### ASK Fundamentals of Ethics Exam 2023

**Blueprint & Performance Indicator List**

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**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

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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.

EI:009 Explain the concept of leadership (CS) LAP-EI-909
EI:131 Explain the nature of ethical leadership (CS) LAP-EI-131
EI:132 Model ethical behavior (CS) LAP-EI-132
EI:067 Determine personal vision (CS) LAP-EI-063
EI:133 Inspire others (CS) LAP-EI-133
EI:006 Demonstrate adaptability (CS) LAP-EI-006
EI:027 Develop an achievement orientation (CS) LAP-EI-027
EI:134 Challenge the status quo (CS) LAP-EI-134
EI:005 Lead change (CS) LAP-EI-005
EI:060 Enlist others in working toward a shared vision (CS) LAP-EI-060
EI:041 Coach others (CS) LAP-EI-041
EI:135 Use power appropriately (SP) LAP-EI-135
EI:014 Recognize/Reward others for their efforts and contributions (SP) LAP-EI-141

Manage internal and external business relationships to foster positive interactions.

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