Consumer and Family Management

ACADEMIC SKILLS

AA SPEAKING AND LISTENING

AA1 Utilize effective verbal and non-verbal communication skills
AA2 Participate in conversation, discussion, and group presentations
AA3 Communicate and follow directions/procedures
AA4 Communicate effectively with customers and co-workers

AB READING AND WRITING

AB1 Locate and interpret written information
AB2 Read and interpret workplace documents
AB3 Identify relevant details, facts, and specifications
AB4 Record information accurately and completely
AB5 Demonstrate competence in organizing, writing, and editing using correct vocabulary, spelling, grammar, and punctuation
AB6 Demonstrate the ability to write clearly and concisely using industry specific terminology

AC CRITICAL THINKING AND PROBLEM SOLVING

AC1 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)
AC2 Utilize innovation and problem-solving skills to arrive at the best solution for current situation
AC3 Implement effective decision-making skills

AD MATHEMATICS

AD1 Perform basic and higher level math operations (e.g., addition, subtraction, multiplication, division, decimals, fractions, units of conversion, averaging, percentage, proportion, ratios)
AD2 Solve problems using measurement skills (e.g., distance, weight, area, volume)
AD3 Make reasonable estimates
AD4 Use tables, graphs, diagrams, and charts to obtain or convey information
AD5 Use deductive reasoning and problem-solving in mathematics

AE FINANCIAL LITERACY
AE1 Locate, evaluate, and apply personal financial information
AE2 Identify the components of a budget and how one is created
AE3 Set personal financial goals and develop a plan for achieving them
AE4 Use financial services effectively
AE5 Demonstrate ability to meet financial obligations

AF INTERNET USE AND SECURITY
AF1 Recognize the potential risks associated with Internet use
AF2 Identify and apply Internet security practices (e.g., password security, login, logout, log off, lock computer)
AF3 Practice safe, legal, and responsible use of technology in the workplace

AG INFORMATION TECHNOLOGY
AG1 Use technology appropriately to enhance professional presentations
AG2 Demonstrate effective and appropriate use of social media
AG3 Identify ways social media can be used as marketing, advertising, and data gathering tools

AH TELECOMMUNICATIONS
AH1 Select and use appropriate devices, services, and applications to complete workplace tasks
AH2 Demonstrate appropriate etiquette when using e-communications (e.g., cell phone, e-mail, personal digital assistants, online meetings, conference calls)
EMPLOYABILITY SKILLS

EA POSITIVE WORK ETHIC
EA1 Demonstrate enthusiasm and confidence about work and learning new tasks
EA2 Demonstrate consistent and punctual attendance
EA3 Demonstrate initiative in assuming tasks
EA4 Exhibit dependability in the workplace
EA5 Take and provide direction in the workplace
EA6 Accept responsibility for personal decisions and actions

EB INTEGRITY
EB1 Abide by workplace policies and procedures
EB2 Demonstrate honesty and reliability
EB3 Demonstrate ethical characteristics and behaviors
EB4 Maintain confidentiality and integrity of sensitive company information
EB5 Demonstrate loyalty to the company

EC SELF-REPRESENTATION
EC1 Demonstrate appropriate dress and hygiene in the workplace
EC2 Use language and manners suitable for the workplace
EC3 Demonstrate polite and respectful behavior toward others
EC4 Demonstrate personal accountability in the workplace
EC5 Demonstrate pride in work

ED TIME, TASK, AND RESOURCE MANAGEMENT
ED1 Plan and follow a work schedule
ED2 Work with minimal supervision
ED3 Work within budgetary constraints
ED4 Demonstrate ability to stay on task to produce high quality deliverables on time
EE DIVERSITY AWARENESS

EE1 Recognize diversity, discrimination, harassment, and equity
EE2 Work well with all customers and co-worker
EE3 Explain the benefits of diversity within the workplace
EE4 Explain the importance of respect for feelings, values, and beliefs of others
EE5 Identify strategies to bridge cultural/generational differences and use differing perspectives to increase overall quality of work
EE6 Illustrate techniques for eliminating gender bias and stereotyping in the workplace
EE7 Identify ways tasks can be structured to accommodate the diverse needs of workers
EE8 Recognize the challenges and advantages of a global workforce

