FBLA MS: Interpersonal Communication

Competency A: Accountability	Demonstrate responsible behavior	NEEDS: 6
Tasks		
1. Define accountability.	EI:021 Demonstrate responsible behavior (PQ)	*MS Ethical Leadership Package: Taking Ownership (Responsibility) Module* *LAP-EI-021 Make the Honor Role (Acting Responsibly)*
2. Explain how effective leaders are accountable for their actions.	EI:075 Take responsibility for decisions and actions (PQ)	*MS Ethical Leadership Package: Taking Ownership (Responsibility) Module* *LAP-EI-075 It's Up to You (Taking Responsibility for Decisions and Actions)*
3. Explain tenants of accountability (goals, expectations, successes, failures).	EI:021 Demonstrate responsible behavior (PQ)	*MS Ethical Leadership Package: Taking Ownership (Responsibility) Module* *LAP-EI-021 Make the Honor Role (Acting Responsibly)*
4. Describe how accountability is the key to great communication.	EI:021 Demonstrate responsible behavior (PQ)	*MS Ethical Leadership Package: Taking Ownership (Responsibility) Module* *LAP-EI-021 Make the Honor Role (Acting Responsibly)*

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5. Explain why accountability of all team members is important for success.	EI:021 Demonstrate responsible behavior (PQ)	*MS Ethical Leadership Package: Taking Ownership (Responsibility) Module* *LAP-EI-021 Make the Honor Role (Acting Responsibly)*
6. Explain how personal accountability serves as a role model for other members of a team.	EI:132 Model ethical behavior (CS)	*LAP-EI-132 Practice What You Preach (Modeling Ethical Behavior)*
7. Describe how improving communication in the workplace counts toward transparency and accountability.	EI:129 Foster open, honest communication (SP)	*MS Ethical Leadership Package: Let Me Be Clear (Transparency) Module* *LAP-EI-129 Can We Talk? (Fostering Open, Honest Communication)*
Competency B: Verbal & Nonverbal Communication	**MBA Research Performance Indicators**	**LAPs**
Tasks		
1. List examples of effective verbal communication skills.	CO:147 Explain the nature of effective verbal communications (PQ)	*MS Career Exploration Package: On the Same Page (Communication Skills) Module*
2. Explain the importance of active listening.	CO:017 Demonstrate active listening skills (PQ)	*MS Career Exploration Package: On the Same Page (Communication Skills) Module* *LAP-CO-017 Listen Up! (Demonstrating Active Listening Skills)*
3. Define open-ended questions.	CO:058 Ask relevant questions (PQ)	

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4. Emphasize the importance of speaking clearly and concisely.	EI:007 Explain the nature of effective communications (PQ)	*MS Career Exploration Package: On the Same Page (Communication Skills) Module* *LAP-EI-140 More Than Just Talk (Effective Communication)*
5. Describe how humor can enhance communication.		
6. Explain how open-ended questions gain greater insights.	CO:058 Ask relevant questions (PQ)	
7. Explain how asking for clarification can improve communication.	CO:058 Ask relevant questions (PQ)	
8. Define verbal communication.	CO:147 Explain the nature of effective verbal communications (PQ)	*MS Career Exploration Package: On the Same Page (Communication Skills) Module*
9. List the steps for effective verbal communication (strong, confident speaking voice, active listening, avoid filler words).	CO:147 Explain the nature of effective verbal communications (PQ)	*MS Career Exploration Package: On the Same Page (Communication Skills) Module*
10. List examples of nonverbal communication.	CO:059 Interpret others' nonverbal cues (PQ)	*MS Career Exploration Package: On the Same Page (Communication Skills) Module*
11. Define nonverbal communication.	CO:059 Interpret others' nonverbal cues (PQ)	*MS Career Exploration Package: On the Same Page (Communication Skills) Module*

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12. Give examples of effective visual communication for different audiences.	CO:087 Select and use appropriate graphic aids (CS)	**Just for You! CO:087, Select and use appropriate graphic aids
13. Explain how to refine written communication skills (review written communications for accuracy, keep a file of writing you find effective or enjoyable).	CO:089 Edit and revise written work consistent with professional standards (CS)	
14. List and define forms of communication (verbal, written, nonverbal).	EI:007 Explain the nature of effective communications (PQ)	*MS Career Exploration Package: On the Same Page (Communication Skills) Module *LAP-EI-140 More Than Just Talk (Effective Communication)
15. Describe types of nonverbal communication (proximity, body movements, posture, touch, facial expressions, eye contact).	CO:059 Interpret others' nonverbal cues (PQ)	*MS Career Exploration Package: On the Same Page (Communication Skills) Module
16. List reasons why eye contact is important.	CO:147 Explain the nature of effective verbal communications (PQ)	*MS Career Exploration Package: On the Same Page (Communication Skills) Module
17. Explain the relationship between effective communication and self-confidence.	EI:023 Exhibit self-confidence (PQ)	
18. Define the benefits of self-confidence (improves problem-solving skills, improves company communication, overcomes workplace obstacles and challenges, improves overall work performance).	EI:023 Exhibit self-confidence (PQ)	

