

BSAD B5 – Human Relations/People Skills

Student Learning Outcomes	Measure	PLO	ILO	GE
1. Demonstrate effective face-to-face communication skills, both one-on-one and one-on group discussion.	Oral Presentation	1-1	I	N/A
		1-3	II	
		2-3	III	
		2-4		
		3-3		
		3-4		
		4-4		
		5-1		
2. Describe Several motivational techniques to apply to self and others.	Group Presentation	1-1	I	N/A
		1-3	II	
			III	
3. Develop skills in managing conflict, diversity stress and time.	Group Presentation	1-1	I	N/A
		1-3	II	
		2-3	III	
		2-4		
		3-3		
		3-4		
4. Recognize one’s core values and evaluate how positive self-esteem, positive attitudes, and positive living affect them.	Chapter questions	1-1	I	N/A
		1-3	II	
			III	
5. Evaluate customer service and recommendations for improvement at local retail stores to be a passion for good customer service.	Chapter questions	1-1	I	N/A
		1-3	II	
		4-4	III	
		5-1		
		5-3		
6. Compare and contrast the 21 principles of leadership.	Oral Presentation	1-1	I	N/A
		1-3	II	
		2-3	III	
		2-4		
		3-3		
		3-4		
		5-3		
		5-4		

PLOs:

Bakersfield College General Management Job Skills Certificate - PLO

Bakersfield College General Business JSC - PLOs

1-1. Communicate financial information effectively within a business environment.

Assessment: Complete oral and written presentations

1-2. Analyze and record financial transactions in a manual or computerized general ledger system.

Assessment: Complete Practice Sets and Class Projects: Business simulations of a company's accounting cycle

1-3. Participate in office related work experience to achieve the following desirable job qualities: • Function as a team member • Demonstrate interpersonal skills on the job • Manage multi-tasks efficiently • Model professional and ethical behaviors • Identify soft skills such as being on time

Assessment: This will be assessed by evaluations performed by work experience coordinator and actual work supervisor.

Bakersfield College Administrative Office Assistant AA - PLOs

2-1. Demonstrate minimum acceptable skill levels in ten-key, keyboarding, and document processing

Assessment: Production work, timed tests, and office simulation.

2-2. Demonstrate minimum filing competencies

Assessment: Accurately coding, indexing, storing and retrieving practice business documents according to the Association of Records Managers and Administrators (ARMA) standards.

2-3. Interact effectively in oral and written communication

Assessment: Oral presentations, conducting interviews with members of the business community, and testing language and grammar skills.

2-4. Participate in office related work experience to achieve the following desirable job qualities: • Function as a team member • Demonstrate interpersonal skills on the job • Manage multi-tasks efficiently • Model professional and ethical behaviors • Identify soft skills such as being on time

Assessment: This will be assessed by evaluations performed by work experience coordinator and actual work supervisor.

Bakersfield College Office Assistant COA - PLOs

3-1. Demonstrate minimum acceptable skill levels in ten-key, keyboarding, and document processing.

Assessment: Production work, timed tests, and office simulation.

3-2. Demonstrate minimum filing competencies.

Assessment: Accurately coding, indexing, storing and retrieving practice business documents according to the Association of Records Managers and Administrators (ARMA) standards.

3-3. Interact effectively in oral and written communication.

Assessment: Oral presentations, conducting interviews with members of the business community, and testing language and grammar skills.

3-4. Participate in office related work experience to achieve the following desirable job qualities: • Function as a team member • Demonstrate interpersonal skills on the job • Manage multi-tasks efficiently • Model professional and ethical behaviors • Identify soft skills such as being on time

Assessment: This will be assessed by evaluations performed by work experience coordinator and actual work supervisor.

Bakersfield College Accounting Major AA - PLOs

4-1. Analyze and record financial transactions in a manual or computerized general ledger system.

Assessment: Complete Practice Sets and Class Projects: Business simulations of a company's accounting cycle

4-2. Prepare financial statements; analyze and prepare financial information for management decision-making.

Assessment: Statements should be prepared according to generally accepted accounting principles

4-3. Utilize current income tax resources to prepare personal income tax returns.

Assessment: Complete tax returns and exams

4-4. Communicate financial information effectively within a business environment.

Assessment: Complete oral and written presentations

4-5. Process payroll transactions in accordance with current payroll reporting requirements.

Assessment: Complete Practice Sets and Class Projects: Business simulations

Bakersfield College Retail Management COA - PLOs

5-1. Identify concepts and basic theories of management, including the planning, organizing, staffing, directing, and controlling functions.

Assessment: Students will take tests and case studies; simulation exercises will be evaluated by peers

5-2. Demonstrate the technical skills for preparing double entry accounting financial statements

Assessment: Students will have to prepare financial statements in accordance with GAAP.

5-3. Understand the principles and methods involved in the recruiting, selection, and placement of employees with regard to government regulations, training, experience, and aptitudes.

Assessment: Students will participate in groups activities including role playing and will be evaluated by the group.

5-4. Express self clearly in expository writing, application, request for references, and follow-up communications.

Assessment: Written assignments, as part of the student portfolio, will be evaluated by a group of business people.

ILOs:

- I. Think critically and evaluate sources and information for validity and usefulness.**

- II. Communicate effectively in both written and oral forms.**
- III. Demonstrate competency in a field of knowledge or with job-related skills.**
- IV. Engage productively in all levels of society – interpersonal, community, the state and nation, and the world.**

GELOs:

N/A