

Old #	Standard	ACADEMIC		
		AA		SPEAKING AND LISTENING
AA004	Demonstrate competence in speaking to provide, distribute, or find information	AA	1	Utilize effective verbal and non-verbal communication skills
AA006	Adapt listening strategies to utilize verbal and nonverbal content of communication			
OV002	Demonstrate verbal and nonverbal behaviors and attitudes that contribute to effective communication			
AA005	Demonstrate competence in making oral formal and informal presentations, including selecting and using media	AA	2	Participate in conversation, discussion, and group presentations
OV003	Demonstrate effective listening and feedback techniques			
		AA	3	Communicate and follow directions/procedures
OM003	Apply communication skills in community and workplace settings	AA	4	Communicate effectively with customers and co-workers
		AB		READING AND WRITING
AA002	Demonstrate competence in using various information sources, including knowledge-based and technical texts, to perform specific tasks	AB	1	Locate and interpret written information
		AB	2	Read and interpret workplace documents
AA001	Apply the reading process and strategies to directions or tasks that are relatively short, with limited categories of information, direction, concepts, and vocabulary	AB	3	Identify relevant details, facts, and specifications
		AB	4	Record information accurately and completely
AA003	Demonstrate competence in writing and editing documents, using correct grammar, and punctuation	AB	5	Demonstrate competence in organizing, writing, and editing using correct vocabulary, spelling, grammar, and punctuation
ED001	Organize material with a logical flow			

<b>ED005</b>	Write steps of an occupational process using sentences and statements as appropriate	AB	6	Demonstrate the ability to write clearly and concisely using industry specific terminology
		<b>AC</b>		<b>CRITICAL THINKING AND PROBLEM SOLVING</b>
		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)
<b>EE001</b>	Explain the value of applying a problem-solving system	AC	2	Utilize innovation and problem-solving skills to arrive at the best solution for current situation
<b>EE002</b>	Apply a system for problem-solving			
<b>EE003</b>	Identify opportunities for applying problem-solving techniques			
<b>OW003</b>	Determine the roles of decision making and problem solving in reducing and managing conflict	AC	3	Implement effective decision-making skills
		<b>AD</b>		<b>MATHEMATICS</b>
<b>AB001</b>	Add, fractions, decimals, subtract, divide, and multiply whole, mixed numbers, fractions, decimals, and calculate square root	AD	1	Perform basic and higher level math operations (e.g., addition, subtraction, multiplication, division, decimals, fractions, units of conversion, averaging, percentage, proportion, ratios)
<b>AB002</b>	Use a calculator to add, subtract, divide, and multiply whole and mixed numbers, fractions, decimals, and calculate square root			
<b>AB003</b>	Mentally add, subtract, divide and multiply whole numbers			
<b>AB004</b>	Use a calculator to add, subtract, divide, and multiply, calculate percentages, ratios			
		AD	2	Solve problems using measurement skills (e.g., distance, weight, area, volume)
		AD	3	Make reasonable estimates
<b>AB005</b>	Interpret charts, tables, and graphs	AD	4	Use tables, graphs, diagrams, and charts to obtain or convey information
<b>AB008</b>	Construct charts, tables, and graphs			
<b>AC004</b>	Apply and use maps, charts, tables, and graphs to complete tasks			
		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
		<b>AF</b>		<b>INTERNET USE AND SECURITY</b>
		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
		<b>AG</b>		<b>INFORMATION TECHNOLOGY</b>
		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
		<b>AH</b>		<b>TELECOMMUNICATIONS</b>
<b>EC002</b>	Maintain receipts and disbursement records	AH	1	Select and use appropriate devices, services, and applications to complete workplace tasks
<b>EC003</b>	Maintain inventory records			
