

Consumer and Family Services

ACADEMIC SKILLS

AA SPEAKING AND LISTENING

AA1 Utilize effective verbal and non-verbal communication skills

AA2 Participate in conversation, discussion and group presentations

AA3 Communicate and follow directions/procedures

AA4 Utilize speaking and listening skills to communicate effectively with customers and co-workers

AB READING AND WRITING

AB1 Locate and interpret written information

AB2 Read and interpret workplace documents, e.g., reports, manuals, schematics, flowcharts, tables, graphs

AB3 Identify relevant details, facts and specifications

AB4 Record information accurately and completely

AB5 Demonstrate competence in organizing, writing and editing using correct vocabulary, spelling, grammar and punctuation

AB6 Demonstrate the ability to write clearly and concisely using industry-specific terminology

AC CRITICAL THINKING AND PROBLEM SOLVING

AC1 Utilize critical-thinking skills to determine best options/outcomes, e.g., analyze reliable/unreliable sources of information, use previous experiences, implement crisis management, develop contingency planning

AC2 Utilize innovation and problem-solving skills to arrive at the best solution for the current situation

AC3 Implement effective decision-making skills

AD MATHEMATICS

AD1 Perform basic and higher-level math operations, e.g., addition, subtraction, multiplication, division, decimals, fractions, units of conversion, averaging, percentage, proportion, ratios, numbering systems

AD2 Solve problems using measurement skills, e.g., distance, weight, area, volume

AD3 Make reasonable estimates

AD4 Use tables, graphs, diagrams and charts to obtain or convey information

AD5 Use reasoning and problem-solving skills in mathematics

AE FINANCIAL LITERACY

AE1 Locate, evaluate and apply personal financial information

AE2 Identify the components of a budget and how one is created

AE3 Set personal financial goals and develop a plan for achieving them

AE4 Describe types of financial service providers and considerations in selecting a provider

AE5 Demonstrate ability to meet financial obligations

AF INTERNET USE AND SECURITY

AF1 Recognize the potential risks associated with internet and social media use

AF2 Identify and apply internet security practices, e.g., password security, login, logout, log off, lock computer

AF3 Practice safe, legal and responsible use of technology in the workplace

AG INFORMATION TECHNOLOGY

AG1 Use technology appropriately to enhance professional presentations

AG2 Demonstrate effective, appropriate and ethical use of social media

AG3 Identify ways social media can be used as marketing, advertising and data gathering tools

AH TELECOMMUNICATIONS

AH1 Select and utilize the appropriate environment, devices, services and applications to complete workplace tasks

AH2 Demonstrate appropriate etiquette when using telecommunications, e.g., cell phone, e-mail, messaging services, online meetings, conference calls

EMPLOYABILITY SKILLS

EA POSITIVE WORK ETHIC

EA1 Explain the importance of pride and confidence about work and learning new tasks

EA2 Demonstrate consistent and punctual attendance

EA3 Demonstrate initiative in assuming tasks

EA4 Exhibit dependability in the workplace

EA5 Take and provide direction in the workplace

EA6 Accept responsibility for personal decisions and actions

EB INTEGRITY

EB1 Abide by workplace policies and procedures, e.g., safety, internet and cell phone use, code of conduct

EB2 Demonstrate honesty and reliability

EB3 Demonstrate ethical characteristics and behaviors

EB4 Maintain confidentiality and integrity of company information

EB5 Support the mission and vision of the company

EC SELF-REPRESENTATION

EC1 Demonstrate appropriate dress and hygiene in the workplace

EC2 Use language and manners suitable for the workplace

EC3 Demonstrate polite and respectful behavior toward others

ED TIME, TASK AND RESOURCE MANAGEMENT

ED1 Plan and follow a work schedule

ED2 Complete work tasks successfully with minimal supervision

ED3 Work successfully within budgetary constraints

ED4 Demonstrate ability to stay on task to produce high-quality deliverables on time

