TECH TOOLS

Understanding the basics of effective communications includes recognizing its importance to success, identifying barriers that impact communications and finding ways to overcome them, using communication strategies based on knowledge of your audience, using appropriate grammar, tone and vocabulary, and communicating in a legal and ethical manner

Benchmark 1 Effective communications are essential in the world of business

Competencies:	
• Use appropriate grammar, vocabulary, punctuation and spelling	• Utilize emerging technologies in the business environment
• Use effective proofreading and editing skills	• Write and speak in an ethical and legal manner

Expectations for Learning:
Level 1: Use the fundamentals of effective communications in an ethical and legal manner
Level 2: Use emerging technologies and effective communications in an ethical and legal manner

Using effective written communications involves knowledge of the audience, selecting appropriate formats and writing a variety of types of communications, selecting and using appropriate graphic aids, and using e-etiquette as needed

Benchmark 2 Using effective written communications skills is critical to business success

Competencies:	
	• Write business letters
• Select and utilize appropriate formats for professional writing	• Prepare simple and complex written reports
• Write professional e-mails and other forms of communication	• Select and use graphic aids, charts, graphs, tables and diagrams

Expectations for Learning:
Level 1: Use effective written communications skills for a variety of everyday business communications
Level 2: Use effective written communications skills to persuade, negotiate, sell and communicate professionally

Using information and technology to make effective decisions includes determining types of information and technology needed by the organization, identifying the most appropriate information sources and technology to produce and use that information and making data-driven decisions based on the information.

Benchmark 3 Information and technology assist management in making business decisions

Competencies:	
• Explain appropriate use of technology tools for business applications and decision-making	• Demonstrate how to use information to make decisions

Expectations for Learning:
Level 1: Identify and explain technology needs for the management and use of information
Level 2: Compare technology tools for business (decision-making) and evaluate their effectiveness

Identifying career opportunities in and among career fields provides a breadth of occupational options

Benchmark 4 There are a variety of career opportunities in various career fields

Competencies:	
	• Describe types of career opportunities that cross career fields
• Describe career opportunities in information technology	• Assess emerging career opportunities

Expectations for Learning:
Level 1: Describe career opportunities in the various career fields, including those that cross career fields
Level 2: Identify emerging career opportunities

Using technology to collaborate with others and research and solve problems creatively requires understanding of digital media, product and process design, technology systems and operations, ethical, legal, accurate and persuasive use of media, and researching and presenting information

Benchmark 5 Technology provides opportunities to collaborate solve problems and create innovative products and solutions

Competencies:	
	• Use information accurately and creatively to solve problems
• Collaborate using interactive technology	• Describe legal and ethical issues surrounding use of technology
• Demonstrate knowledge of technology concepts, systems, operations	• Apply digital tools to gather, evaluate and present information

Expectations for Learning:
Level 1: Use technology legally and ethically to research, evaluate, and report information
Level 2: Collaborate with others using a variety of digital media and interactive technology

Introducing Information Technology

Benchmark 6 Information Technology is critical to success in business and society

Competencies:	
	• Describe the importance of information privacy and security
• Describe the impact that Information Technology has on society	• Identify trends in Information Technology

Expectations for Learning:
Level 1: Describe Information Technology and its uses in business and society
Level 2:   Evaluate the need for appropriate Information Technology in business and society

Understanding information systems and services is critical to operating and managing computer-based information systems

Benchmark 7 An understanding of how to configure, install, upgrade and troubleshoot hardware and software is critical to operation of the computer information system

Competencies:	
• Describe the input/output, processing and storage of data	• Describe the basic functions of a computer operating system
• Identify the basic components of a modern computer system	• Describe basic kinds and uses of application software
• Describe hardware (parts, functions, handling, safety, assembly)	• Troubleshoot and repair problems

Expectations for Learning:
Level 1: Discuss the different uses for information systems
Level 2: Operate and manage information systems and services

Using productivity software is essential to success in many businesses and careers

Benchmark 8 Using productivity software helps accomplish a variety of business functions

Competencies:	
	• Understand the uses of word processing
• Understand the uses of a database management system	• Understand the uses of presentations.
• Understand the uses of a spreadsheet	• Integrate database, word processing, spreadsheet, and presentation software

Expectations for Learning:
Level 1: Use database, spreadsheet, word processing and presentation software
Level 2: Integrate productivity software while completing a project