



BUSINESS ADMIN CLUSTER

cheat sheet

EVENTS: HRM, BLTDM

PRO TIP:

**CONNECT YOUR
SOLUTIONS TO
EFFICIENCY AND LONG
TERM SUCCESS AND
GOALS**

CORE SKILLS THE JUDGES WILL BE LOOKING FOR:

1. STRATEGIC THINKING
2. ORGANIZATIONAL SKILLS
3. COMMUNICATION SKILLS
4. PROBLEM SOLVING
5. PROCESS OPTIMIZING
6. ETHICAL CONSIDERATIONS

QUICK TIPS FOR ROLE-PLAY & PRESENTATIONS

- OPENING WITH POSITION, NAME AND REASON WHY YOU ARE THERE
- CONTEXT FOR BUSINESS
- OFFER SOLUTIONS (FOCUS ON EFFICIENCY)
- USE EXAMPLES - REFER TO REAL WORLD COMPANIES/POLICIES
- USE VISUALS TO HIGHLIGHT METHODS OF COMMUNICATION
- SUMMARIZE SOLUTION AND EXPLAIN LONG TERM BENEFITS

TOP PERFORMANCE

INDICATORS:

- EXPLAIN TYPES OF BUSINESS OWNERSHIP
- IDENTIFY SOURCES THAT PROVIDE RELEVANT, VALID WRITTEN MATERIAL
- ANALYZE COMPANY RESOURCES TO ASCERTAIN POLICIES AND PROCEDURES
- EMPLOY COMMUNICATION STYLES APPROPRIATE TO TARGET AUDIENCE
- SELECT AND USE APPROPRIATE GRAPHIC AIDS
- WRITE INFORMATIONAL MESSAGES
- EXPLAIN THE NATURE OF STAFF COMMUNICATION
- CHOOSE AND USE APPROPRIATE CHANNELS FOR WORKPLACE COMMUNICATION
- HANDLE CUSTOMER/CLIENT COMPLAINTS

WORDS TO IMPRESS JUDGES:

- EFFICIENCY - ACHIEVING MAXIMUM OUTPUT WITH MINIMUM WASTE
- SCALABILITY - ABILITY TO GROW OPERATIONS EFFECTIVELY
- BENCHMARKING - COMPARING PERFORMANCE TO INDUSTRY STANDARDS
- STAKEHOLDERS - INDIVIDUALS AFFECTED BY BUSINESS DECISIONS
- COMPLIANCE - FOLLOWING LAWS, POLICIES, AND REGULATIONS
- OPTIMIZATION - IMPROVING PROCESSES FOR BETTER RESULTS