<b>EC004</b>	Maintain computer records			
		AH	2	Demonstrate appropriate etiquette when using e-communications (e.g., cell phone, e-mail, personal digital assistants, online meetings, conference calls)
		<b>EA</b>		<b>EMPLOYABILITY</b>
		<b>EA</b>		<b>POSITIVE WORK ETHIC</b>
<b>EA003</b>	Demonstrate enthusiasm and confidence about work and learning new tasks	EA	1	Demonstrate enthusiasm and confidence about work and learning new tasks
<b>EA001</b>	Demonstrate consistently punctual arrival	EA	2	Demonstrate consistent and punctual attendance
<b>EA002</b>	Document regular attendance			
<b>EA006</b>	Demonstrate the ability to complete tasks on time and accurately	EA	3	Demonstrate initiative in assuming tasks
		EA	4	Exhibit dependability in the workplace
<b>EA011</b>	Follow directions and procedures	EA	5	Take and provide direction in the workplace
<b>ED002</b>	Interpret and clarify directions prepared by others			
		EA	6	Accept responsibility for personal decisions and actions
		<b>EB</b>		<b>INTEGRITY</b>
		EB	1	Abide by workplace policies and procedures
		EB	2	Demonstrate honesty and reliability
<b>EB003</b>	Identify good ethical characteristics and behaviors	EB	3	Demonstrate ethical characteristics and behaviors

EB004	Differentiate between good and poor business ethics			
OM008	Demonstrate work ethics and professionalism			
OY003	Apply standards when making judgments and taking action			
OY004	Demonstrate ethical behavior in family, workplace, and community settings			
EB008	Maintain confidentiality and sensitivity of company information	EB	4	Maintain confidentiality and integrity of sensitive company information
		EB	5	Demonstrate loyalty to the company
		<b>EC</b>		<b>SELF-REPRESENTATION</b>
EA004	Demonstrate appropriate dress and hygiene for successful employment	EC	1	Demonstrate appropriate dress and hygiene in the workplace
		EC	2	Use language and manners suitable for the workplace
EA005	Demonstrate the ability to act in a polite and respectful way towards co-workers	EC	3	Demonstrate polite and respectful behavior toward others
		EC	4	Demonstrate personal accountability in the workplace
		EC	5	Demonstrate pride in work
		<b>ED</b>		<b>TIME, TASK, AND RESOURCE MANAGEMENT</b>
EC001	Plan and manage work schedules	ED	1	Plan and follow a work schedule
EA013	Same Verbiage	ED	2	Work with minimal supervision
		ED	3	Work within budgetary constraints
EB005	Match employee responsibilities to employer expectations	ED	4	Demonstrate ability to stay on task to produce high quality deliverables on time
		<b>EE</b>		<b>DIVERSITY AWARENESS</b>
EB006	Define discrimination, harassment, and equity	EE	1	Recognize diversity, discrimination, harassment, and equity
EB007	Demonstrate non-discriminatory behavior			
		EE	2	Work well with all customers and co-workers
EB002	Identify the characteristics of a diverse workforce	EE	3	Explain the benefits of diversity within the workplace
OY005	Examine the relative merits of opposing points of view regarding current ethical issues	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
<b>OP004</b>	Demonstrate respect for diversity with sensitivity to anti-bias, gender, equity, age, culture and ethnicity	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
<b>OP005</b>	Examine the impact of the global village on the need to appreciate diversity	EE	8	Recognize the challenges and advantages of a global workforce
		<b>EF</b>		<b>TEAMWORK</b>
<b>EB001</b>	Recognize the difference between a team environment workplace and a conventional workplace	EF	1	Recognize the characteristics of a team environment and conventional workplace
<b>ED008</b>	Identify components of group dynamics			
<b>OX002</b>	Demonstrate strategies to motivate and encourage group members	EF	2	Contribute to the success of the team
<b>OX004</b>	Demonstrate techniques that develop team and community spirit			
<b>ED004</b>	Understand team concepts	EF	3	Demonstrate effective team skills and evaluate their importance in the workplace (e.g., setting goals, listening, following directions, questioning, dividing work)
