

# Consumer and Family Services

## 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 Analyze financial decisions about recreation and entertainment needs and wants

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

OD3 Assess the use of technology and its effect on quality of life

## **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 Evaluate the need for personal and family financial planning

OF2 Apply financial management principles to individual and family financial practices

OF3 Apply management principles to decisions about individuals and family insurance

OF4 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, national and international 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 short-term and long-term financial planning



OH4 Analyze and compare saving and investing to build long-term financial security and wealth (i.e., retirement)

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

OH8 Analyze factors that influence establishing and maintaining a good credit rating and the effect of credit ratings on rates and terms for credit and insurance

OH9 Analyze the features of insurance, its role in balancing risk and benefits in financial planning

OH10 Manage money effectively by developing financial goals and budgets

OH11 Analyze how education, income, career and life choices relate to achieving financial goals

## **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 good or service

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 and/or services

OJ9 Demonstrate a plan to educate an audience about a new product or service on the consumer market

OJ10 Utilize appropriate marketing and sales techniques to aid 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

## **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

## **OV PRINCIPLES OF HUMAN GROWTH AND DEVELOPMENT ACROSS THE LIFE SPAN**

OV1 Identify basic principles of development

OV2 Examine physical, emotional, social and intellectual development

OV3 Examine interrelationships among physical, emotional, social and intellectual aspects of human growth and development

OV4 Understand the importance of brain development

## **OW CAREER PATHS WITHIN THE FAMILY SERVICE/CONSUMER SERVICE INDUSTRIES**

OW1 Analyze the role of advocacy groups at state, national and international levels

OW2 Analyze opportunities for employment and entrepreneurial endeavors

OW3 Summarize education and training requirements and opportunities for career paths in consumer services

OW4 Analyze the effects of the consumer service industry on local, state, national and global economies

OW5 Analyze the role of professional organizations in family service/consumer service professions

OW6 Explore the ways family and consumer sciences careers assist the works of the family