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Competency C: Diverse Cultures	MBA Research Performance Indicators	LAPs
Tasks		
1. Explain the importance of communicating effectively with people from other cultures.	CR:019 Adapt communication to the cultural and social differences among clients (CS)	
2 Explain why it is important to learn about different cultures before meeting someone.	CR:019 Adapt communication to the cultural and social differences among clients (CS)	
3. Understand how cultures are impacted by hierarchies.	CR:019 Adapt communication to the cultural and social differences among clients (CS)	
4. Describe obstacles that must be overcome when communicating with individuals from other cultures.	CR:019 Adapt communication to the cultural and social differences among clients (CS)	
5. Explain the roles of respect and tolerance when communicating with people from other cultures	CR:019 Adapt communication to the cultural and social differences among clients (CS)	
6. Define high-context cultures (heavily nonverbal).	CR:019 Adapt communication to the cultural and social differences among clients (CS)	
7. Define low-context cultures (depend largely on words).	CR:019 Adapt communication to the cultural and social differences among clients (CS)	
8. Describe how eye contact, touch, gestures, physical distance, facial expressions, appearance, posture, paralanguage, and context impact cultural communication.	CR:019 Adapt communication to the cultural and social differences among clients (CS)	
Competency D: Teamwork	**MBA Research Performance Indicators**	**LAPs**
Tasks		
1. Explain the use of teams in organizations.	EI:045 Participate as a team member (CS)	*LAP-EI-045 Team Up (Participating as a Team Member)*
2. Explain the difference between a group and a team.	EI:045 Participate as a team member (CS)	*LAP-EI-045 Team Up (Participating as a Team Member)*

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3. Explain advantages and disadvantages of teamwork.	EI:045 Participate as a team member (CS)	*LAP-EI-045 Team Up (Participating as a Team Member)*
4. Describe characteristics of effective teams and the role of leadership.	EI:045 Participate as a team member (CS)	*LAP-EI-045 Team Up (Participating as a Team Member)*
5. Contrast characteristics of different teams (functional, cross-functional, self-managed).	EI:045 Participate as a team member (CS)	*LAP-EI-045 Team Up (Participating as a Team Member)*
6. Describe the difference between leader-centered and group-centered decision making.	EI:045 Participate as a team member (CS)	*LAP-EI-045 Team Up (Participating as a Team Member)*
7. Explain the difference between individual and team decision making.	EI:045 Participate as a team member (CS)	*LAP-EI-045 Team Up (Participating as a Team Member)*
8. Explain how successful teams build relationships that thrive.	EI:045 Participate as a team member (CS)	*LAP-EI-045 Team Up (Participating as a Team Member)*
9. Explain how effective teamwork involves openly communicating ideas without the fear of outrage.	EI:045 Participate as a team member (CS)	*LAP-EI-045 Team Up (Participating as a Team Member)*
10. Explain the importance of respecting team members' ideas for effective communication.	EI:045 Participate as a team member (CS)	*LAP-EI-045 Team Up (Participating as a Team Member)*
11. Explain how effective teams create workplace satisfaction.	EI:045 Participate as a team member (CS)	*LAP-EI-045 Team Up (Participating as a Team Member)*

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12. Explain how effective teams increase employee engagement and foster a more productive and talented workforce.	EI:045 Participate as a team member (CS)	*LAP-EI-045 Team Up (Participating as a Team Member)*
13. Describe how effective teams create a safe place for people to think creatively.	EI:045 Participate as a team member (CS)	*LAP-EI-045 Team Up (Participating as a Team Member)*
Competency E: Collaboration	**MBA Research Performance Indicators**	**LAPs**
Tasks		
1. Define collaborative communication.	EI:130 Collaborate with others (SP)	*LAP-EI-130 Genius Is a Team Sport (Collaborating With Others)*
2. List skills that contribute to successful collaboration.	EI:130 Collaborate with others (SP)	*LAP-EI-130 Genius Is a Team Sport (Collaborating With Others)*
3. Explain how successful collaboration depends on the ability to get along with people, be able to listen, and be open-minded.	EI:130 Collaborate with others (SP)	*LAP-EI-130 Genius Is a Team Sport (Collaborating With Others)*
4. Describe how the roles of compromise, ability to see the big picture, and problem-solving abilities have a direct relationship to collaboration.	EI:130 Collaborate with others (SP)	*LAP-EI-130 Genius Is a Team Sport (Collaborating With Others)*
5. Explain the role of conflict negotiation for groups.	EI:015 Use conflict-resolution skills (CS)	*LAP-EI-915 Stop the Madness (Conflict Resolution)*
6. List essential skills for successful collaborators and project managers.	EI:130 Collaborate with others (SP)	*LAP-EI-130 Genius Is a Team Sport (Collaborating With Others)*