<b>ED007</b>	Identify various group processes			
<b>ED009</b>	Apply facilitation skills in a group setting			
<b>OM004</b>	Demonstrate teamwork skills in community and workplace settings			
<b>OX001</b>	Create an environment that encourages and respects the ideas, perspectives, and contributions of all group members			
<b>OX003</b>	Create strategies to utilize the strengths and limitations of team members			
<b>OX005</b>	Demonstrate ways to organize and delegate responsibilities			
<b>OX006</b>	Create strategies to integrate new members into the team			
<b>OX007</b>	Demonstrate processes for cooperating, compromising, and collaborating			
		<b>EG</b>		<b>CREATIVITY AND RESOURCEFULNESS</b>
		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
		<b>EH</b>		<b>CONFLICT RESOLUTION</b>
		EH	1	Identify conflict resolution skills to enhance productivity and improve workplace relationships
<b>OW004</b>	Appraise nonviolent strategies that address conflict	EH	2	Implement conflict resolution strategies and problem-solving skills
<b>OW005</b>	Choose effective responses to harassment			
		EH	3	Explain the use of documentation and it's role as a component of conflict resolution
		<b>EI</b>		<b>CUSTOMER/CLIENT SERVICE</b>
		EI	1	Recognize the importance of and demonstrate how to properly acknowledge customers/clients
<b>EC005</b>	Identify possible actions that may lead to customer dissatisfaction	EI	2	Identify and address needs of customers/clients
<b>EC008</b>	Identify possible actions that may be used to correct customer dissatisfaction			
		EI	3	Provide helpful, courteous, and knowledgeable service
<b>ED003</b>	Communicate with customers	EI	4	Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, e-mail, website)
<b>ED006</b>	Select appropriate communication methods			
		EI	5	Identify techniques to seek and use customer/client feedback to improve company services
<b>EC006</b>	Identify the ways that the level of customer satisfaction may affect company success	EI	6	Recognize the relationship between customer/client satisfaction and company success
<b>EC007</b>	Explain the importance of a business reputation			
		<b>EJ</b>		<b>ORGANIZATIONS, SYSTEMS, AND CLIMATES</b>
<b>EC009</b>	Explain the effect of quality on profit	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
		<b>EK</b>		<b>JOB ACQUISITION AND ADVANCEMENT</b>
<b>EA007</b>	Demonstrate the ability to make career decisions	EK	1	Recognize the importance of maintaining a job and pursuing a career
<b>OG001</b>	Determine the roles and functions of individuals engaged in family and consumer services careers	EK	2	Define jobs associated with a specific career path or profession

<b>OG003</b>	Examine education and training requirements and opportunities for career paths in family and consumer management			
<b>OM001</b>	Examine potential career choices to determine the knowledge, skills and attitudes associated with each			
<b>OG002</b>	Explore opportunities for employment and entrepreneurial endeavors	EK	3	Identify and seek various job opportunities (e.g., volunteerism, internships, co-op, part-time/full-time employment)
<b>EA008</b>	Prepare a resume and letter of application or interest	EK	4	Prepare a resume, letter of application, and job application
<b>EA009</b>	Fill out an application for employment			
		EK	5	Prepare for a job interview (e.g., research company, highlight personal strengths, prepare questions, set-up a mock interview, dress appropriately)
<b>EA010</b>	Participate in an employment interview	EK	6	Participate in a job interview
		EK	7	Explain the proper procedure for leaving a job
		<b>EL</b>		<b>LIFELONG LEARNING</b>
		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
<b>OM006</b>	Demonstrate leadership skills and abilities in the workplace and community	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
