

Date: March 2006

- I. Course Name:** Office Management
Course Prefix and Number: OFT 200
Credit Hours and Contact Hours: 3 credit hours - 3 contact hours
Catalog Description:

This course is a comprehensive overview of the administration of the modern office in the public and private sector. The application of management principles to office operations will be covered. The course provides practical information about human relations, office technology, and management process. Prerequisite: BUS 120 or BUS 124 or permission of instructor. (Also listed as BUS 200.)

II. Course Outcomes and Objectives

Learning Outcomes:

Upon completion of this course, the student will be expected to be familiar with:

1. Basic traditional office management practices, emerging elements of management and practices, administrative management resource areas, and restructured office systems and training needs.
2. Leadership and communication skills in business environments, including groups, teams, and conflict resolution.
3. Managing human resources in the office including staffing, on-the-job employee practices, as well as work ethics and business etiquette issues.
4. Managing the trends and challenges of office network systems as a result of new technology.
5. Basic knowledge of employee recognition and compensation, health-related issues, office design and ergonomic issues, and health and safety issues.

Relationship to Academic programs and curriculum:

This course is required for students matriculated in the A.A.S. Paralegal degree program, the A.A.S. Administrative Assistant degree program, and the Office Technologies Certificate program.

College competencies addressed by the course:

Writing
Oral Communication
Reading
Mathematics
Computer Literacy
Professional Competency
Problem Solving
Ethics / Values
Citizenship

Information Resources

III. Methods of Instruction

Types of Course materials

TEXT: Administrative Office Management, Odgers, 13th Edition, South-Western Educational Publishing.

Administrative Office Management Workbook, Odgers, 13th Edition, South-Western Educational Publishing.

Methods of Instruction:

Instruction is accomplished by lectures and class discussions.

Assessment measures:

Faculty may use a variety of assessment measures including, but not limited to: discussions, Internet research, and informal writing.

Methods of Evaluation:

Homework, classwork, class participation

Tests

Three Article Critiques

Oral Presentation

IV General Outline of Topics covered

The following represents the various topics to be covered in the course:

1. Traditional office management trends
2. Emerging management trends and changes in today's workplace
3. Resource areas influenced by office managers
4. Office Budgets
5. Facilities, Equipment, and Supplies Acquisitions
6. Office Area Design and Document Workflow
7. New approaches to managing
8. Quality and Continuous Improvement (TQM) (CIP)
9. Worker-empowered Organizations
10. Internal and External forces that influence management practices
11. Restructured office systems and workplace training needs
12. Virtual Workers
13. Retraining Existing Workforce
14. Corporate Universities
15. Leadership, Motivation, and Problem Solving Skills
16. How to Write Instructions
17. The Communication Process and Office Communication Networks
18. Verbal/Nonverbal Communication Skills
19. Formal/Informal Channels of Communication
20. Effective Meeting Planning, Execution, and Follow-up
21. Conflict Resolution
22. Job Stress

23. Time Management
24. Staffing Practices: Trends, Laws, and Job Analysis
25. Employee recruitment, selection, orientation, training, counseling, and disciplining. Interviewing skills; legal and illegal questions
26. Effective use of performance appraisals
27. Corporate Values and Work Ethics issues
28. Basic knowledge of computer systems, telecommunications and networks, videoconferencing
29. Managing Alternative work arrangements, including outsourcing
30. Employee Recognition and Compensation
31. Health-related work issues
32. Office Design, Space, Health and Safety Issues
33. Space management techniques