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7. Define brainstorming.		
8. Describe the need for commitment and enthusiasm for effective collaboration.	EI:130 Collaborate with others (SP)	*LAP-EI-130 Genius Is a Team Sport (Collaborating With Others)*
Competency F: Personal Appearance	**MBA Research Performance Indicators**	**LAPs**
Tasks		
1. Describe how personal appearance affects communication.	PD:002 Maintain appropriate personal appearance (PQ)	LAP-PD-002 Look Good, Feel Good (Personal Appearance)
2. Explain how personal appearance is nonverbal communication.	PD:002 Maintain appropriate personal appearance (PQ)	LAP-PD-002 Look Good, Feel Good (Personal Appearance)
3. Explain why personal appearance is important in the workplace.	PD:002 Maintain appropriate personal appearance (PQ)	LAP-PD-002 Look Good, Feel Good (Personal Appearance)
4. Describe assumptions individuals make based upon a person's appearance.	PD:002 Maintain appropriate personal appearance (PQ)	LAP-PD-002 Look Good, Feel Good (Personal Appearance)
5. Describe the elements (choice of color, clothing, hairstyles, and other factors) of personal appearance,	PD:002 Maintain appropriate personal appearance (PQ)	LAP-PD-002 Look Good, Feel Good (Personal Appearance)
6. Describe how personal appearance provides the visual and video modes of human communication.	PD:002 Maintain appropriate personal appearance (PQ)	LAP-PD-002 Look Good, Feel Good (Personal Appearance)
7. Explain stereotyping based upon personal appearance.	PD:002 Maintain appropriate personal appearance (PQ)	LAP-PD-002 Look Good, Feel Good (Personal Appearance)

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Competency G: Decision Making	MBA Research Performance Indicators	LAPs
Tasks		
1. List the steps of the decision-making process (identify the decision, gather relevant information, identify alternatives, weigh the evidence, select an alternative).	PD:017 Make decisions (CS)	LAP-PD-O17 Weigh Your Options (Decision-Making)
2. Identify the four stages of the decision-making process (intelligence, design, choice, implementing).	PD:017 Make decisions (CS)	LAP-PD-O17 Weigh Your Options (Decision-Making)
3. Describe an autocratic leader.	EI:037 Foster positive working relationships (CS)	*LAP-EI-037 Can You Relate? (Fostering Positive Working Relationships)*
4. Describe a democratic leader	EI:037 Foster positive working relationships (CS)	*LAP-EI-037 Can You Relate? (Fostering Positive Working Relationships)*
5. Describe how decisions are based upon past personal experiences.	PD:017 Make decisions (CS)	LAP-PD-O17 Weigh Your Options (Decision-Making)
6. Explain why it is important to evaluate decisions.	PD:017 Make decisions (CS)	LAP-PD-O17 Weigh Your Options (Decision-Making)
7. Explain how decisions are based upon precedent.	PD:017 Make decisions (CS)	LAP-PD-O17 Weigh Your Options (Decision-Making)
Competency H: Values	**MBA Research Performance Indicators**	**LAPs**
Tasks		
1. Define values.	EI:126 Assess personal behavior and values (PQ)	*LAP-EI-126 Assess Yourself (Assessing Your Personal Behavior and Values)*
2. Explain how interpersonal communication is impacted by personal values.	EI:037 Foster positive working relationships (CS)	*LAP-EI-037 Can You Relate? (Fostering Positive Working Relationships)*

