

**Government and Public Administration Career Cluster
Government Public Administration: Local & State Issues
Course Number 29.41200**

Course Description

This course applies the skills needed in government and public administration professions, including the application of leadership and teamwork within the classroom. Topics may include working within budgets, negotiation/communication with co-workers, developing proposals, making oral presentations and appropriate responses to workplace situations based on legal and ethical considerations. Students will complete an independent research project that applies to a government and public administration career. Students will be required to make a written and oral presentation at the end of the course summarizing their research project and submit an updated career portfolio.

Course Standard 1

GPA-GPAA-1

The following standard is included in all CTAE courses adopted for the Career Cluster/Pathways. Teachers should incorporate the elements of this standard into lesson plans during the course. The topics listed for each element of the standard may be addressed in differentiated instruction matching the content of each course. These elements may also be addressed with specific lessons from a variety of resources. This content is not to be treated as a unit or separate body of knowledge but rather integrated into class activities as applications of the concept.

Standard: Demonstrate employability skills required by business and industry.

The following elements should be integrated throughout the content of this course.

1.1 Communicate effectively through writing, speaking, listening, reading, and interpersonal abilities.

Person-to-Person Etiquette	Telephone and Email Etiquette	Cell Phone and Internet Etiquette	Communicating At Work	Listening
Interacting with Your Boss	Telephone Conversations	Using Blogs	Improving Communication Skills	Reasons, Benefits, and Barriers
Interacting with Subordinates	Barriers to Phone conversations	Using Social Media	Effective Oral Communication	Listening Strategies
Interacting with Co-workers	Making and Returning Calls		Effective Written Communication	Ways We Filter What We Hear
Interacting with Suppliers	Making Cold Calls		Effective Nonverbal Skills	Developing a Listening Attitude
	Handling Conference Calls		Effective Word Use	Show You Are Listening
	Handling Unsolicited Calls		Giving and Receiving Feedback	Asking Questions
				Obtaining Feedback
				Getting Others to Listen

Nonverbal Communication	Written Communication	Speaking	Applications and Effective Résumés
Communicating Nonverbally	Writing Documents	Using Language Carefully	Completing a Job Application
Reading Body Language and mixed Messages	Constructive Criticism in Writing	One-on-One Conversations	Writing a Cover Letter
Matching Verbal and Nonverbal communication		Small Group Communication	Things to Include in a Résumé

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Improving Nonverbal Indicators		Large Group Communication	Selling Yourself in a Résumé
Nonverbal Feedback		Making Speeches	Terms to Use in a Résumé
Showing Confidence Nonverbally		Involving the Audience	Describing Your Job Strengths
Showing Assertiveness		Answering Questions	Organizing Your Résumé
		Visual and Media Aids	Writing an Electronic Résumé
		Errors in Presentation	Dressing Up Your Résumé

1.2 Demonstrate creativity by asking challenging questions and applying innovative procedures and methods.

Teamwork and Problem Solving	Meeting Etiquette
Thinking Creatively	Preparation and Participation in Meetings
Taking Risks	Conducting Two-Person or Large Group Meetings
Building Team Communication	Inviting and Introducing Speakers
	Facilitating Discussions and Closing
	Preparing Visual Aids
	Virtual Meetings

1.3 Exhibit critical thinking and problem solving skills to locate, analyze and apply information in career planning and employment situations.

Problem Solving	Customer Service	The Application Process	Interviewing Skills	Finding the Right Job
Transferable Job Skills	Gaining Trust and Interacting with Customers	Providing Information, Accuracy and Double Checking	Preparing for an Interview	Locating Jobs and Networking
Becoming a Problem Solver	Learning and Giving Customers What They Want	Online Application Process	Questions to Ask in an Interview	Job Shopping Online
Identifying a Problem	Keeping Customers Coming Back	Following Up After Submitting an Application	Things to Include in a Career Portfolio	Job Search Websites
Becoming a Critical Thinker	Seeing the Customer's Point	Effective Résumés:	Traits Employers are Seeking	Participation in Job Fairs
Managing	Selling Yourself and the Company	Matching Your Talents to a Job	Considerations Before Taking a Job	Searching the Classified Ads
	Handling Customer Complaints	When a Résumé Should be Used		Using Employment Agencies
	Strategies for Customer Service			Landing an Internship
				Staying Motivated to Search

1.4 Model work readiness traits required for success in the workplace including integrity, honesty, accountability, punctuality, time management, and respect for diversity.

