

# **BUSINESS LAW AND ETHICS MANAGEMENT TEAM DECISION MAKING EVENT**

## **INSTRUCTIONAL AREA** Ethics/Financial Analysis

### **PERFORMANCE INDICATORS**

1. Describe legal issues affecting businesses.
2. Demonstrate knowledge/understanding of ethical behavior within a business environment.
3. Explain the purposes and importance of credit.
4. Explain the nature of managerial ethics.
5. Describe the use of business ethics in promotion.
6. Apply decision-making business principles and techniques to a situation with an ethical dilemma.
7. Identify possible resolutions of an ethical dilemma.

**DESCRIPTION:** Knowledge of credit laws

## **INSTRUCTIONAL AREA** Customer Relations / Ethics

### **PERFORMANCE INDICATORS**

1. Explain business ethics in product/service management.
2. Demonstrate a customer-service mindset.
3. Discuss the nature of customer relationship management.
4. Explain the role of ethics in customer relationship management.
5. Identify company's brand promise.
6. Take responsibility for decisions and actions.
7. Describe legal issues affecting businesses.

**DESCRIPTION:** Knowledge of regulations dealing with food safety