<b>EA012</b>	Accept constructive criticism	EL	7	Accept and provide constructive criticism
<b>OG004</b>	Examine the impact of the family and consumer service careers on local, state, national and global economics	EL	8	Describe the impact of the global economy on jobs and careers
		<b>EM</b>		<b>JOB SPECIFIC TECHNOLOGIES</b>
<b>AC002</b>	Use computers for information processing	EM	1	Identify the value of new technologies and their impact on driving continuous change and the need for life-long learning
<b>OD003</b>	Assess the use of technology and its impact on quality life			
<b>OL002</b>	Analyze the impact of social, economic, and technological change on work and family dynamics			

<b>OM005</b>	Examine strategies to manage the impact of changing technologies in workplace settings			
		EM	2	Research and identify emerging technologies for specific careers
		EM	3	Select appropriate technological resources to accomplish work
		<b>EN</b>		<b>HEALTH AND SAFETY</b>
<b>OM007</b>	Examine factors that contribute to maintaining safe and healthy work and community environment	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
		<b>OCCUPATIONAL</b>		
		<b>OA</b>		<b>MANAGEMENT OF INDIVIDUAL AND FAMILY RESOURCES</b>
<b>OA001</b>	Same Verbiage	OA	1	Apply management, planning skills, and processes to organize tasks and responsibilities
<b>OA002</b>	Same Verbiage	OA	2	Examine how individuals and families make choices to satisfy needs and wants
<b>OF002</b>	Apply management principles to individual and family financial practices			
<b>OA003</b>	Same Verbiage	OA	3	Implement decisions about providing safe and nutritious food for individuals and families
<b>OA004</b>	Same Verbiage	OA	4	Implement decisions about purchasing, creating, and maintaining clothing
<b>OA005</b>	Same Verbiage	OA	5	Implement decisions about housing and furnishings
<b>OA006</b>	Same Verbiage	OA	6	Examine information about procuring and maintaining health care to meet the needs of individuals and family members
<b>OA007</b>	Same Verbiage	OA	7	Implement decisions about recreational needs
<b>OA008</b>	Same Verbiage	OA	8	Apply consumer skills to acquire and maintain transportation that meets the needs of individuals and family members
		<b>OB</b>		<b>RELATIONSHIP OF THE ENVIRONMENT TO FAMILY AND CONSUMER RESOURCES</b>
<b>OB001</b>	Same Verbiage	OB	1	Determine individual and family responsibility in relation to environmental trends and issues
<b>OB002</b>	Same Verbiage	OB	2	Examine environmental trends and issues affecting families and future generations
<b>AC003</b>	Analyze and evaluate environmental issues			
<b>AC005</b>	Analyze environmental issues from information media			
<b>OB003</b>	Same Verbiage	OB	3	Examine behaviors that conserve, reuse, and recycle resources to maintain the environment
<b>OB004</b>	Same Verbiage	OB	4	Investigate government regulations for conserving natural resources
		<b>OC</b>		<b>POLICIES THAT SUPPORT CONSUMER RIGHTS AND RESPONSIBILITIES</b>
<b>OC001</b>	Same Verbiage	OC	1	Examine state and federal policies/laws providing consumer protection
<b>OC002</b>	Same Verbiage	OC	2	Investigate how policies become laws related to consumer rights
<b>OC003</b>	Same Verbiage	OC	3	Examine skills used in seeking information related to consumer rights

		<b>OD</b>		<b>IMPACT OF TECHNOLOGY ON INDIVIDUAL AND FAMILY RESOURCES</b>
<b>OD001</b>	Same Verbiage	OD	1	Review types of technology that impact family and consumer decision-making
<b>OD002</b>	Same Verbiage	OD	2	Examine how media and technological advances impact family and consumer decisions
		<b>OE</b>		<b>INTERRELATIONSHIPS BETWEEN THE ECONOMIC SYSTEM AND CONSUMER ACTIONS</b>
<b>OE001</b>	Same Verbiage	OE	1	Examine the use of resources in making choices that satisfy needs and wants of individuals and families
<b>OE002</b>	Same Verbiage	OE	2	Examine individual and family roles in the economic system
<b>OE003</b>	Same Verbiage	OE	3	Examine economic impacts of laws and regulations that pertain to consumers and providers of services
