

BE A PART OF

**Business Management
and Administration**





Business Management and Administration — Chart Your Success On Your Own or Among the Giants

“Since the very beginning, Truett Cathy (Founder of Chick-Fil-A) set clear expectations and high standards for the quality of our food and customer service, and when such a foundation has been laid, the business continues to attract great people. Operators of our restaurants will hire only those who they believe will continue to elevate the quality of the food and the level of service we strive to provide.”

— Britt Sims
Owner/Operator, Chick-Fil-A
West Columbia, SC

Managing Your Future

A career in Business Management and Administration includes everything from a single entrepreneur working alone to a rising manager making her or his mark with the largest of multinational corporations.

Regardless of the company's size, you'll need strong skills to succeed, including the ability to manage your time. You also will need solid financial and communications skills.

People just like you are needed in this career pathway to take on challenges such as the following:

- Successfully running a small business, serving customers and managing employees
- Handling health insurance and other human resources needs of multiple companies
- Ensuring inventory moves when and where it should for a large national retail chain
- Collecting large amounts of sales data through sophisticated computer networks
- Helping other managers analyze and use data to create business success

The Value of an Education: Count on It

One thing all of these opportunities and choices have in common is the need for a sound education in the basics of math, science, social studies, English and the arts.

Accomplishing this will prepare you for the next step of an education after high school to launch you towards the career that best fits your needs, skills and dreams.

The value of an education was recently documented by a report from the U.S. Census Bureau. Workers 18 and over earn each year:

- Without a high school diploma – average of \$18,734
- High school diploma – average of \$27,915
- Bachelor's degree – average of \$51,206
- Advanced degree – average of \$74,206

Regardless of the educational path you take, a sound educational foundation will prepare you to be the kind of disciplined, creative thinker who can excel in business management and administration careers.



START YOUR JOURNEY TOWARDS A CAREER IN BUSINESS MANAGEMENT AND ADMINISTRATION

New services, technologies and products are being introduced all the time in this fast-changing world of business management and administration. New opportunities are emerging that could not have been imagined just a few years ago.

Managers and administrators with both specialized and general educational backgrounds will find opportunities in new and traditional areas alike as they oversee these processes and the people who are making them happen.

Acquiring the skills needed to succeed in business management and administration of all kinds is available at your local technical college or university, and many companies will add to your education with specialized training of their own after you join their team.

There are no limits to the potential for personal and professional growth in this broad, exciting field.

A Look at the Business Management and Administration Cluster

The Business Management and Administration Cluster is divided into five career majors, each with educational, developmental and experience requirements:

- General Management
- Business Information Management
- Human Resources Management
- Operations Management
- Administrative Support

Vast Career and Education Opportunities in South Carolina

South Carolina has a wide variety of career possibilities, as more than 85 occupations and 400,000 jobs in our state fall under this cluster.

Educational opportunities in Business Management and Administration abound in South Carolina, including at the state's public and private universities, statewide network of technical colleges and private specialized schools.

On-the-job-training, internships, summer and part-time jobs and even volunteer work at businesses and non-profit agencies are all ways that high school and college students can get a head start in careers in this cluster.





GENERAL MANAGEMENT

Someone in the General Management major is in charge of the direction and control of a business or other enterprise, whether it be a small retail shop or a large manufacturing floor. Working with employees to set goals and expectations and helping achieve them is a major part of management. While they can have many different titles, these are all jobs of high responsibility held by the people who are ultimately responsible for the success or failure of an organization.

Education/Credentials

- High School Diploma or GED
- Associate Degree in Business
- Bachelor's Degree in Business, Management or Finance
- Master's Degree in Business Administration

Employment Outlook

The U.S. Bureau of Labor Statistics (BLS) expects little or no change in the number of general management jobs available in the next several years. Mergers and company closings will keep the numbers down, but new and growing enterprises will offer new opportunities, especially in emerging "green" and high-tech industries.

Some sectors of the economy offer stable employment even in tough economic times because of the constant consumer demand in areas such as food and health services. Competition for top-level management jobs is expected to remain keen.