EF TEAMWORK

EF1 Recognize the characteristics of a team environment and conventional workplace
EF2 Contribute to the success of the team
EF3 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

EG1 Contribute new ideas
EG2 Stimulate ideas by posing questions
EG3 Value varying ideas and opinions
EG4 Locate and verify information

EH CONFLICT RESOLUTION

EH1 Identify conflict resolution skills to enhance productivity and improve workplace relationships
EH2 Implement conflict resolution strategies and problem-solving skills
EH3 Explain the use of documentation and its role as a component of conflict resolution

EI CUSTOMER/CLIENT SERVICE

EI1 Recognize the importance of and demonstrate how to properly acknowledge customers/clients
EI2 Identify and address needs of customers/clients
EI3 Provide helpful, courteous, and knowledgeable service

EI4 Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, e-mail, website)

EI5 Identify techniques to seek and use customer/client feedback to improve company services

EI6 Recognize the relationship between customer/client satisfaction and company success

**EJ ORGANIZATIONS, SYSTEMS, AND CLIMATES**

EJ1 Define profit and evaluate the cost of conducting business

EJ2 Identify "big picture" issues in conducting business

EJ3 Identify role in fulfilling the mission of the workplace

EJ4 Identify the rights of workers (e.g., adult and child labor laws and other equal employment opportunity laws)

EJ5 Recognize the chain of command, organizational flow chart system, and hierarchy of management within an organization

**EK JOB ACQUISITION AND ADVANCEMENT**

EK1 Recognize the importance of maintaining a job and pursuing a career

EK2 Define jobs associated with a specific career path or profession

EK3 Identify and seek various job opportunities (e.g., volunteerism, internships, co-op, part-time/full-time employment)

EK4 Prepare a resume, letter of application, and job application

EK5 Prepare for a job interview (e.g., research company, highlight personal strengths, prepare questions, set-up a mock interview, dress appropriately)

EK6 Participate in a job interview

EK7 Explain the proper procedure for leaving a job

**EL LIFELONG LEARNING**

EL1 Acquire current and emerging industry-related information

EL2 Demonstrate commitment to learning as a life-long process and recognize learning opportunities

EL3 Seek and capitalize on self-improvement opportunities

EL4 Discuss the importance of flexible career planning and career self-management
EL5 Employ leadership skills to achieve workplace objectives (e.g., personal vision, adaptability, change, shared vision)

EL6 Recognize the importance of job performance evaluation and coaching as it relates to career advancement

EL7 Accept and provide constructive criticism

EL8 Describe the impact of the global economy on jobs and careers

EM JOB SPECIFIC TECHNOLOGIES

EM1 Identify the value of new technologies and their impact on driving continuous change and the need for life-long learning

EM2 Research and identify emerging technologies for specific careers

EM3 Select appropriate technological resources to accomplish work

EN HEALTH AND SAFETY

EN1 Assume responsibility for safety of self and others

EN2 Follow safety guidelines in the workplace

EN3 Manage personal health and wellness
OCCUPATIONAL SKILLS

OA MANAGEMENT OF INDIVIDUAL AND FAMILY RESOURCES

OA1 Apply management, planning skills, and processes to organize tasks and responsibilities
OA2 Examine how individuals and families make choices to satisfy needs and wants
OA3 Implement decisions about providing safe and nutritious food for individuals and families
OA4 Implement decisions about purchasing, creating, and maintaining clothing
OA5 Implement decisions about housing and furnishings
OA6 Examine information about procuring and maintaining health care to meet the needs of individuals and family members
OA7 Implement decisions about recreational needs
OA8 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

OB1 Determine individual and family responsibility in relation to environmental trends and issues
OB2 Examine environmental trends and issues affecting families and future generations
OB3 Examine behaviors that conserve, reuse, and recycle resources to maintain the environment
OB4 Investigate government regulations for conserving natural resources