<b>OE004</b>	Same Verbiage	OE	4	Determine practices that allow families to maintain economic self-sufficiency
		<b>OF</b>		<b>MANAGEMENT OF FINANCIAL RESOURCES TO MEET THE GOALS OF INDIVIDUALS AND FAMILIES ACROSS THE LIFE SPAN</b>
<b>OF003</b>	Same Verbiage	OF	1	Apply management principles to decisions about individuals and family insurance
<b>OF004</b>	Same Verbiage	OF	2	Obtain personal and legal documents related to managing individual and family finances
		<b>OG</b>		<b>FACTORS THAT IMPACT CONSUMER ADVOCACY</b>
<b>OH001</b>	Same Verbiage	OG	1	Examine the role of advocacy groups at state and national levels
<b>OH002</b>	Same Verbiage	OG	2	Determine the contributions of policy makers to consumer advocacy
<b>OH003</b>	Same Verbiage	OG	3	Explore strategies that enable consumers to become advocates
<b>OH004</b>	Same Verbiage	OG	4	Examine the effects of consumer protection laws on advocacy
<b>OH005</b>	Same Verbiage	OG	5	Determine strategies to reduce the risk of consumer fraud
<b>OH006</b>	Same Verbiage	OG	6	Examine the role of media in consumer advocacy
<b>OH007</b>	Same Verbiage	OG	7	Explore the use of educational and promotional materials in consumer advocacy
		<b>OH</b>		<b>FACTORS IN DEVELOPING A LONG-TERM FINANCIAL MANAGEMENT PLAN</b>
<b>OI001</b>	Same Verbiage	OH	1	Explain the impact of the economic system on personal income, individual/family security, and consumer decisions
<b>OI002</b>	Same Verbiage	OH	2	Examine components of a financial planning process that reflects the distinction between needs, wants, values, goals, and economic resources
<b>OI003</b>	Same Verbiage	OH	3	Determine the impact of consumers' credit in long-term financial planning
<b>OI004</b>	Same Verbiage	OH	4	Examine investment and saving alternatives
<b>OI005</b>	Same Verbiage	OH	5	Determine the effects of risk management strategies on long-term financial planning
<b>OI006</b>	Same Verbiage	OH	6	Consider the impact of key life transitions on financial planning
<b>OI007</b>	Same Verbiage	OH	7	Explain the role of estate planning in long-term financial planning
		<b>OI</b>		<b>RESOURCE CONSUMPTION FOR CONSERVATION AND WASTE MANAGEMENT PRACTICES</b>
<b>OJ001</b>	Same Verbiage	OI	1	Investigate sources and types of residential/commercial energy, waste disposal, and pollution issues
<b>OJ002</b>	Same Verbiage	OI	2	Investigate consumer programs/services provided by government, public utilities, resource recovery business, and environmental organizations
<b>OJ003</b>	Same Verbiage	OI	3	Explore strategies and practices to conserve energy and reduce waste
<b>OJ004</b>	Same Verbiage	OI	4	Examine waste management issues
<b>OJ005</b>	Same Verbiage	OI	5	Examine roles of government, industry, and family in energy consumption
		<b>OJ</b>		<b>SKILLS NEEDED FOR PRODUCT DEVELOPMENT, TESTING, AND PRESENTATION</b>

OK001	Same Verbiage	OJ	1	Conduct market research to determine consumer trends and product development needs
OK002	Same Verbiage	OJ	2	Design or analyze a consumer product
OK003	Same Verbiage	OJ	3	Examine features, prices, product information, styles, and performance of consumer goods for potential trade-offs among the components
OK004	Same Verbiage	OJ	4	Perform a test on a product utilizing valid and reliable testing procedures
OK005	Same Verbiage	OJ	5	Apply statistical analysis processes to interpret, summarize, and report data from tests
AB006	Same Verbiage	OJ	6	Understand and apply advanced concepts of probability and statistics
AB007	Same Verbiage	OJ	7	Calculate and evaluate basic statistical routines
OK006	Same Verbiage	OJ	8	Examine the labeling, packaging, and support materials of consumer goods
OK007	Same Verbiage	OJ	9	Demonstrate a product or educate an audience
OK008	Same Verbiage	OJ	10	Utilize appropriate sales techniques to compare, demonstrate, assist, and advise consumers in the selection of goods and services that meet consumer needs
		<b>OK</b>		<b>STRATEGIES TO MANAGE MULTIPLE, INDIVIDUAL, FAMILY, CAREER, COMMUNITY AND WORKPLACE SETTINGS</b>
