



PROGRAM OUTCOMES

BUSINESS MANAGEMENT (INTERNATIONAL BUSINESS)

1. Communication. Use listening, verbal, non-verbal, written, and appropriate cross-cultural communication skills utilizing appropriate technology with internal and external stakeholders to meet an organization's global objectives.
2. Working with Others. Apply intercultural sensitivity and knowledge of global business practices and protocols to develop and maintain effective working relationships among diverse people.
3. Customer Service. Provide quality and timely customer service that ensures customer satisfaction to both internal and external customers.
4. Self Management/Professional. Effectively utilize personal management skills such as project management, organization, leadership, professionalism, networking and time management to meet or exceed an organization's global objectives.
5. Systems and Standards. Use various international systems, certification, standards, and software to maximize the efficiency of today's global trade environment.
6. Problem Solving. Identify and use problem solving tools and principles of quality to identify and resolve problems in a timely manner that enhances the organization's performance on a global scale.
7. Financial. Apply general math, metric, currency and accounting skills to prepare, record and track revenue and expenditures and other performance measures in a global environment.
8. Global Strategy Support. Apply knowledge of global concepts including geography, current affairs, history, travel and infrastructures to assist an organization's international strategy.
9. Market Research Support. Conduct market research to support an organization's global marketing programs/initiatives.
10. Operations Support. Support management of an organization's transportation, warehouse, distribution and logistics operation.
11. Financial Management Support. Apply knowledge of international financial management to support purchasing/sales products and services.