

2013 CONSUMER AND FAMILY MANAGEMENT

ACADEMIC		
AA		SPEAKING AND LISTENING
AA	1	Utilize effective verbal and non-verbal communication skills
AA	2	Participate in conversation, discussion, and group presentations
AA	3	Communicate and follow directions/procedures
AA	4	Communicate effectively with customers and co-workers
AB		READING AND WRITING
AB	1	Locate and interpret written information
AB	2	Read and interpret workplace documents
AB	3	Identify relevant details, facts, and specifications
AB	4	Record information accurately and completely
AB	5	Demonstrate competence in organizing, writing, and editing using correct vocabulary, spelling, grammar, and punctuation
AB	6	Demonstrate the ability to write clearly and concisely using industry specific terminology
AC		CRITICAL THINKING AND PROBLEM SOLVING
AC	1	Utilize critical-thinking skills to determine best options/outcomes (e.g., analyze reliable/unreliable sources of information, use previous experiences, implement crisis management, develop contingency planning)
AC	2	Utilize innovation and problem-solving skills to arrive at the best solution for current situation
AC	3	Implement effective decision-making skills
AD		MATHEMATICS
AD	1	Perform basic and higher level math operations (e.g., addition, subtraction, multiplication, division, decimals, fractions, units of conversion, averaging, percentage, proportion, ratios)
AD	2	Solve problems using measurement skills (e.g., distance, weight, area, volume)
AD	3	Make reasonable estimates
AD	4	Use tables, graphs, diagrams, and charts to obtain or convey information
AD	5	Use deductive reasoning and problem-solving in mathematics
AE		FINANCIAL LITERACY
AE	1	Locate, evaluate, and apply personal financial information
AE	2	Identify the components of a budget and how one is created
AE	3	Set personal financial goals and develop a plan for achieving them
AE	4	Use financial services effectively
AE	5	Demonstrate ability to meet financial obligations
AF		INTERNET USE AND SECURITY
AF	1	Recognize the potential risks associated with Internet use
AF	2	Identify and apply Internet security practices (e.g., password security, login, logout, log off, lock computer)
AF	3	Practice safe, legal, and responsible use of technology in the workplace
AG		INFORMATION TECHNOLOGY
AG	1	Use technology appropriately to enhance professional presentations
AG	2	Demonstrate effective and appropriate use of social media
AG	3	Identify ways social media can be used as marketing, advertising, and data gathering tools
AH		TELECOMMUNICATIONS
AH	1	Select and use appropriate devices, services, and applications to complete workplace tasks
AH	2	Demonstrate appropriate etiquette when using e-communications (e.g., cell phone, e-mail, personal digital assistants, online meetings, conference calls)
EMPLOYABILITY		
EA		POSITIVE WORK ETHIC

EA	1	Demonstrate enthusiasm and confidence about work and learning new tasks
EA	2	Demonstrate consistent and punctual attendance
EA	3	Demonstrate initiative in assuming tasks
EA	4	Exhibit dependability in the workplace
EA	5	Take and provide direction in the workplace
EA	6	Accept responsibility for personal decisions and actions
EB		INTEGRITY
EB	1	Abide by workplace policies and procedures
EB	2	Demonstrate honesty and reliability
EB	3	Demonstrate ethical characteristics and behaviors
EB	4	Maintain confidentiality and integrity of sensitive company information
EB	5	Demonstrate loyalty to the company
EC		SELF-REPRESENTATION
EC	1	Demonstrate appropriate dress and hygiene in the workplace
EC	2	Use language and manners suitable for the workplace
EC	3	Demonstrate polite and respectful behavior toward others
EC	4	Demonstrate personal accountability in the workplace
EC	5	Demonstrate pride in work
ED		TIME, TASK, AND RESOURCE MANAGEMENT
ED	1	Plan and follow a work schedule
ED	2	Work with minimal supervision
ED	3	Work within budgetary constraints
ED	4	Demonstrate ability to stay on task to produce high quality deliverables on time
EE		DIVERSITY AWARENESS
EE	1	Recognize diversity, discrimination, harassment, and equity
EE	2	Work well with all customers and co-workers
EE	3	Explain the benefits of diversity within the workplace
EE	4	Explain the importance of respect for feelings, values, and beliefs of others
EE	5	Identify strategies to bridge cultural/generational differences and use differing perspectives to increase overall quality of work
EE	6	Illustrate techniques for eliminating gender bias and stereotyping in the workplace
EE	7	Identify ways tasks can be structured to accommodate the diverse needs of workers
EE	8	Recognize the challenges and advantages of a global workforce
EF		TEAMWORK
EF	1	Recognize the characteristics of a team environment and conventional workplace
EF	2	Contribute to the success of the team
EF	3	Demonstrate effective team skills and evaluate their importance in the workplace (e.g., setting goals, listening, following directions, questioning, dividing work)
EG		CREATIVITY AND RESOURCEFULNESS
EG	1	Contribute new ideas
EG	2	Stimulate ideas by posing questions
EG	3	Value varying ideas and opinions
EG	4	Locate and verify information
EH		CONFLICT RESOLUTION
EH	1	Identify conflict resolution skills to enhance productivity and improve workplace relationships
EH	2	Implement conflict resolution strategies and problem-solving skills
EH	3	Explain the use of documentation and it's role as a component of conflict resolution