OC POLICIES THAT SUPPORT CONSUMER RIGHTS AND RESPONSIBILITIES

OC1 Examine state and federal policies/laws providing consumer protection
OC2 Investigate how policies become laws related to consumer rights
OC3 Examine skills used in seeking information related to consumer rights

OD IMPACT OF TECHNOLOGY ON INDIVIDUAL AND FAMILY RESOURCES

OD1 Review types of technology that impact family and consumer decision-making
OD2 Examine how media and technological advances impact family and consumer decisions
OE INTERRELATIONSHIPS BETWEEN THE ECONOMIC SYSTEM AND CONSUMER ACTIONS

OE1 Examine the use of resources in making choices that satisfy needs and wants of individuals and families

OE2 Examine individual and family roles in the economic system

OE3 Examine economic impacts of laws and regulations that pertain to consumers and providers of services

OE4 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

OF1 Apply management principles to decisions about individuals and family insurance

OF2 Obtain personal and legal documents related to managing individual and family finances

OG FACTORS THAT IMPACT CONSUMER ADVOCACY

OG1 Examine the role of advocacy groups at state and national levels

OG2 Determine the contributions of policy makers to consumer advocacy

OG3 Explore strategies that enable consumers to become advocates

OG4 Examine the effects of consumer protection laws on advocacy

OG5 Determine strategies to reduce the risk of consumer fraud

OG6 Examine the role of media in consumer advocacy

OG7 Explore the use of educational and promotional materials in consumer advocacy

OH FACTORS IN DEVELOPING A LONG-TERM FINANCIAL MANAGEMENT PLAN

OH1 Explain the impact of the economic system on personal income, individual/family security, and consumer decisions

OH2 Examine components of a financial planning process that reflects the distinction between needs, wants, values, goals, and economic resources

OH3 Determine the impact of consumers’ credit in long-term financial planning

OH4 Examine investment and saving alternatives

OH5 Determine the effects of risk management strategies on long-term financial planning
OH6 Consider the impact of key life transitions on financial planning

OH7 Explain the role of estate planning in long-term financial planning

**OI RESOURCE CONSUMPTION FOR CONSERVATION AND WASTE MANAGEMENT PRACTICES**

OI1 Investigate sources and types of residential/commercial energy, waste disposal, and pollution issues

OI2 Investigate consumer programs/services provided by government, public utilities, resource recovery business, and environmental organizations

OI3 Explore strategies and practices to conserve energy and reduce waste

OI4 Examine waste management issues

OI5 Examine roles of government, industry, and family in energy consumption

**OJ SKILLS NEEDED FOR PRODUCT DEVELOPMENT, TESTING, AND PRESENTATION**

OJ1 Conduct market research to determine consumer trends and product development needs

OJ2 Design or analyze a consumer product

OJ3 Examine features, prices, product information, styles, and performance of consumer goods for potential trade-offs among the components

OJ4 Perform a test on a product utilizing valid and reliable testing procedures

OJ5 Apply statistical analysis processes to interpret, summarize, and report data from tests

OJ6 Understand and apply advanced concepts of probability and statistics

OJ7 Calculate and evaluate basic statistical routines

OJ8 Examine the labeling, packaging, and support materials of consumer goods

OJ9 Demonstrate a product or educate an audience

OJ10 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**

OK1 Examine policies, issues, and trends in the workplace/community that impact individuals and families

OK2 Analyze ways that individual career goals can enhance the family’s capacity to meet goals for all family members
OK3 Analyze the potential impact of career path decisions on balancing work and family

OK4 Determine goals for life-long learning and leisure opportunities for all family members

OK5 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

OL1 Examine goals that support individuals and family members in carrying out community and civic responsibilities

OL2 Arrange a plan for individuals and families to select and develop skills in community activities

OL3 Determine skills that provide beneficial services to the community

OL4 Examine community resources and systems of formal/informal support available to individuals and families

OL5 Examine the impact of public policies, agencies, and institutions on the family