Sample Tasks & Responsibilities

- Work with company owners and senior managers to determine goals, benchmarks and productivity expectations
- Compare company or department performance with established benchmarks to determine level of success
- Evaluate employees and help them determine and achieve progress in their performance
- Oversee department or company budget finances, including responsibility for the security of employees and money
- Encourage positive interactions and resolve disputes with customers and employees

Required Skills

- **COMMUNICATIONS** — Use of oral and written communications to create, interpret and share information, including technical terminology and general interpersonal interactions
- **MATHEMATICS AND STATISTICS** — Use of basic mathematics and statistical methods to gather and analyze performance information for individuals and business processes
- **ACTIVE LEARNING** — Understanding the implications of new information for both current and future problem solving and decision making
- **CRITICAL THINKING** — Identifying the strengths and weaknesses of different solutions or approaches to opportunities, challenges, problems and situations
- **JUDGMENT AND DECISION MAKING** — Considering the relative costs and benefits of potential actions to choose the most appropriate one

Sample Career Options

Associate's Degree or Less	Bachelor's Degree	Bachelor's Degree Plus Graduate Degrees and/or Certifications
Annual Salary Range \$30,000-\$50,000	Annual Salary Range \$50,000-\$100,000	Annual Salary Range \$100,000+
<ul style="list-style-type: none"> • Retail Manager • Department Manager • Office Manager • Restaurant Manager 	<ul style="list-style-type: none"> • General Manager • Sales Manager • Contract Officer • Production Manager 	<ul style="list-style-type: none"> • Entrepreneur • Senior Sales Manager • Executive • President/CEO

NOTE: Salary may differ according to county, region and state.



BUSINESS INFORMATION MANAGEMENT

Are you comfortable with computers but still like working with people? Then the Business Information Management major might be for you. Massive amounts of information are moved and stored daily by nearly every business, organization and agency. The role of a business information management professional is to make sure this information is always available to people who need it to do their jobs.

Education/Credentials

- High School Diploma or GED
- Specialized Certificate in Networking, Security or Software Systems
- Bachelor's Degree in Computer Engineering or Business Systems
- Master's Degree in Computer Science or Engineering

Employment Outlook

Employment in this major is expected to grow faster than the average for all occupations, particularly in such areas as database administration and Web development. The U.S. Bureau of Labor Statistics (BLS) says applicants with a college degree and certifications such as MCSA (Microsoft Certified Systems Administrator) will have a head start in gaining employment and in career advancement.

Sample Tasks & Responsibilities

- Administer computerized management systems to improve workflow
- Administer e-mail and other electronic communications systems
- Maintain computer networks across multiple locations, such as bank branches
- Help customer service, sales and executive staff with computer problems

Required Skills

- **COMMUNICATIONS** — Use of oral and written communications to create, interpret and share information, often making technical terminology understandable to non-technical peers and managers
- **MATHEMATICS AND STATISTICS** — Use of basic mathematics and statistical methods to gather and analyze performance information for individuals and business processes
- **ACTIVE LEARNING** — Understanding the implications of new information for both current and future problem solving and decision making
- **CRITICAL THINKING** — Identifying the strengths and weaknesses of different solutions or approaches to opportunities, challenges, problems and situations
- **JUDGMENT AND DECISION MAKING** — Considering the relative costs and benefits of potential actions to choose the most appropriate one

Sample Career Options

Associate's Degree or Less	Bachelor's Degree	Bachelor's Degree Plus Graduate Degrees and/or Certifications
Annual Salary Range \$30,000-\$50,000	Annual Salary Range \$50,000-\$100,000	Annual Salary Range \$100,000+
<ul style="list-style-type: none"> • Information Processing Specialist • Web Maintenance Specialist • Help Desk Specialist 	<ul style="list-style-type: none"> • Web Developer • Database Manager • IT Security Manager 	<ul style="list-style-type: none"> • Chief Information Officer • Entrepreneur • Consultant

NOTE: Salary may differ according to county, region and state.



HUMAN RESOURCES MANAGEMENT

Human Resources Management focuses on the management of people. Human resources departments can be found in nearly all medium-sized and large organizations. Human resources professionals are involved in the hiring and management of employees, ensuring that all state and federal rules and regulations are followed. Management of benefits such as health insurance and retirement plans falls under this category, as well as employee training and workforce analysis.

