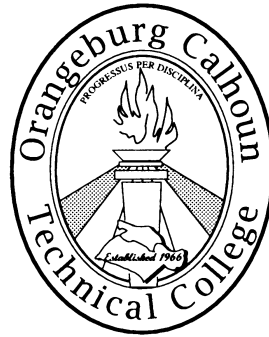


# **GENERAL BUSINESS**

## **COMPETENCY PROFILE**



### **ORANGEBURG-CALHOUN TECHNICAL COLLEGE**

3250 ST. MATTHEWS ROAD, NE

ORANGEBURG, SOUTH CAROLINA 29118

(803) 536-0311

[www.octech.edu](http://www.octech.edu)

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# GENERAL BUSINESS TECHNOLOGY COMPETENCY PROFILE

*A General Business graduate will be prepared as an entry level employee in business having competent skills in marketing and management with business leadership ability and a basic knowledge in computer and accounting.*

<b>A. DEVELOP MANAGEMENT SKILLS</b>	A-1 IDENTIFY EMPLOYEE STRENGTHS/WEAKNESSES	A-2 USE DECISION MAKING SKILLS	A-3 DEVELOP CONFLICT RESOLUTION SKILLS
	A-4 DEVELOP MOTIVATIONAL SKILLS	A-5 BECOME A CHANGE AGENT	A-6 MOVE EMPLOYEES "OUTSIDE THE BOX"
	A-7 PLAN AND DEVELOP MULTIPLE PROJECTS	A-8 DEVELOP COACHING SKILLS	A-9 PREPARE PROFESSIONAL DEVELOPMENT PLANS
	A10 DEVELOP TRAINING/TEACHING TECHNIQUES FOR PERFORMANCE MANAGEMENT	A-11 DEMONSTRATE AN UNDERSTANDING OF EMPLOYEE PERFORMANCE EVALUATION	A-12 SHOW CONCERN AND EXPRESS APPRECIATION
	A-13 ACQUIRE BASIC UNDERSTANDING OF PSYCHOLOGY OF HUMAN RELATIONS		
<b>B. INTRODUCE MARKETING SKILLS</b>	B-1 DEVELOP SALESMANSHIP MARKETING SKILLS <i>e.g. MARKETING OF SERVICES AND TANGIBLE GOODS</i>	B-2 PROVIDE PROFESSIONAL CUSTOMER SERVICES	B-3 DEVELOP PERSONAL SALESMANSHIP SKILLS
	B-4 DEVELOP INTERNET MARKETING SKILLS	B-5 PRACTICE CUSTOMER CONFLICT RESOLUTION	B-6 APPLY INTERPRETATIVE LISTENING WITH CUSTOMERS
	B-7 DEVELOP COLLECTION TECHNIQUES	B-8 EXPRESS EMPATHY AS APPROPRIATE	
<b>C. INTRODUCE ACCOUNTING SKILLS</b>	C-1 RECONCILE BANK STATEMENTS	C-2 POST/BALANCE DEBITS AND CREDITS	C-3 MAINTAIN GENERAL LEDGER/ ACCOUNTS PAYABLE/ ACCOUNTS RECEIVABLE
	C-4 FIGURE AND INTERPRET PROFIT AND LOSS	C-5 KNOW HOW TO (A) FIGURE PAYROLL, (B) CALCULATE TAX OR (C) USE COMPUTERIZED ACCOUNTING SOFTWARE	C-6 CORRELATE BUDGETING