EI		CUSTOMER/CLIENT SERVICE
EI	1	Recognize the importance of and demonstrate how to properly acknowledge customers/clients
EI	2	Identify and address needs of customers/clients
EI	3	Provide helpful, courteous, and knowledgeable service
EI	4	Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, e-mail, website)
EI	5	Identify techniques to seek and use customer/client feedback to improve company services
EI	6	Recognize the relationship between customer/client satisfaction and company success
EJ		ORGANIZATIONS, SYSTEMS, AND CLIMATES
EJ	1	Define profit and evaluate the cost of conducting business
EJ	2	Identify "big picture" issues in conducting business
EJ	3	Identify role in fulfilling the mission of the workplace
EJ	4	Identify the rights of workers (e.g., adult and child labor laws and other equal employment opportunity laws)
EJ	5	Recognize the chain of command, organizational flow chart system, and hierarchy of management within an organization
EK		JOB ACQUISITION AND ADVANCEMENT
EK	1	Recognize the importance of maintaining a job and pursuing a career
EK	2	Define jobs associated with a specific career path or profession
EK	3	Identify and seek various job opportunities (e.g., volunteerism, internships, co-op, part-time/full-time employment)
EK	4	Prepare a resume, letter of application, and job application
EK	5	Prepare for a job interview (e.g., research company, highlight personal strengths, prepare questions, set-up a mock interview, dress appropriately)
EK	6	Participate in a job interview
EK	7	Explain the proper procedure for leaving a job
EL		LIFELONG LEARNING
EL	1	Acquire current and emerging industry-related information
EL	2	Demonstrate commitment to learning as a life-long process and recognize learning opportunities
EL	3	Seek and capitalize on self-improvement opportunities
EL	4	Discuss the importance of flexible career planning and career self-management
EL	5	Employ leadership skills to achieve workplace objectives (e.g., personal vision, adaptability, change, shared vision)
EL	6	Recognize the importance of job performance evaluation and coaching as it relates to career advancement
EL	7	Accept and provide constructive criticism
EL	8	Describe the impact of the global economy on jobs and careers
EM		JOB SPECIFIC TECHNOLOGIES
EM	1	Identify the value of new technologies and their impact on driving continuous change and the need for life-long learning
EM	2	Research and identify emerging technologies for specific careers
EM	3	Select appropriate technological resources to accomplish work
EN		HEALTH AND SAFETY
EN	1	Assume responsibility for safety of self and others
EN	2	Follow safety guidelines in the workplace
EN	3	Manage personal health and wellness
OCCUPATIONAL		
OA		MANAGEMENT OF INDIVIDUAL AND FAMILY RESOURCES
OA	1	Apply management, planning skills, and processes to organize tasks and responsibilities