Education/Credentials

- High School Diploma or GED
- Professional Certifications such as Professional in Human Resources (PHR)
- Bachelor's or Master's Degree in Organizational Behavior or Business Administration

Employment Outlook

The U.S. Bureau of Labor Statistics (BLS) states that human resources assistant jobs are expected to slowly decline through 2018 because of increased use of do-it-yourself software pertaining to human resources tasks and responsibilities. However, job growth for human resources, training and labor relations managers and specialists is expected to be higher than average. College graduates and those who have earned certifications related to human resources management should have the best job opportunities.

Sample Tasks & Responsibilities

- Keep records of company, organization and agency employees
- Arrange and conduct training for new and current employees
- Help research, hire and, if necessary, discharge employees
- Share updated information and answer questions on benefits for employees
- Ensure the legality of personnel decisions by other managers
- Consult with senior managers on personnel planning matters

Required Skills

- **COMMUNICATIONS** — Use of oral and written communications to create, interpret and share information, including general interpersonal interactions
- **INTERPERSONAL SKILLS** — Ability to work with confidential records and people in sometimes stressful situations
- **ACTIVE LEARNING** — Understanding the implications of new information for both current and future problem solving and decision making
- **CRITICAL THINKING** — Identifying the strengths and weaknesses of different solutions or approaches to opportunities, challenges, problems and situations
- **JUDGMENT AND DECISION MAKING** — Considering the relative costs and benefits of potential actions to choose the most appropriate one

“Human Resources is a challenging and rewarding career that allows you to work across all departments in an organization, such as hiring, training, benefits, etc. Great interpersonal skills and a passion for working with people are invaluable in HR positions.”

— Jill Menhart, Human Resource Director, VC3

Sample Career Options

Associate's Degree or Less	Bachelor's Degree	Bachelor's Degree Plus Graduate Degrees and/or Certifications
Annual Salary Range \$30,000-\$50,000	Annual Salary Range \$40,000-\$90,000	Annual Salary Range \$70,000-\$150,000
<ul style="list-style-type: none"> • Human Resources Assistant • Benefits Associate • Personnel Clerk • Trainer 	<ul style="list-style-type: none"> • Human Resources Director • Training Manager • Labor Relations Manager • Benefits Administrator 	<ul style="list-style-type: none"> • Benefits Firm Owner • Human Resources Executive • Management Consultant • Labor Relations Consultant

NOTE: Salary may differ according to county, region and state.



OPERATIONS MANAGEMENT

Operations managers are responsible for making sure a business or agency has the resources needed to function on a daily basis. Payroll, finances, facilities management and other diverse areas are tasks of an operations manager, so a strong sense of organization and responsibility is required to succeed in this major. Many companies and organizations have a chief operating officer (COO) who reports directly to the president or chief executive officer (CEO).

Operations research analysts also work in Operations Management and use computers and analysis techniques to help senior managers determine policies and make decisions about the daily operations of a private business or government agency. The U.S. Defense Department is a large employer of operations research analysts.

Education/Credentials

- High School Diploma or GED
- Bachelor's Degree in Business, Accounting or Management Science
- Master's Degree in Management Science or Business Administration

Employment Outlook

The U.S. Bureau of Labor Statistics (BLS) expects little or no change in the employment numbers for top executives in operations management and predicts competition for these high-paying, prestigious jobs will remain very high. The demand for operations research analysts, especially those with advanced college degrees, is

expected to be higher than average through 2018 due to the demand for efficiencies and profitability in a globally competitive environment for business.

