

NOCTI GENERAL MANAGEMENT STUDY GUIDE

End of Pathway Assessment



Atlanta Public Schools

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Duty 1: Technical Skills

1. Define and differentiate among various types of business:

Type of Business	Define	Advantages	Disadvantages
Corporation			
Limited Liability Company			
Partnership			
Sole Proprietorship			
S Corporation			

2. How can you use planning tools to guide and manage an organization's business activities?

(Hint) <http://www.referenceforbusiness.com/management/Sc-Str/Strategic-Planning-Tools.html>

Planning tools	Define	Use
SWOT Analysis		
Disaster recovery plans		
Five-Forces Model		
Market Growth/Share Matrix		
GE Business Strength/Market Attractiveness		
Porter's Generic Competition		

3. How do you to apply marketing techniques to foster business growth? (e.g., what makes an effective brochure, what is the purpose of market research)

<http://www.businessknowhow.com/marketing/marketingideas.htm>

4. Why should you plan and evaluate the use of financial resources to effectively manage a business (e.g., sales forecasting, handling surplus inventory)

<http://www.entrepreneur.com/article/21926>

5. How is business conducted in a global environment? (e.g., e-commerce, purpose of the World Trade Organization)

<http://www.referenceforbusiness.com/management/Str-Ti/Strategy-in-the-Global-Environment.html>

Duty 2: Business Management

1. How can you supervise, direct, motivate, and evaluate employee using constructive criticism, identifying effective motivation strategies?

http://www.businessperform.com/workplace-communication/constructive_feedback.html

<http://managementhelp.org/management/guidebook.htm#anchor776119> (support employee motivation)

	Constructive Criticism	Motivation Strategies
Supervise		
Direct		
Motivate		
Evaluate		

2. How do you develop, implement and monitor tactical and strategic plans to manage growth, meet goals and organizational needs (e.g., creating a business plan, conducting, marketing analysis)?

***Watch video first on this site:** <http://study.com/academy/lesson/types-of-planning-strategic-tactical-operational-contingency-planning.html>

What is a strategic plan? How do you use strategic plans to manage growth, meet goals and organizational needs? <http://www.bizmove.com/general/m6c.htm>

What is a tactical plan? How do you use tactical plans to manage growth, meet goals and organizational needs? <http://smallbusiness.chron.com/example-tactical-planning-business-5102.html>

3. How do you facilitate change and implement improve processes to optimize organizational effectiveness (e.g., what must happen in an organization in order for a change to be effective)?

<http://thethrivingsmallbusiness.com/8-steps-to-implementing-successful-organizational-change/>

Duty 3: Academic Foundations

1. How do you apply reading skills in a business environment? (Provide an example)

2. How do you apply writing skills in a business environment? (Provide an example)

3. How do you apply mathematical skills in a business environment? (Provide an example)

4. How do you apply economic skills in a business environment? (Provide an example)

Duty 4: Systems

1. What role does the government and other regulatory bodies play in business?

Entity	Role they play
Federal Trade Commission https://www.ftc.gov/	
Small Business Administration (SBA) https://www.sba.gov/	
Government (AS A WHOLE) http://smallbusiness.chron.com/role-government-business-803.html ;	
Department of Labor http://www.dol.gov/	
Occupational Safety and Health Administration OSHA https://www.osha.gov/	
Bureau of Safety and Environment http://www.bsee.gov/	
Food and Drug Administration http://www.fda.gov/	

- 2. How are company hierarchies generally structured and what are some common positions within those structures?

Structured: DRAW A HIERACHY CHART THAT REFLECTS A BUSINESS MODEL



Common Positions

Position	What do they do?
CEO	
CFO	
COO	
CMO	
CIO	
CMO	

Duty 5: Ethics and Legal Responsibilities

1. How do you identify and explain the major laws and regulations that impact business situations (e.g., the Fair Labor Standards Act, The Americans with Disabilities Act)?

Major Law	How did it impact?
Fair Labor Standards Act	
The Americans with Disabilities Act	
Clean Air Act	
Antitrust Laws	
Sarbanes-Oxley Act	
Copyright, trademarks, patents	
Occupational safety and Health (OSH)	
Family Medical Leave ACT (FMLA)	

2. Why is exhibiting ethical standards in conducting business negotiations and making business decisions important (e.g. insider trading, handling issues of confidentiality)?