Workplace Ethics	Personal Characteristics	Employer Expectations	Business Etiquette	Communicating at Work
Demonstrating Good Work Ethic	Demonstrating a Good Attitude	Behaviors Employers Expect	Language and Behavior	Handling Anger
Behaving Appropriately	Gaining and Showing Respect	Objectionable Behaviors	Keeping Information Confidential	Dealing with Difficult Coworkers
Maintaining Honesty	Demonstrating Responsibility	Establishing Credibility	Avoiding Gossip	Dealing with a Difficult Boss

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Playing Fair	Showing Dependability	Demonstrating Your Skills	Appropriate Work Email	Dealing with Difficult Customers
Using Ethical Language	Being Courteous	Building Work Relationships	Cell Phone Etiquette	Dealing with Conflict
Showing Responsibility	Gaining Coworkers' Trust		Appropriate Work Texting	
Reducing Harassment	Persevering		Understanding Copyright	
Respecting Diversity	Handling Criticism		Social Networking	
Making Truthfulness a Habit	Showing Professionalism			
Leaving a Job Ethically				

1.5 Apply the appropriate skill sets to be productive in a changing, technological, diverse workplace to be able to work independently and apply team work skills.

Expected Work Traits	Teamwork	Time Management
Demonstrating Responsibility	Teamwork Skills	Managing Time
Dealing with Information Overload	Reasons Companies Use Teams	Putting First Things First
Transferable Job Skills	Decisions Teams Make	Juggling Many Priorities
Managing Change	Team Responsibilities	Overcoming Procrastination
Adopting a New Technology	Problems That Affect Teams	Organizing Workspace and Tasks
	Expressing Yourself on a Team	Staying Organized
	Giving and Receiving Constructive Criticism	Finding More Time
		Managing Projects
		Prioritizing Personal and Work Life

1.6 Present a professional image through appearance, behavior and language.

On-the-Job Etiquette	Person-to-Person Etiquette	Communication Etiquette	Presenting Yourself
Using Professional Manners	Meeting Business Acquaintances	Creating a Good Impression	Looking Professional
Introducing People	Meeting People for the First Time	Keeping Phone Calls Professional	Dressing for Success
Appropriate Dress	Showing Politeness	Proper Use of Work Email	Showing a Professional Attitude
Business Meal Functions		Proper Use of Cell Phone	Using Good Posture
Behavior at Work Parties		Proper Use in Texting	Presenting Yourself to Associates
Behavior at Conventions			Accepting Criticism
International Etiquette			Demonstrating Leadership
Cross-Cultural Etiquette			
Working in a Cubicle			

Support of CTAE Foundation Course Standards and Georgia Standards of Excellence L9-10RST 1-10 and L9-10WHST 1-10:

Georgia Standards of Excellence ELA/Literacy standards have been written specifically for technical subjects and have been adopted as part of the official standards for all CTAE courses.

Course Standard 2

GPA-GPAA-2

Research and analyze agency needs to develop long-range strategic planning and budgeting to establish benchmark 5, 10, and 20 years out using demographic analysis and indicators to plan for population segment growth and needs to maximize the potential of a department or agency to meet its policy analysis, vision, mission and goals.

- 2.1 Explain the purpose and functions of vision, mission and goals.
- 2.2 Analyze and apply methods to collect and research approaches to meeting the needs of departments or agencies to establish the route to creating vision, mission and goals.
- 2.3 Describe, summarize, and evaluate the steps needing to attain consensus for a department or agency vision, mission and goals.
- 2.4 Determine ways that a department or agency can evaluate meeting its vision, mission and goals through increased productivity, team attitude, and satisfaction while accomplishing goal(s).
- 2.5 Write and monitor workplace goals to guide progress in assigned areas of responsibility and accountability as they relate to state and local government agencies.
- 2.6 Understand the concepts and uses for developing long-range strategic planning.
- 2.7 Identify and examine appropriate demographic data sources to determine ways for identifying key indicators to use in planning.
- 2.8 Understand how to develop time-bound goals and objectives to effectively achieve a plan.
- 2.9 Compare and contrast competing interests on a chosen specific aspect in relation to long-term goals and objectives.