EE DIVERSITY AWARENESS

EE1 Define and differentiate diversity, equity, inclusion, discrimination and harassment

EE2 Work effectively with all customers and co-workers

EE3 Explain the benefits of diversity within the workplace

EE4 Explain the importance of respect for the feelings, values and beliefs of others

EE5 Identify strategies to bridge cultural/generational differences and use differing perspectives to increase the overall quality of work

EE6 Illustrate techniques for eliminating bias and stereotyping in the workplace

EE7 Identify ways tasks can be structured to accommodate the diverse needs of workers

EE8 Recognize the challenges and advantages of a global workforce

EF TEAMWORK

EF1 Recognize the characteristics of a team environment and conventional workplace

EF2 Demonstrate effective team skills, e.g., setting goals, listening, following directions, questioning, dividing work, conflict resolution, meeting facilitation, and evaluate their importance in the workplace

EG CREATIVITY AND RESOURCEFULNESS

EG1 Explain the importance of contributing and conveying new ideas in the workplace

EG2 Describe the importance of posing questions when developing ideas

EG3 Explain the value of varying ideas and opinions

EG4 Locate and verify information during the creative process

EH CONFLICT RESOLUTION

EH1 Identify conflict resolution skills to enhance productivity and improve workplace relationships

EH2 Implement conflict resolution strategies and problem-solving skills

EH3 Explain the use of documentation and its role as a component of conflict resolution

EI CUSTOMER/CLIENT SERVICE

EI1 Recognize the importance of and demonstrate how to properly greet/approach customers and clients

EI2 Identify and address needs of customers/clients

EI3 Provide helpful, courteous and knowledgeable service

E14 Identify appropriate channels of communication with customers/clients, e.g., online, phone call, face-to-face

E15 Identify techniques to seek and use customer/client feedback to improve company services

E16 Explain the relationship between customer/client satisfaction and company success

EJ ORGANIZATIONS, SYSTEMS AND CLIMATES

EJ1 Define profit and identify factors affecting the profitability of a business

EJ2 Identify "big picture" issues in conducting business, e.g., forecasting, global market, risk management

EJ3 Identify roles in fulfilling the mission of the workplace

EJ4 Identify the rights of workers, e.g., adult and child labor laws, and other equal employment opportunity laws

EJ5 Recognize the chain of command, organizational flow chart system and hierarchy of management within an organization

EK JOB ACQUISITION AND ADVANCEMENT

EK1 Recognize the importance of maintaining a job and pursuing a career

EK2 Define jobs associated with a specific career path or profession

EK3 Identify and seek various work experience opportunities, e.g., volunteerism, internships, co-op, part-time/full-time employment

EK4 Prepare a resume, cover letter and job application

EK5 Prepare for and participate in a job interview, e.g., research company, highlight personal strengths, prepare questions, conduct a mock interview, dress appropriately

EK6 Explain the components of a successful job interview

EK7 Identify key factors to evaluate employment offers, e.g., salary, benefits packages

EK8 Explain the proper procedure for leaving a job

EL LIFELONG LEARNING

EL1 Acquire current and emerging industry-related information

EL2 Demonstrate commitment to learning as a life-long process and recognize learning opportunities

EL3 Identify various self-improvement opportunities

EL4 Explain the importance of adaptability in career planning and self-management, e.g., diverse portfolio, credentials, professional development

EL5 Employ leadership skills to achieve workplace objectives, e.g., personal vision, adaptability, change, shared vision

EL6 Recognize the importance of job performance evaluation and coaching as it relates to career advancement

EL7 Accept and provide constructive criticism

EL8 Describe the impact of the global economy on jobs and careers

EM JOB SPECIFIC TECHNOLOGIES

EM1 Identify the value of new technologies and their impact on driving continuous change and the need for lifelong learning

