ASK Fundamentals of Ethics Certification Performance Indicators

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)

Apply verbal skills to obtain and convey information.
CO:025 Make oral presentations (SP) LAP-CO-025

Customer Relations (CR)
Understand the nature of customer relationship management to show its contributions to a company.
CR:017 Explain the role of ethics in customer relationship management (SP) LAP-CR-017

Economics (EC)
Understand the nature of business to show its contributions to society.
EC:106 Explain the nature of business ethics (SP) LAP-EC-106

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-139
EI:002 Assess personal strengths and weaknesses (PQ) LAP-EI-017
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)
- EI:004 Demonstrate ethical work habits (PQ) LAP-EI-004
- 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)
- 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-015

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-011

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)

Use communication skills to influence others.

- EI:108 “Sell” ideas to others (SP)
- EI:012 Persuade others (SP) LAP-EI-121
- EI:062 Demonstrate negotiation skills (SP) LAP-EI-008

Manage stressful situations to minimize potential negative impact.

- EI:015 Use conflict-resolution skills (CS) LAP-EI-007

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Emotional Intelligence (EI) (cont’d)

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-019
EI:059 Motivate team members (SP) LAP-EI-059

Employ leadership skills to achieve workplace objectives.
EI:009 Explain the concept of leadership (CS) LAP-EI-016
EI:131 Explain the nature of ethical leadership (CS) LAP-EI-131
EI:132 Model ethical behavior (CS) LAP-EI-132
EI:063 Determine personal vision (CS) LAP-EI-063
EI:133 Inspire others (CS)
EI:006 Demonstrate adaptability (CS) LAP-EI-023
EI:027 Develop an achievement orientation (CS) LAP-EI-010
EI:134 Challenge the status quo (CS)
EI:005 Lead change (CS) LAP-EI-022
EI:060 Enlist others in working toward a shared vision (CS) LAP-EI-060
EI:041 Coach others (CS) LAP-EI-024
EI:135 Use power appropriately (SP)
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)
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)

Financial Analysis (FI)

Acquire a foundational knowledge of accounting to understand its nature and scope.
FI:351 Discuss the role of ethics in accounting (SP) LAP-FI-351

Acquire a foundational knowledge of finance to understand its nature and scope.
FI:355 Discuss the role of ethics in finance (SP) LAP-FI-355
Human Resource Management (HR)
Understand the role and function of human resources management to obtain a foundational knowledge of its nature and scope.
HR:411 Explain the role of ethics in human resources management (SP) LAP-HR-411

Information Management (NF)
Acquire a foundational knowledge of information management to understand its nature and scope.
NF:111 Explain the role of ethics in information management (SP)

Operations (OP)
Understand operation's role and function in business to value its contribution to a company.
OP:190 Discuss the role of ethics in operations (SP) LAP-OP-190
Utilize project-management skills to improve workflow and minimize costs.
OP:519 Plan project (CS)
OP:520 Monitor projects and take corrective actions (CS)
OP:521 Evaluate project success (CS)
OP:003 Identify resources needed for project (SP)

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-016
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-018
PD:017 Make decisions (CS) LAP-PD-010
PD:077 Demonstrate problem-solving skills (CS) LAP-PD-077
PD:019 Use time-management skills (SP) LAP-PD-001