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3. Explain how different values can result in a breakdown of communication.	EI:037 Foster positive working relationships (CS)	*LAP-EI-037 Can You Relate? (Fostering Positive Working Relationships)*
4. Explain the importance of respecting individuals who have different values.	EI:037 Foster positive working relationships (CS)	*LAP-EI-037 Can You Relate? (Fostering Positive Working Relationships)*
5. Explain the high value placed upon free speech.		
6. Understand that workplace teams will have individuals with differing values.	EI:037 Foster positive working relationships (CS)	*LAP-EI-037 Can You Relate? (Fostering Positive Working Relationships)*
Competency I: Positive Attitude	**MBA Research Performance Indicators**	**LAPs**
Tasks		
1. Explain the relationship between positive attitude and open communication.	EI:019 Exhibit a positive attitude (PQ)	LAP-EI-019 Opt for Optimism (Positive Attitude)
2. Explain how effective communication depends on the ability to read the attitudes of other persons or groups.	EI:037 Foster positive working relationships (CS)	*LAP-EI-037 Can You Relate? (Fostering Positive Working Relationships)*
3. Explain how attitude can affect business communication in both positive and negative ways.	EI:019 Exhibit a positive attitude (PQ)	LAP-EI-019 Opt for Optimism (Positive Attitude)
4. Define the four types of attitudes (passive, passive aggressive, aggressive, and assertive).	EI:019 Exhibit a positive attitude (PQ)	LAP-EI-019 Opt for Optimism (Positive Attitude)
5. Explain how your emotions and your awareness of others' emotions could improve your communication.	EI:001 Describe the nature of emotional intelligence (PQ)	*LAP-EI-001 EQ and You (Emotional Intelligence)*
6. Explain how pleasant, respectful, upbeat, attitudes throughout an office improve upward and downward communication, which increases morale, productivity, and sales.	EI:019 Exhibit a positive attitude (PQ)	LAP-EI-019 Opt for Optimism (Positive Attitude)

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Competency J: Time Management	MBA Research Performance Indicators	LAPs
Tasks		
1. Define time management.	PD:019 Use time-management skills (SP)	*MS Career Exploration Package: It's About Time (Time Management) Module *LAP-PD-019 About Time (Time Management)
2. Explain how time management involves setting priorities.	PD:019 Use time-management skills (SP)	*MS Career Exploration Package: It's About Time (Time Management) Module *LAP-PD-019 About Time (Time Management)
3. Describe how time management involves goal setting.	PD:019 Use time-management skills (SP)	*MS Career Exploration Package: It's About Time (Time Management) Module *LAP-PD-019 About Time (Time Management)
4. List time management skills (organization, prioritization, goal setting, communication, planning, delegation).	PD:019 Use time-management skills (SP)	*MS Career Exploration Package: It's About Time (Time Management) Module *LAP-PD-019 About Time (Time Management)
5. Define delegation of duties.	HR:386 Delegate work to others (SU)	

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6. Describe time saving techniques.	PD:019 Use time-management skills (SP)	*MS Career Exploration Package: It's About Time (Time Management) Module* *LAP-PD-019 About Time (Time Management)*
7. Explain why it is important to evaluate project end results to improve time management.		
Competency K: Ethics	**MBA Research Performance Indicators**	**LAPs**
Tasks		
1. Explain the fundamentals of ethical communication.	EI:129 Foster open, honest communication (SP)	*MS Ethical Leadership Package: Let Me Be Clear (Transparency) Module* *LAP-EI-129 Can We Talk? (Fostering Open, Honest Communication)*
2. Describe how interpersonal communication ethics are different from other forms of communication ethics.	EI:129 Foster open, honest communication (SP)	*MS Ethical Leadership Package: Let Me Be Clear (Transparency) Module* *LAP-EI-129 Can We Talk? (Fostering Open, Honest Communication)*
3. Explain how interpersonal communication is the ethical mandate to protect and promote the good of the relationship.	EI:129 Foster open, honest communication (SP) EI:037 Foster positive working relationships (CS)	*MS Ethical Leadership Package: Let Me Be Clear (Transparency) Module* *LAP-EI-129 Can We Talk? (Fostering Open, Honest Communication)* *LAP-EI-037 Can You Relate? (Fostering Positive Working Relationships)*

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4. List the fundamentals of ethical communication (transparency, consideration of potential roadblocks, development of relationship).	EI:129 Foster open, honest communication (SP)	*MS Ethical Leadership Package: Let Me Be Clear (Transparency) Module *LAP-EI-129 Can We Talk? (Fostering Open, Honest Communication)*
5. List the principles of ethical communication (truthful and honest, active listening, speaking non-judgmentally, speak from your own experience, consider the receiver's preferred communication channel).	EI:129 Foster open, honest communication (SP) CO:017 Demonstrate active listening skills (PQ)	*MS Ethical Leadership Package: Let Me Be Clear (Transparency) Module *LAP-EI-129 Can We Talk? (Fostering Open, Honest Communication) *LAP-CO-017 Listen Up! (Demonstrating Active Listening Skills)*
6. Explain how ethical communication strives to understand, avoids a negative tone, does not interrupt others, respects privacy and confidentiality, and accepts responsibility.	EI:129 Foster open, honest communication (SP)	*MS Ethical Leadership Package: Let Me Be Clear (Transparency) Module *LAP-EI-129 Can We Talk? (Fostering Open, Honest Communication)*
7. List examples of businesses directly involved with ethical issues (medical, education, real estate).		

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