EM2 Research and identify emerging technologies for specific careers

EM3 Select appropriate technological resources to accomplish work

EN HEALTH AND SAFETY

EN1 Identify and assume responsibility for the safety of self and others

EN2 Follow safety guidelines in the workplace, e.g., OSHA, CDC

EN3 Explain the impact of personal health and wellness on job performance

OCCUPATIONAL SKILLS

OA MANAGEMENT OF INDIVIDUAL AND FAMILY RESOURCES

OA1 Apply management, planning skills and processes to organize tasks and responsibilities

OA2 Examine how individuals and families make choices to satisfy needs and wants

OA3 Implement decisions about providing safe and nutritious food for individuals and families

OA4 Implement decisions about purchasing, creating and maintaining clothing

OA5 Implement decisions about housing and furnishings

OA6 Examine information about procuring and maintaining health care to meet the needs of individuals and family members

OA7 Analyze financial decisions about recreation and entertainment needs and wants

OA8 Apply consumer skills to acquire and maintain transportation that meets the needs of individuals and family members

OB RELATIONSHIP OF THE ENVIRONMENT TO FAMILY AND CONSUMER RESOURCES

OB1 Determine individual and family responsibility in relation to environmental trends and issues

OB2 Examine environmental trends and issues affecting families and future generations

OB3 Examine behaviors that conserve, reuse and recycle resources to maintain the environment

OB4 Investigate government regulations for conserving natural resources

OC POLICIES THAT SUPPORT CONSUMER RIGHTS AND RESPONSIBILITIES

OC1 Examine state and federal policies/laws providing consumer protection

OC2 Investigate how policies become laws related to consumer rights

OC3 Examine skills used in seeking information related to consumer rights

OD IMPACT OF TECHNOLOGY ON INDIVIDUAL AND FAMILY RESOURCES

OD1 Review types of technology that impact family and consumer decision-making

OD2 Examine how media and technological advances impact family and consumer decisions

OD3 Assess the use of technology and its effect on quality of life

OE INTERRELATIONSHIPS BETWEEN THE ECONOMIC SYSTEM AND CONSUMER ACTIONS

OE1 Examine the use of resources in making choices that satisfy needs and wants of individuals and families

OE2 Examine individual and family roles in the economic system

OE3 Examine economic impacts of laws and regulations that pertain to consumers and providers of services

OE4 Determine practices that allow families to maintain economic self-sufficiency

OF MANAGEMENT OF FINANCIAL RESOURCES TO MEET THE GOALS OF INDIVIDUALS AND FAMILIES ACROSS THE LIFE SPAN

OF1 Evaluate the need for personal and family financial planning

OF2 Apply financial management principles to individual and family financial practices

OF3 Apply management principles to decisions about individuals and family insurance

OF4 Obtain personal and legal documents related to managing individual and family finances

OG FACTORS THAT IMPACT CONSUMER ADVOCACY

OG1 Examine the role of advocacy groups at state, national and international levels

OG2 Determine the contributions of policymakers to consumer advocacy

OG3 Explore strategies that enable consumers to become advocates

OG4 Examine the effects of consumer protection laws on advocacy

OG5 Determine strategies to reduce the risk of consumer fraud

OG6 Examine the role of media in consumer advocacy

OG7 Explore the use of educational and promotional materials in consumer advocacy

OH FACTORS IN DEVELOPING A LONG-TERM FINANCIAL MANAGEMENT PLAN

OH1 Explain the impact of the economic system on personal income, individual/family security and consumer decisions

OH2 Examine components of a financial planning process that reflects the distinction between needs, wants, values, goals and economic resources

OH3 Determine the impact of consumers' credit in short-term and long-term financial planning

OH4 Analyze and compare saving and investing to build long-term financial security and wealth, i.e., retirement

OH5 Determine the effects of risk management strategies on long-term financial planning

OH6 Consider the impact of key life transitions on financial planning

OH7 Explain the role of estate planning in long-term financial planning

OH8 Analyze factors that influence establishing and maintaining a good credit rating and the effect of credit ratings on rates and terms for credit and insurance

OH9 Analyze the features of insurance, its role in balancing risk and benefits in financial planning