OA	2	Examine how individuals and families make choices to satisfy needs and wants
OA	3	Implement decisions about providing safe and nutritious food for individuals and families
OA	4	Implement decisions about purchasing, creating, and maintaining clothing
OA	5	Implement decisions about housing and furnishings
OA	6	Examine information about procuring and maintaining health care to meet the needs of individuals and family members
OA	7	Implement decisions about recreational needs
OA	8	Apply consumer skills to acquire and maintain transportation that meets the needs of individuals and family members
OB		RELATIONSHIP OF THE ENVIRONMENT TO FAMILY AND CONSUMER RESOURCES
OB	1	Determine individual and family responsibility in relation to environmental trends and issues
OB	2	Examine environmental trends and issues affecting families and future generations
OB	3	Examine behaviors that conserve, reuse, and recycle resources to maintain the environment
OB	4	Investigate government regulations for conserving natural resources
OC		POLICIES THAT SUPPORT CONSUMER RIGHTS AND RESPONSIBILITIES
OC	1	Examine state and federal policies/laws providing consumer protection
OC	2	Investigate how policies become laws related to consumer rights
OC	3	Examine skills used in seeking information related to consumer rights
OD		IMPACT OF TECHNOLOGY ON INDIVIDUAL AND FAMILY RESOURCES
OD	1	Review types of technology that impact family and consumer decision-making
OD	2	Examine how media and technological advances impact family and consumer decisions
OE		INTERRELATIONSHIPS BETWEEN THE ECONOMIC SYSTEM AND CONSUMER ACTIONS
OE	1	Examine the use of resources in making choices that satisfy needs and wants of individuals and families
OE	2	Examine individual and family roles in the economic system
OE	3	Examine economic impacts of laws and regulations that pertain to consumers and providers of services
OE	4	Determine practices that allow families to maintain economic self-sufficiency
OF		MANAGEMENT OF FINANCIAL RESOURCES TO MEET THE GOALS OF INDIVIDUALS AND FAMILIES ACROSS THE LIFE SPAN
OF	1	Apply management principles to decisions about individuals and family insurance
OF	2	Obtain personal and legal documents related to managing individual and family finances
OG		FACTORS THAT IMPACT CONSUMER ADVOCACY
OG	1	Examine the role of advocacy groups at state and national levels
OG	2	Determine the contributions of policy makers to consumer advocacy
OG	3	Explore strategies that enable consumers to become advocates
OG	4	Examine the effects of consumer protection laws on advocacy
OG	5	Determine strategies to reduce the risk of consumer fraud
OG	6	Examine the role of media in consumer advocacy
OG	7	Explore the use of educational and promotional materials in consumer advocacy
OH		FACTORS IN DEVELOPING A LONG-TERM FINANCIAL MANAGEMENT PLAN
OH	1	Explain the impact of the economic system on personal income, individual/family security, and consumer decisions
OH	2	Examine components of a financial planning process that reflects the distinction between needs, wants, values, goals, and economic resources
OH	3	Determine the impact of consumers' credit in long-term financial planning
OH	4	Examine investment and saving alternatives
OH	5	Determine the effects of risk management strategies on long-term financial planning
OH	6	Consider the impact of key life transitions on financial planning
OH	7	Explain the role of estate planning in long-term financial planning

OI		RESOURCE CONSUMPTION FOR CONSERVATION AND WASTE MANAGEMENT PRACTICES
OI	1	Investigate sources and types of residential/commercial energy, waste disposal, and pollution issues
OI	2	Investigate consumer programs/services provided by government, public utilities, resource recovery business, and environmental organizations
OI	3	Explore strategies and practices to conserve energy and reduce waste
OI	4	Examine waste management issues
OI	5	Examine roles of government, industry, and family in energy consumption
OJ		SKILLS NEEDED FOR PRODUCT DEVELOPMENT, TESTING, AND PRESENTATION
OJ	1	Conduct market research to determine consumer trends and product development needs
OJ	2	Design or analyze a consumer product
OJ	3	Examine features, prices, product information, styles, and performance of consumer goods for potential trade-offs among the components
OJ	4	Perform a test on a product utilizing valid and reliable testing procedures
OJ	5	Apply statistical analysis processes to interpret, summarize, and report data from tests
OJ	6	Understand and apply advanced concepts of probability and statistics
OJ	7	Calculate and evaluate basic statistical routines
OJ	8	Examine the labeling, packaging, and support materials of consumer goods
OJ	9	Demonstrate a product or educate an audience
OJ	10	Utilize appropriate sales techniques to compare, demonstrate, assist, and advise consumers in the selection of goods and services that meet consumer needs
OK		STRATEGIES TO MANAGE MULTIPLE, INDIVIDUAL, FAMILY, CAREER, COMMUNITY AND WORKPLACE SETTINGS
OK	1	Examine policies, issues, and trends in the workplace/community that impact individuals and families
OK	2	Analyze ways that individual career goals can enhance the family's capacity to meet goals for all family members
OK	3	Analyze the potential impact of career path decisions on balancing work and family
OK	4	Determine goals for life-long learning and leisure opportunities for all family members
OK	5	Determine skills and knowledge needed to develop a life plan for achieving individual, family, and career goals
OL		IMPACT OF INDIVIDUAL AND FAMILY PARTICIPATION IN COMMUNITY ACTIVITIES
OL	1	Examine goals that support individuals and family members in carrying out community and civic responsibilities
OL	2	Arrange a plan for individuals and families to select and develop skills in community activities
OL	3	Determine skills that provide beneficial services to the community
OL	4	Examine community resources and systems of formal/informal support available to individuals and families
OL	5	Examine the impact of public policies, agencies, and institutions on the family
OM		IMPACT OF FAMILY AS A SYSTEM ON INDIVIDUALS AND SOCIETY
OM	1	Examine family as the basic unit of society
OM	2	Determine the role of family in transmitting societal expectations
OM	3	Examine global influences on today's families
OM	4	Examine the role of family in teaching culture and traditions across the life span
OM	5	Examine the role of family in developing independence, interdependence, and commitment of family members
OM	6	Determine the impact of change and transitions over the life course
OM	7	Explore the ways family and consumer sciences careers assist the works of the family
ON		APPRECIATION FOR DIVERSE PERSPECTIVES, NEEDS, AND CHARACTERISTICS OF INDIVIDUALS AND FAMILIES
ON	1	Demonstrate awareness of multiple diversities and their impact on individuals and families
ON	2	Examine the impact of cultural diversity on individuals and families