OL001	Same Verbiage	OK	1	Examine policies, issues, and trends in the workplace/community that impact individuals and families
OL003	Same Verbiage	OK	2	Analyze ways that individual career goals can enhance the family's capacity to meet goals for all family members
OL004	Same Verbiage	OK	3	Analyze the potential impact of career path decisions on balancing work and family
OL005	Same Verbiage	OK	4	Determine goals for life-long learning and leisure opportunities for all family members
OL006	Same Verbiage	OK	5	Determine skills and knowledge needed to develop a life plan for achieving individual, family, and career goals

		<b>OL</b>		<b>IMPACT OF INDIVIDUAL AND FAMILY PARTICIPATION IN COMMUNITY ACTIVITIES</b>
<b>ON001</b>	Same Verbiage	OL	1	Examine goals that support individuals and family members in carrying out community and civic responsibilities
<b>ON002</b>	Same Verbiage	OL	2	Arrange a plan for individuals and families to select and develop skills in community activities
<b>ON003</b>	Same Verbiage	OL	3	Determine skills that provide beneficial services to the community
<b>ON004</b>	Same Verbiage	OL	4	Examine community resources and systems of formal/informal support available to individuals and families
<b>ON005</b>	Same Verbiage	OL	5	Examine the impact of public policies, agencies, and institutions on the family
		<b>OM</b>		<b>IMPACT OF FAMILY AS A SYSTEM ON INDIVIDUALS AND SOCIETY</b>
<b>OO001</b>	Same Verbiage	OM	1	Examine family as the basic unit of society
<b>OO002</b>	Same Verbiage	OM	2	Determine the role of family in transmitting societal expectations
<b>OO003</b>	Same Verbiage	OM	3	Examine global influences on today's families
<b>OO004</b>	Same Verbiage	OM	4	Examine the role of family in teaching culture and traditions across the life span
<b>OO005</b>	Same Verbiage	OM	5	Examine the role of family in developing independence, interdependence, and commitment of family members
<b>OO006</b>	Same Verbiage	OM	6	Determine the impact of change and transitions over the life course
<b>OO007</b>	Same Verbiage	OM	7	Explore the ways family and consumer sciences careers assist the works of the family
		<b>ON</b>		<b>APPRECIATION FOR DIVERSE PERSPECTIVES, NEEDS, AND CHARACTERISTICS OF INDIVIDUALS AND FAMILIES</b>
<b>OP001</b>	Same Verbiage	ON	1	Demonstrate awareness of multiple diversities and their impact on individuals and families
<b>OP002</b>	Same Verbiage	ON	2	Examine the impact of cultural diversity on individuals and families
<b>OP003</b>	Same Verbiage	ON	3	Examine the impact of empathy for diversity on individuals in family and community settings
		<b>OO</b>		<b>FACTORS RELATED TO PROVIDING FAMILY AND COMMUNITY SERVICES</b>
<b>OQ001</b>	Same Verbiage	OO	1	Examine local, state, and national agencies and informal support resources providing human services
<b>OQ003</b>	Same Verbiage	OO	2	Examine licensing laws and regulations that affect service providers and their participants
<b>OQ004</b>	Same Verbiage	OO	3	Determine harmful, fraudulent, and deceptive human service practices
<b>OQ005</b>	Same Verbiage	OO	4	Determine the rights and responsibilities of human service participants and their families
<b>OQ006</b>	Same Verbiage	OO	5	Determine effective individual and family advocacy/self-advocacy strategies to overcome diverse challenges facing human service participants
<b>OQ007</b>	Same Verbiage	OO	6	Explore community networking opportunities in family and community services
		<b>OP</b>		<b>CONDITIONS AFFECTING INDIVIDUALS AND FAMILIES WITH A VARIETY OF DISADVANTAGING CONDITIONS</b>
<b>OR001</b>	Same Verbiage	OP	1	Assess health, wellness, and safety issues of individuals and families with a variety of disadvantaging conditions
<b>OR002</b>	Same Verbiage	OP	2	Determine management and living environment issues of individuals/families with a variety of disadvantaging conditions
<b>OR003</b>	Same Verbiage	OP	3	Research personal, social, emotional, economical, vocational, educational, and recreational issues for individuals and families with a variety of disadvantaging conditions