Sample Tasks & Responsibilities

- Oversee purchasing and other activities related to making products or providing services
- Manage staff, preparing work schedules and assigning specific duties
- Direct and coordinate financial and budget activities
- Establish and implement departmental goals and procedures
- Research expected employment and resource requirements

Required Skills

- **COMMUNICATIONS** — Use of oral and written communications to create, interpret and share information, including technical terminology and general interpersonal interactions
- **MATHEMATICS AND STATISTICS** — Use of basic mathematics and statistical methods to gather and analyze performance information for individuals and business processes
- **ACTIVE LEARNING** — Understanding the implications of new information for both current and future problem solving and decision making
- **CRITICAL THINKING** — Identifying the strengths and weaknesses of different solutions or approaches to opportunities, challenges, problems and situations
- **JUDGMENT AND DECISION MAKING** — Considering the relative costs and benefits of potential actions to choose the most appropriate one

Sample Career Options

Associate's Degree or Less	Bachelor's Degree	Bachelor's Degree Plus Graduate Degrees and/or Certifications
Annual Salary Range \$30,000-\$50,000	Annual Salary Range \$40,000-\$90,000	Annual Salary Range \$70,000-\$150,000
<ul style="list-style-type: none"> • Facilities Manager • Billing Clerk • Bookkeeper 	<ul style="list-style-type: none"> • Auditor • Operations Manager • Operations Research Analyst 	<ul style="list-style-type: none"> • Chief Executive Officer • Chief Operations Officer • Consultant

NOTE: Salary may differ according to county, region and state.



ADMINISTRATIVE SUPPORT

People in the Administrative Support major help a company, organization or government agency operate efficiently. These jobs include the following:

- Administrative assistants
- Office managers
- Receptionists
- Records clerks

Administrative service managers can be in charge of a range of functions, from building grounds maintenance to office furnishings, as well as being in charge of the support people who perform these duties.

Education/Credentials

- High School Diploma or GED
- Specialized Certificate for Administrative Support
- Bachelor's Degree in Business or Management
- Master's Degree in Business Administration

Employment Outlook

Employment growth in the Administrative Support area is expected to be approximately 12 percent through 2018. The U.S. Bureau of Labor Statistics (BLS) said keen competition will exist for higher-level management jobs with less competition for lower-level jobs. Demand should be strong, particularly for facility managers. In the clerks and support personnel areas, employment growth and job turnover should create numerous permanent, full-time openings, as well as part-time and temporary positions.

Sample Tasks & Responsibilities

- Entering data into a computer
- Preparing materials for presentations
- Handling complaints from customers
- Managing access to higher-level managers
- Managing support personnel
- Supervising building and grounds maintenance

Required Skills

- **COMMUNICATIONS** — Use of oral and written communications to create, interpret and share information, including technical terminology and general interpersonal interactions
- **COMPUTER SOFTWARE** — Use of established applications such as Microsoft Office programs and emerging applications such as Google Docs in daily tasks
- **ACTIVE LEARNING** — Understanding the implications of new information for both current and future problem solving and decision making
- **CRITICAL THINKING** — Identifying the strengths and weaknesses of different solutions or approaches to opportunities, challenges, problems and situations
- **JUDGMENT AND DECISION MAKING** — Considering the relative costs and benefits of potential actions to choose the most appropriate one

Sample Career Options

Associate's Degree or Less	Bachelor's Degree	Bachelor's Degree Plus Graduate Degrees and/or Certifications
Annual Salary Range \$30,000-\$50,000	Annual Salary Range \$40,000-\$90,000	Annual Salary Range \$70,000-\$150,000
<ul style="list-style-type: none"> • Office Clerk • Receptionist • Administrative Assistant 	<ul style="list-style-type: none"> • Facilities Manager • Sales Support Manager • Administrative Services Manager 	<ul style="list-style-type: none"> • Entrepreneur • Consultant

NOTE: Salary may differ according to county, region and state.

BY THE NUMBERS

Business Management and Administration

Here is a look at employment specifics from the BLS:

