

FBLA MS Exploring Business Communication[§]

Information Literacy (15 test items)

1. Identify sources that provide relevant, valid written material (CO:054) (PQ)
2. Extract relevant information from written materials (CO:055) (PQ)
3. Apply written directions to achieve tasks (CO:056) (PQ)
4. Assess information needs (NF:077) (CS)
5. Obtain needed information efficiently (NF:078) (CS)
6. Evaluate quality and source of information (NF:079) (CS)
7. Draw conclusions based on information analysis (NF:278) (CS)
8. Apply information to accomplish a task (NF:080) (CS)
9. Utilize note-taking strategies (CO:085) (CS)
10. Organize information (CO:086) (CS)
11. Select and use appropriate graphic aids (CO:087) (CS)

Active Listening (5 test items)

1. Explain communication techniques that support and encourage a speaker (CO:082) (PQ)
2. Follow oral directions (CO:119) (PQ)
3. Demonstrate active listening skills (CO:017, LAP-CO-017) (PQ)

[§] Sources: These learning outcomes are part of MBA Research's National Business Administration Standards.

Verbal Communication (15 test items)

1. Explain the nature of effective verbal communication (CO:147) (PQ)
2. Ask relevant questions (CO:058) (PQ)
3. Interpret others' nonverbal cues (CO:059) (PQ)
4. Provide legitimate responses to inquiries (CO:060) (PQ)
5. Give verbal directions (CO:083) (PQ)
6. Employ communication styles appropriate to target audience (CO:084) (CS)
7. Defend ideas objectively (CO:061) (CS)
8. Handle phone calls in a businesslike manner (CO:114) (CS)
9. Participate in group discussions (CO:053) (CS)
10. Make oral presentations (CO:025) (SP)

Written Communication (10 test items)

1. Explain the nature of effective written communications (CO:016) (CS)
2. Select and utilize appropriate formats for professional writing (CO:088) (CS)
3. Edit and revise written work consistent with professional standards (CO:089) (CS)
4. Write professional emails (CO:090) (CS)
5. Write business letters (CO:133) (CS)
6. Write informational messages (CO:039) (CS)
7. Write inquiries (CO:040) (CS)

Workplace Communication (5 test items)

1. Explain the nature of effective communications (EI:007, LAP-EI-140) (PQ)
2. Explain the nature of staff communication (CO:014) (CS)
3. Choose and use appropriate channel for workplace communication (CO:092) (CS)
4. Participate in a staff meeting (CO:063) (CS)

References

MBA Research and Curriculum Center. *National Business Administration Standards*.

<https://www.mbaresearch.org/local-educators/teaching-resources/standards/>

Asana. *12 tips for effective communication in the workplace*. <https://asana.com/resources/effective-communication-workplace>

Forbes. *A guide for mastering the art of business communication*.

<https://www.forbes.com/councils/forbesbusinesscouncil/2023/11/20/a-guide-for-mastering-the-art-of-business-communication/>

Indeed. *Essential business communication skills: Definitions and examples*.

<https://www.indeed.com/career-advice/resumes-cover-letters/business-communication-skills>

LAP List

Objective #	LAP #*	LAP Title
CO:017	LAP-CO-017	Listen Up! (Demonstrating Active Listening Skills)
EI:007	LAP-EI-140	More Than Just Talk (Effective Communication)

* LAP #s subject to change