



Pathway Assessment Blueprint

General Management



Test Code: 1203 / Version: 01

Specific Competencies and Skills Tested in this Assessment:

Business Management Technical Skills

- Define and differentiate among various types of businesses (e.g., corporation, limited liability, partnership)
- Use planning tools to guide and manage an organization's business activities
- Apply marketing techniques to foster business growth
- Plan and evaluate the use of financial resources to effectively manage a business
- Demonstrate understanding of doing business in a global environment

General Management Technical Skills

- Supervise, direct, motivate, and evaluate employees
- Develop, implement, and monitor tactical/strategic plans to manage growth, meet goals, and organizational needs
- Facilitate change and implement improvement processes to optimize organizational effectiveness
- Manage projects, staff schedules, and departmental budgets

Academic Foundations

- Apply reading skills in a business environment
- Apply writing skills in a business environment
- Apply mathematical skills in a business environment
- Apply economic skills in a business environment



Specific Competencies and Skills continued:**Systems**

- Demonstrate understanding of the role of government and other regulatory bodies in business
- Demonstrate understanding of company hierarchies and roles within company structures

Ethics and Legal Responsibilities

- Apply business laws and regulations to business situations
- Exhibit ethical standards in conducting business negotiations and making business decisions

Communication

- Locate, organize, and reference written information from reliable sources to communicate with coworkers and clients
- Develop and deliver formal and informal presentations using appropriate media to engage and inform audiences
- Apply listening skills and interpret verbal and nonverbal behaviors to enhance communication with coworkers and clients

Information Technology Applications

- Use software such as word processors and spreadsheets to perform common business applications
- Use software such as databases to track and maintain company information
- Use social media and mobile technology appropriately
- Interpret and use tables and charts

**Problem Solving, Critical Thinking, and Decision Making**

- Use problem solving and critical thinking skills to locate good sources of information about problems and determine appropriate methods for investigating causes
- Use problem solving and critical thinking skills to determine root causes of problems and suggest solutions

Specific Competencies and Skills continued:

Leadership and Teamwork

- Exhibit leadership practices to improve production and quality of the working environment
- Work effectively in a team environment to accomplish company goals and improve quality of the working environment