OH10 Manage money effectively by developing financial goals and budgets

OH11 Analyze how education, income, career and life choices relate to achieving financial goals

OI RESOURCE CONSUMPTION FOR CONSERVATION AND WASTE MANAGEMENT PRACTICES

OI1 Investigate sources and types of residential/commercial energy, waste disposal and pollution issues

OI2 Investigate consumer programs/services provided by government, public utilities, resource recovery business and environmental organizations

OI3 Explore strategies and practices to conserve energy and reduce waste

OI4 Examine waste management issues

OI5 Examine roles of government, industry and family in energy consumption

OJ SKILLS NEEDED FOR PRODUCT DEVELOPMENT, TESTING AND PRESENTATION

OJ1 Conduct market research to determine consumer trends and product development needs

OJ2 Design or analyze a consumer good or service

OJ3 Examine features, prices, product information, styles and performance of consumer goods for potential trade-offs among the components

OJ4 Perform a test on a product utilizing valid and reliable testing procedures

OJ5 Apply statistical analysis processes to interpret, summarize and report data from tests

OJ6 Understand and apply advanced concepts of probability and statistics

OJ7 Calculate and evaluate basic statistical routines

OJ8 Examine the labeling, packaging and support materials of consumer goods and/or services

OJ9 Demonstrate a plan to educate an audience about a new product or service on the consumer market

OJ10 Utilize appropriate marketing and sales techniques to aid consumers in the selection of goods and services that meet consumer needs

OK STRATEGIES TO MANAGE MULTIPLE, INDIVIDUAL, FAMILY, CAREER, COMMUNITY AND WORKPLACE SETTINGS

OK1 Examine policies, issues and trends in the workplace/community that impact individuals and families

OK2 Analyze ways that individual career goals can enhance the family's capacity to meet goals for all family members

OK3 Analyze the potential impact of career path decisions on balancing work and family

OK4 Determine goals for life-long learning and leisure opportunities for all family members

OK5 Determine skills and knowledge needed to develop a life plan for achieving individual, family and career goals

OL IMPACT OF INDIVIDUAL AND FAMILY PARTICIPATION IN COMMUNITY ACTIVITIES

OL1 Examine goals that support individuals and family members in carrying out community and civic responsibilities

OL2 Arrange a plan for individuals and families to select and develop skills in community activities

OL3 Determine skills that provide beneficial services to the community

OL4 Examine community resources and systems of formal/informal support available to individuals and families

OL5 Examine the impact of public policies, agencies and institutions on the family

OM IMPACT OF FAMILY AS A SYSTEM ON INDIVIDUALS AND SOCIETY

OM1 Examine family as the basic unit of society

OM2 Determine the role of family in transmitting societal expectations

OM3 Examine global influences on today's families

OM4 Examine the role of family in teaching culture and traditions across the life span

OM5 Examine the role of family in developing independence, interdependence and commitment of family members

OM6 Determine the impact of change and transitions over the life course

ON APPRECIATION FOR DIVERSE PERSPECTIVES, NEEDS AND CHARACTERISTICS OF INDIVIDUALS AND FAMILIES

ON1 Demonstrate awareness of multiple diversities and their impact on individuals and families

ON2 Examine the impact of cultural diversity on individuals and families

ON3 Examine the impact of empathy for diversity on individuals in family and community settings

OO FACTORS RELATED TO PROVIDING FAMILY AND COMMUNITY SERVICES

OO1 Examine local, state and national agencies and informal support resources providing human services

OO2 Examine licensing laws and regulations that affect service providers and their participants

OO3 Determine harmful, fraudulent and deceptive human service practices

OO4 Determine the rights and responsibilities of human service participants and their families

OO5 Determine effective individual and family advocacy/self-advocacy strategies to overcome diverse challenges facing human service participants