Course Standard 3

GPA-GPAA-3

Analyze and utilize fiscal management skills to manage budget and allocation processes to ensure that resources are applied across a government or public administration department or agency.

- 3.1 Examine a government or public administration budget to analyze the steps for determining need, allocating funds, and managing funds.
- 3.2 Develop a budget for a department or agency to complete a defined project including personnel, facilities, resources, supplies, equipment, utilities, expenses, and additional associated budget line items.
- 3.3 Compare and contrast how to avoid supplanting and related regulatory concerns regarding collections, uses, and hierarchy of funds to support an agency budget and nuances of local, state, and federal regulations.
- 3.4 Use analysis, planning, and fiscal services to fund department or agency priorities as they relate to local and state government administration and agencies.
- 3.5 Examine the funding streams for governments including funds from local, state, federal and non-profit organizations.

Course Standard 4

GPA-GPAA-4

Facilitate the flow of ideas and information to keep a local or state government department or agency and its constituency informed of policies and operations.

- 4.1 Examine ways to improve team involvement to ensure fair work-load distribution.
- 4.2 Generate ideas, proposals and solutions to problems through brainstorming approaches.
- 4.3 Conduct technical research to gather information necessary to meet the needs of clients/customers.

- 4.4 Analyze the benefits and issues of reaching out to local organizations for their input and community engagement.
- 4.5 Examine data and related methods to use local organization engagement and develop connections through public forums and local surveys to strengthen community partnerships and work readiness.

Course Standard 5

GPA-GPAA-5

Describe ethical and fiscally responsible procurement systems and procedures used to meet local, state, or federal government department or agency needs.

- 5.1 Identify appropriate procurement systems policies and procedures based on stated needs and outcomes.
- 5.2 Describe ethical requirements and related issues in maintaining fiscal responsibility in procurement procedures.
- 5.3 Prepare procurement requirements, procedures and solicitations for bids and proposals in a government or public administration department or agency.
- 5.4 Research, evaluate, and determine compliance with all agency policies and procedures to recognize their differences and interplay.
- 5.5 Understand the fiscal impact and determine criteria and procedures to avoid conflict of interest issues with the procurement process.

Course Standard 6

GPA-GPAA-6

Differentiate labor relations and effect on a local or state government and public administration department or agency.

- 6.1 Identify key aspects and traits of labor relations in government or public administration.
- 6.2 Compare and contrast aspects of civil service versus Right-to-Work versus Union presence in key public jobs.
- 6.3 Collaborate with elected and appointed officials, interest groups, and the public to gauge their understanding of labor relations and impact on a department or agency.
- 6.4 Compare and contrast differences in unionized and non-unionized state and the impact on the labor force.
- 6.5 Investigate how local department or agency organizations interact with outside organizations that are unionized or non-unionized and how labor relations and daily activities are affected.

Course Standard 7

GPA-GPAA-7

Evaluate the basic tenets of education, healthcare, criminal justice, environmental and tax policy debates.

- 7.1 Identify key aspects and traits of each public sector department.
- 7.2 Compare and contrast basic provisions and financial impact of each public sector department to provide essential services.
- 7.3 Investigate and explore past law cases regarding tax policy decisions in relation to local, state, and federal departments and agencies.
- 7.4 Collaborate to determine critical elements within each public sector department and available funding sources to support and sustain the creation of an equitable tax policy.

Course Standard 8

GPA-GPAA-8

Differentiate and comprehend the basic budget cycle and accounting principles for a government agency or department.

- 8.1 Identify introductory concepts of the budget cycle in relation to an agency or department.
- 8.2 Understand the budget cycle impact on the components of a local, state, and federal government agency or department.