



Western Technical College

10102210 Business Analyst Professionalism

Course Outcome Summary

Course Information

Description	Students will learn a wide-range of strategies to enhance their professional success as a Business Analyst; including ethical behavior, professional communication, time management, stress management, work place relationships, accountability, team building, problem solving, and leadership. The competencies of this course build the foundation for the remainder of the core program courses.
Career Cluster	Business Management and Administration
Instructional Level	Associate Degree Courses
Total Credits	3
Total Hours	54

Textbooks

Seven Steps to Mastering Business Analysis. 2nd Edition. Copyright 2020. Champagne, Jamie. Publisher: J. Ross Publishing, Inc. **ISBN-13**: 978-1-60427-160-7. Required.

PMI Guide to Business Analysis. Copyright 2017. Project Management Institute. Publisher: Independent Publishers Groups. **ISBN-13**: 978-1-62825-198-2. Optional.

Program Outcomes

1. Perform elicitation, validation, and analysis of requirements to meet a business need
2. Build relationships with stakeholders
3. Demonstrate leadership throughout business analysis efforts
4. Demonstrate professional communication in a business environment

Course Competencies

1. Explore the role of a Business Analyst.

Assessment Strategies

- 1.1. Reflection

Criteria

You will know you are successful when:

- 1.1. you describe what intrigues you about the role of a Business Analyst.
- 1.2. you describe what you find challenging about the role of a Business Analyst.
- 1.3. you describe which aspects of the role of a Business Analyst seem unclear.
- 1.4. you describe characteristics of successful Business Analysts.

Learning Objectives

- 1.a. Explore responsibilities of a Business Analyst.
- 1.b. Explore employment opportunities for a Business Analyst.
- 1.c. Identify factors that enhance a Business Analyst's likelihood for success.
- 1.d. Identify professional associations.

2. Investigate effective communication skills.

Assessment Strategies

- 2.1. Product

Criteria

You will know you are successful when

- 2.1. you differentiate effective communication skills from those that are ineffective.
- 2.2. you demonstrate business professional writing skills.

Learning Objectives

- 2.a. Contrast effective business communication skills to those that are ineffective.
- 2.b. Contrast written communication and oral communication.
- 2.c. Examine the influence of nonverbal communication.
- 2.d. Explore listening best practices.
- 2.e. Outline barriers to communication.

3. Examine characteristics of work ethics.

Assessment Strategies

- 3.1. Reflection

Criteria

You will know you are successful when

- 3.1. you explain the impact of a good work ethic in a professional environment.

Learning Objectives

- 3.a. Examine the importance of having a good work ethic.
- 3.b. Determine ethical versus unethical behavior.
- 3.c. Explore business etiquette.

4. Explore characteristics of leadership.

Assessment Strategies

- 4.1. Reflection

Criteria

You will know you are successful when

- 4.1. you reflect upon your leadership characteristics.
- 4.2. you explain the role EQ plays in facilitating successful teamwork.

Learning Objectives

- 4.a. Explore the role of emotional intelligence (EQ) in the workplace.

- 4.b. Relate the importance of leadership skills for Business Analysts.
- 4.c. Outline good time management techniques.
- 4.d. Explore methods for improving organization.
- 4.e. Discuss the role of change and uncertainty with regard to stress.
- 4.f. Classify best practices for stress management.

5. Examine workplace relationships.

Assessment Strategies

- 5.1. Reflection

Criteria

You will know you are successful when

- 5.1. you explain the benefits of working in teams.
- 5.2. you explain challenges of working in teams.

Learning Objectives

- 5.a. Examine benefits and challenges of collaboration/teamwork.
- 5.b. Investigate diversity and inclusiveness in the workplace.
- 5.c. Determine components needed to build and maintain a highly effective team.

6. Explore project management.

Assessment Strategies

- 6.1. Reflection

Criteria

You will know you are successful when

- 6.1. you explain characteristics of effective team members.
- 6.2. you describe the potential value of collaboration.
- 6.3. you describe your strengths as a team member.
- 6.4. you describe how you can improve as a team member.

Learning Objectives

- 6.a. Describe characteristics of a project.
- 6.b. Define characteristics of a stakeholder.
- 6.c. Discuss accountability and team dependence.
- 6.d. Investigate the potential value of collaboration.

7. Characterize personal and professional growth.

Assessment Strategies

- 7.1. Self Assessment

Criteria

- 7.1. you prepare a business professional resume.
- 7.2. you construct your professional development plan.

Learning Objectives

- 7.a. Investigate the dimensions of wellness.
- 7.b. Explore resources utilized to obtain a job.
- 7.c. Determine how to be successful in the Business Analyst program.
- 7.d. Classify short-term and long-term goals.

8. Explore business acumen.

Assessment Strategies

- 8.1. Product

Criteria

- 8.1. you articulate a plan for building your business acumen skills.

Learning Objectives

- 8.a. Define business acumen.
- 8.b. Identify characteristics of business acumen skills.

8.c. Identify methods for building business acumen skills.

9. Examine problem-solving.

Assessment Strategies

9.1. Reflection

Criteria

9.1. you explain the importance of analytical thinking in business analysis.

9.2. you describe how your biases may influence your analytical decision-making.

Learning Objectives

9.a. Classify a problem.

9.b. Explore the importance of analytical decision-making.

9.c. Explore the impact of bias in the problem-solving process.