Hello, and welcome!

What does “success in business” mean to you? A rewarding career? A collaborative team? A big paycheck? Success can mean different things to different people. In this course, you will learn about various factors that impact success, no matter what aspect is most important to you. These factors include professional communication, effective leadership, and organizational structure. They also include managing emotions and handling ethical business issues. By taking this course, you will have the opportunity to explore your passions and strengths. And you may discover how they can help you create your own version of success.

We invite you to take a minute to learn about the course by reviewing the information that follows. This way, you will be better able to understand the expectations of the course as a whole. Then you can determine how to manage your time and efforts as you navigate through it.

You are in the right place. You belong here. You can do this!
Course Description and Competencies

What to Expect

What skills will help you excel in the business world? They include leadership and emotion management. They also include ethical considerations and effective communication. You will explore these and other concepts by taking this course. You will also have the opportunity to explore your own strengths and passions in relation to the professional world.

Your learning will be enhanced by open educational resources, website articles, and videos. In addition, you will find knowledge checks throughout. These will reinforce your learning.

This course covers the following competencies:

1. The graduate identifies common ethical issues that individuals face within organizations.
2. The graduate recognizes common organizational functions and values in order to collaborate within them.
3. The graduate communicates ideas, opinions, and information suitable for a professional setting.
4. The graduate recognizes the emotional reactions of self and others in a variety of professional situations.
5. The graduate identifies leadership opportunities to enhance organizational performance.

You will be assessed by the following criteria:

• 1 final exam  • 3 competency units

The objective assessment allows you to demonstrate three core competencies from the course. You will have two attempts to pass the exam.
### Course Outline

**Upon completion of this section, you will be able to:**

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| **Ethics** | A. Distinguish between personal and organizational ethics.  
B. Identify how ethics impacts outcomes in organizations.  
C. Define Corporate Social Responsibility (CSR) in the organization and the community.  
D. Compare corporate ethical commitments with the reality of how the commitments are acted out in accordance with commitments, or in discord to the commitments. |
| **Values** | A. Describe the functions within different departments of an organization.  
B. Differentiate between leadership and management.  
C. Explain the Competing Values Framework.  
D. Examine how personal values fit within various types of organizations. |
| **Communication** | A. Evaluate various means of communication.  
B. Identify and compare various communications styles. |
| **Emotional Intelligence** | A. Define emotional intelligence and its principles.  
B. Discuss the concepts of ethics as it pertains to emotional intelligence.  
C. Identify techniques for self-examination and enhancing emotional intelligence.  
D. Discuss methods to share emotional intelligence concepts with others. |
| **Influence** | A. Identify the six bases of power.  
B. Describe the process of design thinking.  
C. Compare the effectiveness of leadership styles in different situations.  
D. Select appropriate strategies for interacting with different leadership styles. |
Technology Requirements

We want you to have the tools to succeed! Since this course includes at least one proctored test, please be sure to have a working microphone, speakers, and an external webcam. Unfortunately, an internal webcam (built into many laptops) is not acceptable. (Note: The external webcam is required only for exams that have proctors. You do not need one for practice tests and other non-proctored assessments.) For other details about the technology you’ll need, review the Computer System and Technology Requirements. If you have questions about your setup, contact support@academy.wgu.edu.

You will need Adobe Acrobat Reader DC. If you haven’t already, download this free software. You may encounter an interactive form that contains fields that you can select or fill in. Review how to fill in a PDF form.

Key Contacts

Your Fellow Learners
Check out the Fundamentals for Success in Business Lobby in the course site! In this online community, you can ask questions and explore ideas. You can connect with your fellow learners. When you use this site, you will realize that other learners may have the same questions you have. You can all benefit from learning together!

Tutor.com
If you need academic support, don’t hesitate to contact Tutor.com. There, you have access to thousands of tutors. And they are available 24/7 from any internet-ready device. You can also benefit from instructional videos, study tools, and other assistance.

Technical Support
If you encounter technical issues, be sure to contact the Help Desk. Just submit a Support Request for assistance.

Program Support
Do you have questions about your account? Student Support has answers. They can help with billing, switching courses, and other requests. You can contact them at (888) 320-0540 or support@academy.wgu.edu.
Accommodations

WGU provides compliant and accessible learning experiences. If you require accommodation, please contact us at the start of the course. You can email StudentAffairs@academy.wgu.edu or call (888) 320-0540. We are committed to ensuring that all students with disabilities have equal access to WGU's services and materials. We strive to use best practices for accessibility. Our goal is to conform to existing U.S. laws. These include the Americans with Disabilities Act and Section 504 and Section 508 of the Rehabilitation Act. Our learning management system (LMS) platform is Open edX. Open edX's commitment to accessible content is published on their Website Accessibility Policy.