

# ASK Fundamentals of Ethics Exam 2023

## Blueprint & Performance Indicator List

<b><i>Instructional Area</i></b>	<b># of Test Items</b>
<i>Business Law (BL)</i>	2
<i>Communication Skills (CO)</i>	3
<i>Emotional Intelligence (EI)</i>	78
<i>Operations (OP)</i>	7
<i>Professional Development (PD)</i>	10

### **Business Law (BL)**

**Acquire foundational knowledge of business laws and regulations to understand their nature and scope.**

BL:163 Comply with the spirit and intent of laws and regulations (CS) LAP-BL-163

### **Communication Skills (CO)**

**Apply active listening skills to demonstrate understanding of what is being said.**

CO:017 Demonstrate active listening skills (PQ) LAP-CO-017

**Apply verbal skills to obtain and convey information.**

CO:025 Make oral presentations (SP) LAP-CO-025

### **Emotional Intelligence (EI)**

**Foster self-understanding to recognize the impact of personal feelings on others.**

EI:001 Describe the nature of emotional intelligence (PQ) LAP-EI-001

EI:017 Recognize and overcome personal biases and stereotypes (PQ) LAP-EI-917

EI:002 Assess personal strengths and weaknesses (PQ) LAP-EI-902

EI:126 Assess personal behavior and values (PQ) LAP-EI-126

## **Emotional Intelligence (EI) (cont'd)**

### **Apply ethics to demonstrate trustworthiness.**

EI:022 Demonstrate honesty and integrity (PQ) LAP-EI-138  
EI:021 Demonstrate responsible behavior (PQ) LAP-EI-021  
EI:127 Demonstrate fairness (PQ) LAP-EI-127  
EI:091 Assess risks of personal decisions (PQ) LAP-EI-091  
EI:075 Take responsibility for decisions and actions (PQ) LAP-EI-075  
EI:128 Build trust in relationships (CS) LAP-EI-128  
EI:123 Describe the nature of ethics (CS) LAP-EI-123  
EI:124 Explain reasons for ethical dilemmas (CS) LAP-EI-124  
EI:125 Recognize and respond to ethical dilemmas (CS) LAP-EI-125  
EI:077 Manage commitments in a timely manner (CS) LAP-EI-077  
EI:092 Develop tolerance for ambiguity (CS) LAP-EI-092

### **Exhibit techniques to manage emotional reactions to people and situations.**

EI:003 Explain the use of feedback for personal growth (PQ) LAP-EI-903

### **Identify with others' feelings, needs, and concerns to enhance interpersonal relations.**

EI:030 Show empathy for others (PQ) LAP-EI-030  
EI:033 Exhibit cultural sensitivity (CS) LAP-EI-033

### **Use communication skills to foster open, honest communications.**

EI:007 Explain the nature of effective communications (PQ) LAP-EI-140  
EI:129 Foster open, honest communication (SP) LAP-EI-129  
EI:130 Collaborate with others (SP) LAP-EI-130

### **Use communication skills to influence others.**

EI:108 "Sell" ideas to others (SP) LAP-EI-108  
EI:012 Persuade others (SP) LAP-EI-912  
EI:062 Demonstrate negotiation skills (SP) LAP-EI-062

### **Manage stressful situations to minimize potential negative impact.**

EI:015 Use conflict-resolution skills (CS) LAP-EI-915

### **Implement teamwork techniques to accomplish goals.**

EI:045 Participate as a team member (CS) LAP-EI-045  
EI:011 Use consensus-building skills (SP) LAP-EI-911  
EI:059 Motivate team members (SP) LAP-EI-059

## **Emotional Intelligence (EI) (cont'd)**

### **Employ leadership skills to achieve workplace objectives.**

- El:009 Explain the concept of leadership (CS) LAP-EI-909
- El:131 Explain the nature of ethical leadership (CS) LAP-EI-131
- El:132 Model ethical behavior (CS) LAP-EI-132
- El:063 Determine personal vision (CS) LAP-EI-063
- El:133 Inspire others (CS) LAP-EI-133
- El:006 Demonstrate adaptability (CS) LAP-EI-006
- El:027 Develop an achievement orientation (CS) LAP-EI-027
- El:134 Challenge the status quo (CS) LAP-EI-134
- El:005 Lead change (CS) LAP-EI-005
- El:060 Enlist others in working toward a shared vision (CS) LAP-EI-060
- El:041 Coach others (CS) LAP-EI-041
- El:135 Use power appropriately (SP) LAP-EI-135
- El:014 Recognize/Reward others for their efforts and contributions (SP) LAP-EI-141

### **Manage internal and external business relationships to foster positive interactions.**

- El:036 Treat others with dignity and respect (PQ) LAP-EI-036
- El:037 Foster positive working relationships (CS) LAP-EI-037
- El:136 Consider conflicting viewpoints (CS) LAP-EI-136
- El:137 Assess long-term value and impact of actions on others (SP) LAP-EI-137
- El:064 Explain the nature of organizational culture (SP) LAP-EI-064

## **Operations (OP)**

### **Utilize project-management skills to improve workflow and minimize costs.**

- OP:519 Plan project (CS) LAP-OP-519
- OP:520 Monitor projects and take corrective actions (CS) LAP-OP-520
- OP:521 Evaluate project success (CS) LAP-OP-521
- OP:003 Identify resources needed for project (SP) LAP-OP-003

## **Professional Development (PD)**

**Acquire self-development skills to enhance relationships and improve efficiency in the work environment.**

PD:018 Set personal goals (CS) LAP-PD-918

**Understand and follow company rules and regulations to maintain employment.**

PD:251 Follow rules of conduct (CS) LAP-PD-251

**Utilize critical-thinking skills to determine best options/outcomes.**

PD:126 Explain the need for innovation skills (CS) LAP-PD-126

PD:017 Make decisions (CS) LAP-PD-017

PD:077 Demonstrate problem-solving skills (CS) LAP-PD-077

PD:019 Use time-management skills (SP) LAP-PD-019