



- A-5 Describe the importance of professional attire, utilize professional etiquette in appropriate business situations, and demonstrate appropriate professional behavior in business dining situations.

Comprehend how intrapersonal effectiveness impacts the ability to work with people, understanding individual differences, and communicate effectively.

The student will be able to:

- B-1 Explain how to minimize miscommunication and build relationships with diverse others.
- B-2 Explain the persuasion process and theories of persuasion.
- B-3 Explore ways to create consonance out of dissonance.
- B-4 Understand how to identify various social cues in communication and their meanings.
- B-5 Define the role of personal bias and framing in the development of relationships.

Describe how team effectiveness is often impacted by skills or lack of skills in: Negotiating, team development, conflict management, facilitating meetings, and supporting innovative thinking.

The student will be able to:

- C-1 Explain the benefits of negotiation skills in the work environment.
- C-2 Describe the characteristics of high performing teams.
- C-3 Synopsise conflict management strategies and how to prevent conflict.
- C-4 Illustrate strategies for effective meetings.
- C-5 Explain how to support and stimulate creativity in teams.

Understand and discuss the importance of leading individuals and teams.

The student will be able to:

- D-1 Explain the value of networking, mentoring, and coaching employees.

D-4 Explain the value of empowering employees.