ON	3	Examine the impact of empathy for diversity on individuals in family and community settings
OO		FACTORS RELATED TO PROVIDING FAMILY AND COMMUNITY SERVICES
OO	1	Examine local, state, and national agencies and informal support resources providing human services
OO	2	Examine licensing laws and regulations that affect service providers and their participants
OO	3	Determine harmful, fraudulent, and deceptive human service practices
OO	4	Determine the rights and responsibilities of human service participants and their families
OO	5	Determine effective individual and family advocacy/self-advocacy strategies to overcome diverse challenges facing human service participants
OO	6	Explore community networking opportunities in family and community services
OP		CONDITIONS AFFECTING INDIVIDUALS AND FAMILIES WITH A VARIETY OF DISADVANTAGING CONDITIONS
OP	1	Assess health, wellness, and safety issues of individuals and families with a variety of disadvantaging conditions
OP	2	Determine management and living environment issues of individuals/families with a variety of disadvantaging conditions
OP	3	Research personal, social, emotional, economical, vocational, educational, and recreational issues for individuals and families with a variety of disadvantaging conditions
OP	4	Discriminate between situations that require personal prevention or intervention and those situations that require professional assistance
OP	5	Determine situations which require crisis intervention
OP	6	Determine the appropriate support needed to address selected human service issues
OQ		SERVICES FOR INDIVIDUALS AND FAMILIES WITH A VARIETY OF DISADVANTAGING CONDITIONS
OQ	1	List needs and accommodations for people with a variety of disadvantaging conditions
OQ	2	State ways in which individuals affect the family financially, socially, and emotionally with a variety of disadvantaging conditions
OQ	3	Cite coping, adjustment strategies, and stress management practices for the participant, caregiver, and family member
OQ	4	Highlight the importance of friends, family, and community relationships for an individual with a variety of disadvantaging conditions
OQ	5	Give support that validates the participants' capabilities and right to privacy, dignity, and autonomy
OQ	6	Give participants strategies to make informed choices, access resources and support, follow through on responsibilities, and take appropriate risks
OQ	7	List verbal and nonverbal communication skills related to advising the counseling individuals and families with a variety of disadvantaging conditions
OR		FUNCTIONS AND EXPECTATIONS OF VARIOUS TYPES OF RELATIONSHIPS
OR	1	Examine processes for building and maintaining interpersonal relationships
OR	2	Examine the impact of various stages of the family life cycle on the interpersonal relationships
OR	3	Compare physical, emotional, and intellectual responses in stable/unstable relationships
OR	4	Determine factors that contribute to healthy and unhealthy relationships
	5	Explore processes for handling unhealthy relationships
OR	6	Determine stress management strategies for family and community settings
OS		PERSONAL NEEDS AND CHARACTERISTICS AND THEIR IMPACT ON INTERPERSONAL RELATIONSHIPS
OS	1	Examine the impact of personal characteristics on relationships
OS	2	Consider the effect of personal needs on relationships
OS	3	Examine the effect of self-esteem and self-image on relationships
OS	4	Determine the impact of life span events and conditions on relationships
OS	5	Explain the impact of personal standards and codes of conduct on interpersonal relationships
OS	6	Analyze the impact drugs have on society
OT		COMMUNICATION SKILLS THAT CONTRIBUTE TO POSITIVE RELATIONSHIPS

OT	1	Examine communication styles and their effects on relationships
OT	2	Examine barriers to communication in family and community settings
OT	3	Practice ethical principles of communication in family and community settings
OT	4	Examine the impact of communication technology in family and community settings
OT	5	Examine the roles and functions of communication in family and community settings
OU		CONFLICT PREVENTION AND MANAGEMENT TECHNIQUES
OU	1	Determine the origin and development of attitudes and behaviors regarding conflict
OU	2	Determine how similarities and differences among people affect conflict prevention and management
OU	3	Assess community resources that support conflict prevention and management