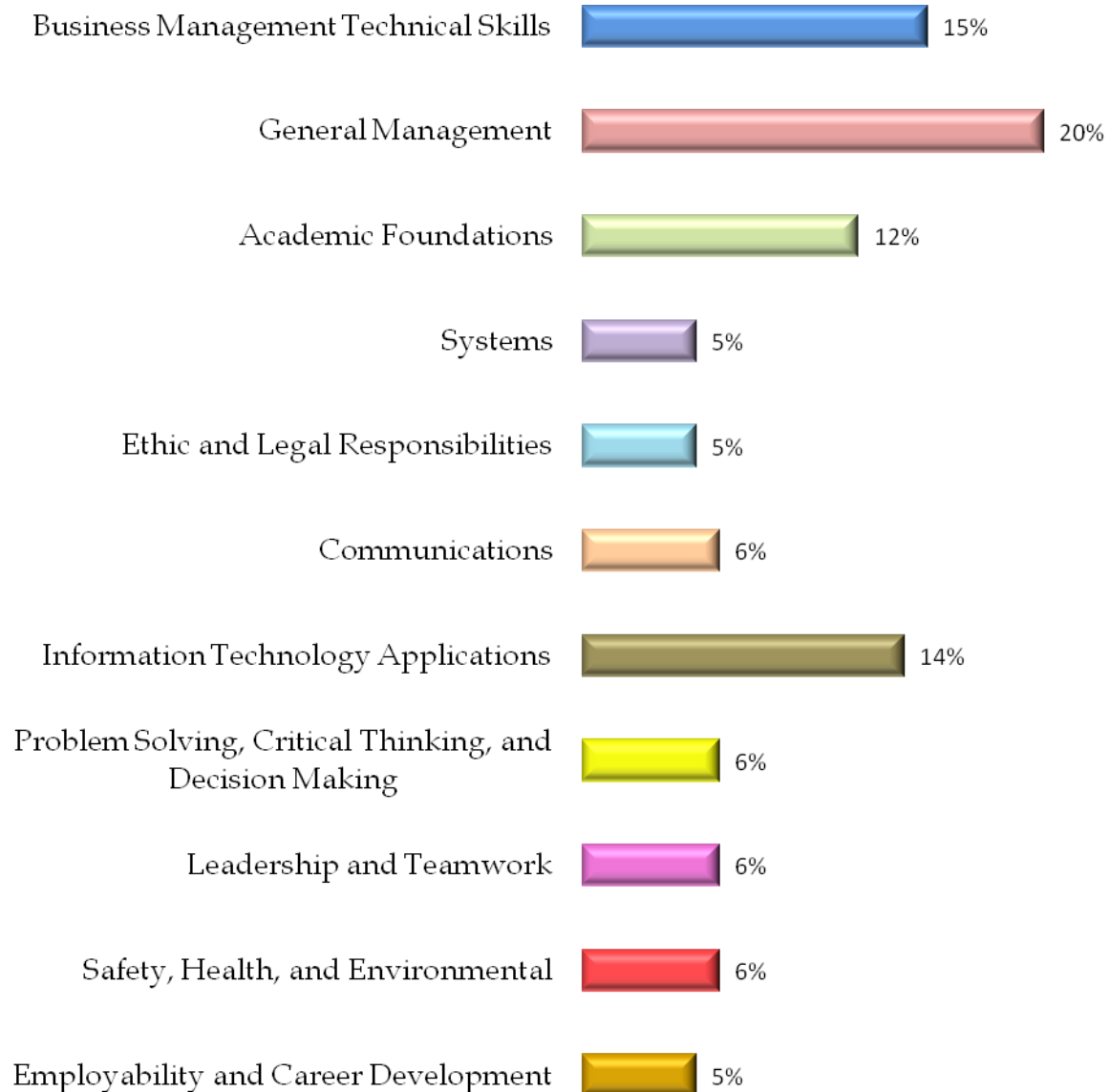
Safety, Health, and Environmental

- Identify and practice appropriate health and safety procedures for business occupations
- Apply appropriate emergency procedures for business occupations

Employability and Career Development

- Demonstrate employability skills related to a career in business
- Pursue career development skills to advance in business careers



Written Assessment:**Administration Time:** 2 hours**Number of Questions:** 110**Areas Covered:**

Sample Questions:

A sales forecast can help a retailer

- A. accurately plan for the upcoming holiday season
- B. maintain accurate purchasing records
- C. determine the cost of goods sold
- D. determine past profits

Select the sentence below that is correctly written.

- A. The stock was to expensive for me to buy.
- B. I think she said she worked their.
- C. Jim's patients was wearing thin by the end of the day.
- D. I left the correspondence on the manager's desk.

A benefit of teamwork for employees is

- A. less responsibility
- B. higher raises and bonuses
- C. greater work efficiency
- D. less training is required

The best way to disseminate company policies and forms is to

- A. email them to department managers who will pass them out to their employees as they see fit
- B. post them on a company bulletin board so all employees can read them
- C. place them in one location on the company intranet
- D. leave a copy in the break room so the employees can read it during their breaks

Participating in continuing education classes is a good way to

- A. develop business-related career skills
- B. ensure a job promotion
- C. research and gather resources
- D. develop a close relationship with supervisors

Which act regulates the federal minimum wage for interstate commerce?

- A. Fair Labor Standards Act
- B. Taft Hartley Act
- C. Federal Insurance Contributions Act
- D. Federal Unemployment Tax Act

Sample Questions (continued)

An employee believes he or she was unfairly fired due to discrimination. Which agency would he or she contact to file a complaint?

- A. Better Business Bureau
- B. Equal Employment Opportunity Commission
- C. Occupational Safety and Health Administration
- D. Office of Federal Contract Compliance Programs

The most efficient software to use for business correspondence is

- A. spreadsheet
- B. presentation
- C. financial
- D. word processing

When a group is brainstorming possible solutions for a problem, one of the first steps is to

- A. only write down correct ideas
- B. critique all comments and suggestions
- C. discuss and rank each item
- D. record all comments and suggestions

Motivational praise should be

- A. general and work related
- B. general and personal
- C. specific and personal
- D. specific and work related