OO6 Explore community networking opportunities in family and community services

OP CONDITIONS AFFECTING INDIVIDUALS AND FAMILIES WITH A VARIETY OF DISADVANTAGING CONDITIONS

OP1 Assess health, wellness and safety issues of individuals and families with a variety of disadvantaging conditions

OP2 Determine management and living environment issues of individuals/families with a variety of disadvantaging conditions

OP3 Research personal, social, emotional, economical, vocational, educational and recreational issues for individuals and families with a variety of disadvantaging conditions

OP4 Discriminate between situations that require personal prevention or intervention and those situations that require professional assistance

OP5 Determine situations which require crisis intervention

OP6 Determine the appropriate support needed to address selected human service issues

OQ SERVICES FOR INDIVIDUALS AND FAMILIES WITH A VARIETY OF DISADVANTAGING CONDITIONS

OQ1 List needs and accommodations for people with a variety of disadvantaging conditions

OQ2 State ways in which individuals affect the family financially, socially and emotionally with a variety of disadvantaging conditions

OQ3 Cite coping, adjustment strategies and stress management practices for the participant, caregiver and family member

OQ4 Highlight the importance of friends, family and community relationships for an individual with a variety of disadvantaging conditions

OQ5 Give support that validates the participants' capabilities and right to privacy, dignity and autonomy

OQ6 Give participants strategies to make informed choices, access resources and support, follow through on responsibilities and take appropriate risks

OQ7 List verbal and nonverbal communication skills related to the counseling of individuals and families with a variety of disadvantaging conditions

OR FUNCTIONS AND EXPECTATIONS OF VARIOUS TYPES OF RELATIONSHIPS

OR1 Examine processes for building and maintaining interpersonal relationships

OR2 Examine the impact of various stages of the family life cycle on the interpersonal relationships

OR3 Compare physical, emotional and intellectual responses in stable/unstable relationships

OR4 Determine factors that contribute to healthy and unhealthy relationships

OR5 Explore processes for handling unhealthy relationships

OR6 Determine stress management strategies for family and community settings

OS PERSONAL NEEDS AND CHARACTERISTICS AND THEIR IMPACT ON INTERPERSONAL RELATIONSHIPS

OS1 Examine the impact of personal characteristics on relationships

OS2 Consider the effect of personal needs on relationships

OS3 Examine the effect of self-esteem and self-image on relationships

OS4 Determine the impact of life span events and conditions on relationships

OS5 Explain the impact of personal standards and codes of conduct on interpersonal relationships

OS6 Analyze the impact drugs have on society

OT COMMUNICATION SKILLS THAT CONTRIBUTE TO POSITIVE RELATIONSHIPS

OT1 Examine communication styles and their effects on relationships

OT2 Examine barriers to communication in family and community settings

OT3 Practice ethical principles of communication in family and community settings

OT4 Examine the impact of communication technology in family and community settings

OT5 Examine the roles and functions of communication in family and community settings

OU CONFLICT PREVENTION AND MANAGEMENT TECHNIQUES

OU1 Determine the origin and development of attitudes and behaviors regarding conflict

OU2 Determine how similarities and differences among people affect conflict prevention and management

OU3 Assess community resources that support conflict prevention and management

OV PRINCIPLES OF HUMAN GROWTH AND DEVELOPMENT ACROSS THE LIFE SPAN

OV1 Identify basic principles of development

OV2 Examine physical, emotional, social and intellectual development

OV3 Examine interrelationships among physical, emotional, social and intellectual aspects of human growth and development

OV4 Understand the importance of brain development

OW CAREER PATHS WITHIN THE FAMILY SERVICE/CONSUMER SERVICE INDUSTRIES

OW1 Analyze the role of advocacy groups at state, national and international levels

OW2 Analyze opportunities for employment and entrepreneurial endeavors

OW3 Summarize education and training requirements and opportunities for career paths in consumer services

OW4 Analyze the effects of the consumer service industry on local, state, national and global economies

OW5 Analyze the role of professional organizations in family service/consumer service professions

OW6 Explore the ways family and consumer sciences careers assist the works of the family