<b>D. UNDERSTAND PERSONAL FINANCE</b>	D-1 DEVELOP BUDGETING SKILLS	D-2 DEVELOP UNDERSTANDING OF PERSONAL FINANCE/CREDIT LIABILITIES	D-3 MANAGE CREDIT
	D-4 UNDERSTAND/FIGURE DEPRECIATION, AMORTIZATION, AND INTEREST		
<b>E. DEVELOP COMPUTER SKILLS</b>	E-1 DEVELOP PROFICIENCY IN MICROSOFT OFFICE SUITE	E-2 PERFORM MAIL MERGE	E-3 DEVELOP AND READ SPREADSHEETS
	E-4 DEVELOP INTERNET, INTRANET, AND E-MAIL SKILLS	E-5 DEVELOP DATABASE SKILLS	
<b>F. ENHANCE LEADERSHIP SKILLS</b>	F-1 EXHIBIT TIME MANAGEMENT SKILLS	F-2 EXHIBIT ORGANIZATIONAL SKILLS	F-3 PRIORITIZE WORK
	F-4 EXHIBIT FLEXIBILITY	F-5 SHOW COMMITMENT TO COMPANY/DEPARTMENT	F-6 TAKE OWNERSHIP OF PROBLEMS
<b>G. DEVELOP PROFESSIONALISM</b>	G-1 EXHIBIT POSITIVE ATTITUDE/OPEN MIND	G-2 PROVIDE POSITIVE RE-ENFORCEMENT/INFLUENCE ON OTHER EMPLOYEES	G-3 DEVELOP INTERVIEWING SKILLS
	G-4 EXHIBIT INITIATIVE	G-5 DEVELOP WORK ETHICS	G-6 DRESS PROFESSIONALLY
	G-7 DEVELOP STRESS MANAGEMENT TECHNIQUES	G-8 VALUE DIVERSITY	G-9 MAINTAIN CUSTOMER CONFIDENTIALITY
<b>H. COMMUNICATE EFFECTIVELY</b>	H-1 DEVELOP LISTENING SKILLS	H-2 WRITE LEGIBLY AND COHERENTLY	H-3 CREATE SATISFACTORY BUSINESS CORRESPONDENCE (Internal and External)
	H-4 DEVELOP AND PREPARE WRITTEN AND ORAL REPORTS	H-5 USE CURRENT TECHNOLOGY TO COMMUNICATE	H-6 IDENTIFY CHAIN-OF-COMMAND FOR INFORMATION FLOW
	H-7 IDENTIFY COMMUNICATION CHANNELS FOR OUTSIDE ORGANIZATIONS	H-8 COMMUNICATE ON LEVEL OF RECEIVER	H-9 EXHIBIT POSITIVE BODY LANGUAGE
	H-10 PRACTICE CORRECT TELEPHONE ETIQUETTE	H-11 ASK OPEN-ENDED QUESTIONS	H-12 GIVE AND RECEIVE CONSTRUCTIVE CRITICISM

<b>H. CON'T COMMUNICATE EFFECTIVELY</b>	H-13 GIVE AND RECEIVE TWO-WAY COMMUNICATIONS	H-14 SELECT APPROPRIATE FORMAT AND STYLE FOR WRITTEN COMMUNICATIONS	H-15 DEVELOP SKILLS FOR EFFECTIVE ORAL AND VISUAL PRESENTATIONS
	H-16 INTERPRET VISUAL PRESENTATIONS	H-17 KEEP ACCURATE RECORDS	
<b>I. DEVELOP TEAMWORK SKILLS</b>	I-1 BE PROACTIVE IN CARRYING OUT TEAM ASSIGNMENTS	I-2 PROACTIVELY IDENTIFY OPPORTUNITIES TO SUPPORT TEAM MEMBERS	I-3 RESPECT IDEAS AND OPINIONS OF INTERNAL AND EXTERNAL CUSTOMERS
	I-4 PARTICIPATE IN CROSS TRAINING AND CONTINUOUS EDUCATIONAL ACTIVITIES	I-5 ENCOURAGE CREATIVITY AND GENERATION OF NEW IDEAS	
<b>J- INTRODUCE BUSINESS LAW CONCEPTS</b>	J-1 OBTAIN KNOWLEDGE OF LABOR LAWS <i>(OSHA, FMLA, ADA, ETC):</i>	J-2 OBTAIN KNOWLEDGE OF COLLECTION LAWS	J-3 OBTAIN KNOWLEDGE OF EMPLOYEE/EMPLOYER RIGHTS
	J-4 OBTAIN KNOWLEDGE OF GENERAL LIABILITY	J-5 OBTAIN KNOWLEDGE OF DOCUMENTATION PROCEDURES	

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FACILITATOR: JENNIE REDMOND  
RECORDER: CONNIE HOFFMAN

FOR MORE INFORMATION CONTACT  
WARD HOOKER (803) 535-1280

DACUM PANEL:

PAMELA BEDENBAUGH  
RALPH FAULLING  
SCARLET GEDDINGS

DEPARTMENT OF PUBLIC UTILITIES  
COMMUNITY RESOURCE BANK  
ORANGEBURG-CALHOUN TECHNICAL COLLEGE