

TECHNICAL STANDARDS

Business Management | Business Communications Foundations | Business Legal Foundations | Business Office Foundations | Customer Relationship Professional | Foundations of Business Administration | Entrepreneur | Office Support Specialist | Small Business Entrepreneurship

In this program grouping, students should be able to meet specific technical standards, which are the essential skills and abilities needed to be successful in a program, with or without reasonable accommodation. It is important to review and understand these standards before applying to the program. All Technical Standards documents are available for review on the Mid-State Technical College website. (Go to <https://www.mstc.edu/programs> and select the program.)

This document should be reviewed prior to applying to the program.

Reasonable accommodations for persons with disabilities will be made to ensure access to academic programs, activities, services, and employment in accordance with Section 504 and 508 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990, as amended. If accommodations are needed, contact the Disability Services coordinator at 888.575.6782, TTY 711, at least two weeks in advance of needed assistance. Services available are documented at <https://www.mstc.edu/student-services/disability-services>.

For more information, please see Mid-State Technical College's Equal Opportunity/Non-Discrimination Policy.

STANDARD	DEFINITION OF STANDARD	EXAMPLE(S) OF TECHNICAL STANDARD
Critical Thinking Skills	<ul style="list-style-type: none">• Ability to apply judgement and problem-solving with adherence to ethical standards.	<ul style="list-style-type: none">• Comprehend and follow instructions.• Follow a process from start to finish, sequence information.• Adapt decisions based on new information.• Demonstrate positive interpersonal skills.• Maintain appropriate boundaries in relationships with clients and peers.• Handle demanding and stressful situations.• Maintain confidential client and employment information (Including by refraining from posting any confidential information on social media).• Ability to problem solve complex situations while maintaining a professional demeanor.

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<p>Mobility/Motor Skills</p>	<ul style="list-style-type: none"> • Ability to be proficient in office tasks including prolonged sitting, utilization of workstations, and familiarity with computer keyboards, mouse and mobile communication technologies. 	<ul style="list-style-type: none"> • Ability to successfully maneuver within a confined workspace. • Bend, stretch, twist, reach with your body above shoulders, below waist, and in front. • Operate a computer efficiently. • Maintain physical activity for several hours.
<p>Tactile Skills</p>	<ul style="list-style-type: none"> • Ability to operate a computer, mouse, and utilize related software. 	<ul style="list-style-type: none"> • Data entry and software related tasks.
<p>Auditory Skills</p>	<ul style="list-style-type: none"> • Ability to actively listen to discern client needs and use effective communication for collaborative decision-making. 	<ul style="list-style-type: none"> • Professional meetings between team members and/or clients which use collaboration and discussion to generate decisions.
<p>Visual Skills</p>	<ul style="list-style-type: none"> • Ability to sustain focus on computer screens for extended periods of time. 	<ul style="list-style-type: none"> • Review online documentation.
<p>Communication Skills</p>	<ul style="list-style-type: none"> • Ability to be proficient in oral and written communication, including comprehension and expression of complex ideas. 	<ul style="list-style-type: none"> • Prepare written and verbal reports regarding administrative and financial data. • Interpret and convey information (financial, etc.) as needed in the performance of management. • Ability to convey information in a clear, professional and timely manner. • Observe, interpret and respond appropriately to surroundings, nonverbal cues, verbal and written information. • Ability to understand charts, graphics, and worksheets. • Follow proper phone protocol.

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		<ul style="list-style-type: none"> • Work independently and in a team. • Listen and respond to others in an accepting and respectful manner.
Interpersonal Skills	<ul style="list-style-type: none"> • Ability to collaborate with diverse teams in various settings, including active listening and understanding of others' perspectives. 	<ul style="list-style-type: none"> • Collaborate with others. • Ability to apply knowledge gained in classroom to establish appropriate relationships with clients and coworkers. • Ability to show respect for diversity in culture, religion, sexual orientation, marital status, socioeconomic status, and abilities/disabilities.
Behavioral Skills	<ul style="list-style-type: none"> • Ability to adhere to professional standards including personal hygiene, adaptability to changing environments, and resilience in work-related challenges. 	<ul style="list-style-type: none"> • Maintain confidentiality. • Demonstrate ability to work as a team member. • Adhere to attendance, dress code, and personal hygiene policies or protocol. • Respond to challenging situations while maintaining composure and professionalism. • Exhibit consistent and on-time attendance as scheduled. • Adapt to change in directives as priorities and goals shift. • Display integrity, honesty, respect, reliability and accountability. • Accept and utilize construction feedback to enhance personal and professional growth.

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Mid-State does not discriminate on the basis of race, color, national origin, sex, disability, or age in its program, activity, or employment. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Vice President – Human Resources; 500 32nd Street North, Wisconsin Rapids, WI 54494; 715.422.5325 • AAEO@mstc.edu.