skills useful in any job: a skill that is not limited to a specific academic discipline, area of knowledge, job, or task and is useful in any work situation, e.g. communication or organizational skills. |

3.2 Plan and organize work.

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| 3.2 | Action Plan - Sequence of steps that must be taken, or activities that must be performed well, for a strategy to succeed. An action plan has three major elements (1) Specific tasks: what will be done and by whom. (2) Time horizon: when will it be done. (3) Resource allocation: what specific funds are available for specific activities. |
| 3.2 | Dressing for Success – Wearing attire that is appropriate for the workplace situation. A conservative, traditional approach is always recommended. Business casual is a more relaxed type of attire for work. Business casual is not too casual; usually jeans are not considered business casual appropriate. |
| 3.2 | Prioritize - Rank things according to importance: to order things according to their importance or urgency. Used in the workplace to determine the most efficient flow of work. |

3.3 Monitor and adjust performance.

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| 3.3 | Ethics – The code of moral conduct that sets standards for what is right or wrong behavior for a person or group. |
| 3.3 | KSAO - Knowledge, skills, abilities and other characteristics that an employment applicant must have to perform successfully in the position. Knowledge is a body of information that can be applied directly to the performance of tasks. Skills: "The proficient manual, verbal, or mental manipulation of people, ideas, or things". Abilities: The present power to perform a job function, to carry through with the activity while applying or using the associated knowledge. Other characteristics: A general category for other personal factors such as personality, willingness, interest, and motivation and such tangible factors as licenses, degrees, and years of experience. |

3.4 Solicit and use feedback.

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| 3.4 | Feedback – A receiver's response to a sender's message. |
| 3.4 | Feedback Loop – The section of a control system that allows for feedback and self-correction and that adjusts its operation according to differences between the actual output and the desired output. |