



PROGRAM OUTCOMES

BUSINESS MANAGEMENT (PUBLIC ADMINISTRATION) (CERTIFICATE OF PROFICIENCY)

1. Communication. Use listening, verbal, non-verbal, and written communication skills utilizing appropriate technology with internal and external stakeholders to meet the organization's objectives.
2. Working with Others. Develop and maintain effective working relationships within a team or organization among diverse people.
3. Customer Service. Provide quality and timely customer service that ensures customer satisfaction.
4. Self Management/Professional. Effectively utilize personal management skills such as project management, organization, leadership, professionalism, and time management to meet or exceed the organization's objectives.
5. Technology. Use various systems and software to maximize the efficiency of the organization.
6. Problem Solving. Use problem solving tools and principles of quality to identify and enhance an organization's performance.
7. Math/Financial. Apply general math and accounting skills to prepare, record, and track revenue and expenditures and other performance measures.
8. Basic Business. Apply basic knowledge of business principles and practices to achieve competitive advantage in the global marketplace.
9. Public Administration. Apply knowledge of various governmental subdivisions to provide effective and efficient service delivery that meets all applicable laws and policies and regulations of the agency.