Occupation	Annual Median Salary (2010)	Hourly Pay (2010)	2010 Employment	2020 Projected Employment	Employment Change	Percentage Change
Chief Executives	\$176,840	\$85.02	370,000	481,500	111,500	9
Computer, Information Systems Managers	\$115,780	\$55.67	307,900	363,700	55,800	18
Top Executives	\$101,250	\$48.68	2,136,900	2,233,900	97,000	5
Human Resources Managers	\$99,180	\$47.68	71,800	81,100	9,300	13
Sales Managers	\$98,530	\$47.37	342,100	382,200	40,100	12
Compensation and Benefits Managers	\$89,270	\$42.92	31,800	32,700	900	3
Training and Development Managers	\$89,170	\$42.87	29,800	34,100	4,300	15
Administrative Services Managers	\$77,890	\$37.45	254,300	291,200	36,900	15
Database Administrators	\$73,490	\$35.33	110,800	144,700	33,900	31
Operations Research Analysts	\$70,960	\$34.12	64,600	74,000	9,400	15
Network, Computer Systems Administrators	\$69,160	\$33.25	347,200	443,800	96,600	28
Purchasing Managers, Buyers	\$58,360	\$28.06	487,200	518,900	31,700	7
Human Resources Specialists	\$52,690	\$25.33	442,200	532,900	90,700	21
General Office Clerks	\$26,610	\$12.79	2,950,700	3,440,200	489,500	17

RESOURCES



Allen University: www.allenuniversity.edu
American Management Association: www.amanet.org
American Purchasing Society: www.american-purchasing.com
Benedict College: www.benedict.edu
Career Technical Education: www.careertech.org
Careers in Accounting: www.careers-in-accounting.com
Careers in Finance: www.careers-in-finance.com
Clemson University: www.clemson.edu
Columbia College: www.columbiasc.edu
Human Resources Certification Institute: www.hrci.org
Institute of Internal Auditors: www.theiia.org
Institute of Management Accountants: www.imanet.org
Limestone College: www.limestone.edu
Mapping Your Future: www.mappingyourfuture.org
Midlands Education and Business Alliance: www.mebasc.com
Midlands Regional Education Center: <http://recs.sc.gov>
Midlands Technical College: www.midlandstech.edu
Risk Management Association: www.rmahq.org
Society for Human Resource Management: www.shrm.org
South Carolina Department of Education: www.ed.sc.gov
South Carolina Independent Colleges & Universities: www.scicu.org
South Carolina Career Information System: sccis.intocareers.org
South Carolina Technical College System: www.sctechsystem.com
South Carolina State University: www.scsu.edu
South University: www.southuniversity.edu/columbia
Southern Wesleyan University: www.swu.edu
University of South Carolina: www.sc.edu
Webster University: www.webster.edu/columbia

The Darla Moore School of Business at the University of South Carolina is ranked #1 in undergraduate international business education by U.S. News & World Report in its September 2012 annual survey “America’s Best Colleges Guide” — the 16th year the school has received this distinction.

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DO YOU HAVE THE PERSONALITY TO BE AN ENTREPRENEUR?

Potential entrepreneurs need to understand themselves before they start on the VERY difficult entrepreneurial journey. If you're thinking about becoming an entrepreneur, complete the checklist below. If the majority of your answers to this questionnaire are "yes," then you may have the right personality and work ethic to be a successful entrepreneur.

	YES	NO
1. Are you a self-starter?		
2. Are you able to work for up to a year with no income from the new business?		
3. Do you stick with a project until it's finished?		
4. Do you enjoy working with other people on a regular basis?		
5. Do you enjoy traveling for business purposes?		
6. Are you comfortable with pressure (e.g. deadlines, fast-paced work environment)?		
7. Do you enjoy working with people from other countries?		
8. Are you comfortable hiring people you believe are smarter or more experienced than you?		
9. Do you enjoy being in an office at your desk most of the day?		
10. Are you comfortable in selling situations?		
11. Are you comfortable asking for money or other resources?		
12. Are you comfortable with debt?		
13. Is security not a priority for you?		
14. Do you have time to devote to a new business?		
15. Are you comfortable with unions?		
16. Are you willing to work in a government-regulated environment?		
17. Do you have the support of your family or friends to start a business?		

Source: *Launching New Ventures*, Dr. Kathleen Allen, Professor of Management, University of Southern California, Houghton, Mifflin Company, Boston, New York, 5th Edition

“The entrepreneurial journey is truly rewarding. There is nothing like having an idea, and then gathering up the necessary resources to turn that idea into a product or service that people and companies buy. If you decide to take the entrepreneurial journey, you will not be disappointed. Good luck to you in your pursuit of a very reachable dream.”

— Agata Chydzinski
 Director of Operations
 USC/Columbia Technology Incubator



www.mebasc.com



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