Duty 6: Communication

1. What is the best way to locate, organize and reference written information from reliable sources to communicate with co-workers and clients (e.g., how to identify trustworthy sources of information)?

2. What is the best way to develop and deliver formal and informal presentations that use appropriate media to engage and inform audiences?

3. How do you apply listening skills and interpret verbal and nonverbal behaviors to enhance communication with co-workers and clients (e.g., using active listening skills, interpreting basic body language)?

4. How can you use tables, charts, and graphics to support written and oral communication methods (e.g., drawing conclusions based on information in a chart or table)?

Duty 7: Information Technology Applications

1. When using software such as word processors and spreadsheets which features would be best for business use? (e.g., charts types, formatting letters, summarizing financial data in a spreadsheet)?

2. When using software such as database applications to track and maintain business information which features would be best for business use? (e.g., managing information on clients or product lines)?

Duty 8: Problem Solving, Critical Thinking and Decision Making

1. How can you use problem solving and critical thinking skills to locate sources of information about problems and determine appropriate methods for investigating causes (e.g., drawing conclusions from data, brainstorming possible causes of problems)?

2. How can you use problem solving and critical thinking skills to determine the root causes of problems and suggest solutions (e.g., using root cause analysis techniques and tools)?
http://www.mindtools.com/pages/article/newTMC_80.htm (Watch Video)

How do business use the following charts and diagrams to determine root causes?

<http://asq.org/learn-about-quality/cause-analysis-tools/overview/pareto.html>;
<http://fishbonechart.com/>; <http://www.gantt.com/index.htm>;
<http://www.mrdashboard.com/BusinessChart.html>

Chart/Diagrams	Usage
Pareto	
Fishbone	
Gantt	
Pue	

Duty 9: Leadership and Teamwork

1. How can you exhibit leadership to improve production and quality of work and work environment (e.g., empowering employees, the differences between leadership and management)?

2. How can you work effectively in a team environment to improve the quality of work and the work environment (e.g., orienting new team members, recognizing the benefits of teamwork)?

Duty 10: Safety, Health, and Environmental

1. Identify some appropriate environmental, health, and safety procedures for general business occupations (e.g., lifting heavy objects safely, examples of ergonomics in an office environment)? What government organization sets and enforces worksite safety and health standards? What is ergonomics?

2. What are some fire safety procedures used in business?

<https://www.osha.gov/SLTC/firesafety/index.html>

Based on the following information, why fire extinguisher is best to put out a computer fire?

- **Class A** extinguishers are for ordinary combustible materials such as paper, wood, cardboard, and most plastics. The numerical rating on these types of extinguishers indicates the amount of water it holds and the amount of fire it can extinguish. Geometric symbol (green triangle)
- **Class B** fires involve flammable or combustible liquids such as gasoline, kerosene, grease and oil. The numerical rating for class B extinguishers indicates the approximate number of square feet of fire it can extinguish. Geometric symbol (red square)
- **Class C** fires involve electrical equipment, such as appliances, wiring, circuit breakers and outlets. Never use water to extinguish class C fires - the risk of electrical shock is far too great! Class C extinguishers do not have a numerical rating. The C classification means the extinguishing agent is non-conductive. Geometric symbol (blue circle)
- **Class D** fire extinguishers are commonly found in a chemical laboratory. They are for fires that involve combustible metals, such as magnesium, titanium, potassium and sodium. These types of extinguishers also have no numerical rating, nor are they given a multi-purpose rating - they are designed for class D fires only. Geometric symbol (Yellow Decagon)
- **Class K** fire extinguishers are for fires that involve cooking oils, trans-fats, or fats in cooking appliances and are typically found in restaurant and cafeteria kitchens. Geometric symbol (black hexagon)

What is the kinds of first-aid many be beneficial to know when administering emergency first aid to a co-worker?

Duty 11: Employability and Career Development

1. What employability skills have you learned that you fell relates to a career in business management? What are some things that can help you to improve?

2. In pursuing an advancement in a business career, what are some career development skills that are needed?