OM IMPACT OF FAMILY AS A SYSTEM ON INDIVIDUALS AND SOCIETY

OM1 Examine family as the basic unit of society

OM2 Determine the role of family in transmitting societal expectations

OM3 Examine global influences on today’s families

OM4 Examine the role of family in teaching culture and traditions across the life span

OM5 Examine the role of family in developing independence, interdependence, and commitment of family members

OM6 Determine the impact of change and transitions over the life course

OM7 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

ON1 Demonstrate awareness of multiple diversities and their impact on individuals and families

ON2 Examine the impact of cultural diversity on individuals and families

ON3 Examine the impact of empathy for diversity on individuals in family and community settings
OO FACTORS RELATED TO PROVIDING FAMILY AND COMMUNITY SERVICES

OO1 Examine local, state, and national agencies and informal support resources providing human services

OO2 Examine licensing laws and regulations that affect service providers and their participants

OO3 Determine harmful, fraudulent, and deceptive human service practices

OO4 Determine the rights and responsibilities of human service participants and their families

OO5 Determine effective individual and family advocacy/self-advocacy strategies to overcome diverse challenges facing human service participants

OO6 Explore community networking opportunities in family and community services

OP CONDITIONS AFFECTING INDIVIDUALS AND FAMILIES WITH A VARIETY OF DISADVANTAGING CONDITIONS

OP1 Assess health, wellness, and safety issues of individuals and families with a variety of disadvantaging conditions

OP2 Determine management and living environment issues of individuals/families with a variety of disadvantaging conditions

OP3 Research personal, social, emotional, economical, vocational, educational, and recreational issues for individuals and families with a variety of disadvantaging conditions

OP4 Discriminate between situations that require personal prevention or intervention and those situations that require professional assistance

OP5 Determine situations which require crisis intervention

OP6 Determine the appropriate support needed to address selected human service issues

OQ SERVICES FOR INDIVIDUALS AND FAMILIES WITH A VARIETY OF DISADVANTAGING CONDITIONS

OQ1 List needs and accommodations for people with a variety of disadvantaging conditions

OQ2 State ways in which individuals affect the family financially, socially, and emotionally with a variety of disadvantaging conditions

OQ3 Cite coping, adjustment strategies, and stress management practices for the participant, caregiver, and family member

OQ4 Highlight the importance of friends, family, and community relationships for an individual with a variety of disadvantaging conditions

OQ5 Give support that validates the participants’ capabilities and right to privacy, dignity, and autonomy
OQ6 Give participants strategies to make informed choices, access resources and support, follow through on responsibilities, and take appropriate risks

OQ7 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**

OR1 Examine processes for building and maintaining interpersonal relationships

OR2 Examine the impact of various stages of the family life cycle on the interpersonal relationships

OR3 Compare physical, emotional, and intellectual responses in stable/unstable relationships

OR4 Determine factors that contribute to healthy and unhealthy relationships

OR5 Explore processes for handling unhealthy relationships

OR6 Determine stress management strategies for family and community settings

**OS PERSONAL NEEDS AND CHARACTERISTICS AND THEIR IMPACT ON INTERPERSONAL RELATIONSHIPS**

OS1 Examine the impact of personal characteristics on relationships

OS2 Consider the effect of personal needs on relationships

OS3 Examine the effect of self-esteem and self-image on relationships

OS4 Determine the impact of life span events and conditions on relationships

OS5 Explain the impact of personal standards and codes of conduct on interpersonal relationships

OS6 Analyze the impact drugs have on society

**OT COMMUNICATION SKILLS THAT CONTRIBUTE TO POSITIVE RELATIONSHIPS**

OT1 Examine communication styles and their effects on relationships

OT2 Examine barriers to communication in family and community settings

OT3 Practice ethical principles of communication in family and community settings

OT4 Examine the impact of communication technology in family and community settings

OT5 Examine the roles and functions of communication in family and community settings

**OU CONFLICT PREVENTION AND MANAGEMENT TECHNIQUES**

OU1 Determine the origin and development of attitudes and behaviors regarding conflict
OU2 Determine how similarities and differences among people affect conflict prevention and management

OU3 Assess community resources that support conflict prevention and management