<b>OR004</b>	Same Verbiage	OP	4	Discriminate between situations that require personal prevention or intervention and those situations that require professional assistance

OR005	Same Verbiage	OP	5	Determine situations which require crisis intervention
OR006	Same Verbiage	OP	6	Determine the appropriate support needed to address selected human service issues
		<b>OQ</b>		<b>SERVICES FOR INDIVIDUALS AND FAMILIES WITH A VARIETY OF DISADVANTAGING CONDITIONS</b>
OS001	Same Verbiage	OQ	1	List needs and accommodations for people with a variety of disadvantaging conditions
OS002	Same Verbiage	OQ	2	State ways in which individuals affect the family financially, socially, and emotionally with a variety of disadvantaging conditions
OS003	Same Verbiage	OQ	3	Cite coping, adjustment strategies, and stress management practices for the participant, caregiver, and family member
OS004	Same Verbiage	OQ	4	Highlight the importance of friends, family, and community relationships for an individual with a variety of disadvantaging conditions
OS005	Same Verbiage	OQ	5	Give support that validates the participants' capabilities and right to privacy, dignity, and autonomy
OS006	Same Verbiage	OQ	6	Give participants strategies to make informed choices, access resources and support, follow through on responsibilities, and take appropriate risks
OS007	Same Verbiage	OQ	7	List verbal and nonverbal communication skills related to advising the counseling individuals and families with a variety of disadvantaging conditions
		<b>OR</b>		<b>FUNCTIONS AND EXPECTATIONS OF VARIOUS TYPES OF RELATIONSHIPS</b>
OT001	Same Verbiage	OR	1	Examine processes for building and maintaining interpersonal relationships
OT002	Same Verbiage	OR	2	Examine the impact of various stages of the family life cycle on the interpersonal relationships
OT003	Same Verbiage	OR	3	Compare physical, emotional, and intellectual responses in stable/unstable relationships
OT004	Same Verbiage	OR	4	Determine factors that contribute to healthy and unhealthy relationships
OT005	Same Verbiage	OR	5	Explore processes for handling unhealthy relationships
OT006	Same Verbiage	OR	6	Determine stress management strategies for family and community settings
		<b>OS</b>		<b>PERSONAL NEEDS AND CHARACTERISTICS AND THEIR IMPACT ON INTERPERSONAL RELATIONSHIPS</b>
OU001	Same Verbiage	OS	1	Examine the impact of personal characteristics on relationships
OU002	Same Verbiage	OS	2	Consider the effect of personal needs on relationships
OU003	Same Verbiage	OS	3	Examine the effect of self-esteem and self-image on relationships
OU004	Same Verbiage	OS	4	Determine the impact of life span events and conditions on relationships
OU005	Same Verbiage	OS	5	Explain the impact of personal standards and codes of conduct on interpersonal relationships
AC007	Same Verbiage	OS	6	Analyze the impact drugs have on society

		<b>OT</b>		<b>COMMUNICATION SKILLS THAT CONTRIBUTE TO POSITIVE RELATIONSHIPS</b>
<b>OV001</b>	Same Verbiage	OT	1	Examine communication styles and their effects on relationships
<b>OV004</b>	Same Verbiage	OT	2	Examine barriers to communication in family and community settings
<b>OV005</b>	Same Verbiage	OT	3	Practice ethical principles of communication in family and community settings
<b>OV006</b>	Same Verbiage	OT	4	Examine the impact of communication technology in family and community settings
<b>OV007</b>	Same Verbiage	OT	5	Examine the roles and functions of communication in family and community settings
		<b>OU</b>		<b>CONFLICT PREVENTION AND MANAGEMENT TECHNIQUES</b>
<b>OW001</b>	Same Verbiage	OU	1	Determine the origin and development of attitudes and behaviors regarding conflict
<b>OW002</b>	Same Verbiage	OU	2	Determine how similarities and differences among people affect conflict prevention and management
<b>OW006</b>	Same Verbiage	OU	3	Assess community resources that support conflict prevention and management