Common Course Outline

Course Information

Description
This course covers the managerial and organizational processes of Administrative Office Management; office environmental management, which includes office layout, office environment, and office equipment and furniture; office employee management, which includes selecting, developing, supervising, and motivating office employees as well as performance appraisal, job analysis, job evaluation, salary administration, and work measurement and productivity; office systems analysis; and office functions management. (Prerequisites: OTEC1860 and OTEC2820)

Total Credits 3.00
Total Hours 48.00

Types of Instruction

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<td>Lecture</td>
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Pre/Corequisites

Prerequisite  OTEC1860 Word
Prerequisite  OTEC2820 Business Communications

Course Competencies

1  Identify the evolution of administrative office management

Learning Objectives
Define the role of management in the workplace
Identify the five schools of management thought
Define the levels of management and the categories of skills needed by administrative managers
List and describe the traditional management functions
Define the eight principles of management
Reflect on the positive and negative factors in the changing workplace

2  Identify the administrative management challenges

Learning Objectives
Identify and describe four challenges in the business world that most affect the ways in which administrative managers direct activities in the workplace and office environment
Discuss the concept of the "Infotech" worker as it is applied to managing workplace activities
List actions an administrative manager can take to stay challenged in a job position and career

3  Describe administrative management activities in the workplace
Learning Objectives
Discuss results from recent surveys describing the ways in which the administrative professional’s job has changed
Within the scope of an administrative manager’s skill set, describe the four literacy skills managers and workers alike should acquire and use in the workplace
Explain the significance to organizations of each of the four major areas of management study

4 Describe the emerging elements impacting administrative management practices

Learning Objectives
List two trends that affect how workplaces function
Define the term paradigm and cite an example of a paradigm shift in the changing workplace
Discuss current organizations relative to customer service, worker empowerment, management levels, and learning needs
Name five alternatives to the command and control hierarchy in organizations
Describe the three skills needed for change management to occur
Identify several examples of flexible work arrangements organizations use today

5 Describe the management of information, technology, and training in the workplace

Learning Objectives
Describe a computer system in an office or workplace environment
Discuss the advantages and use of networks in a virtual business environment
Relate how technology is affecting the need for varied approaches to and topics for work force training

6 Describe staffing practices: employment laws and job analysis

Learning Objectives
Describe major legislation that affects the employment process administrative managers must administer in organizations
Identify the discriminatory practices that are prohibited in the workplace
Describe the purpose of a job analysis
List the steps required to perform a job analysis process

7 Describe on-the-job employee practices

Learning Objectives
List several sources that are used for internal and external recruitment of employees
Describe the seven steps that companies follow when completing a typical employee selection process
Describe the content of a new employee orientation session as conducted by an administrative manager
Discuss the concepts behind the systems approach to training
Distinguish among the three categories of discipline problems
Describe the importance of the performance appraisal process to an employer, administrative manager, and employee
Identify reasons employees leave their jobs and what managers can do to prevent excessive turnover

8 Describe employee compensation, recognition, and company policies

Learning Objectives
Discuss the two major pieces of legislation that govern employee compensation and benefits
List the general categories of indirect compensation plans
Discuss the purpose of promotions and employee recognition when furthering organizational goals
Cite examples of a policy, a procedure, a rule, and a de facto rule or policy
Identify the personal and legal aspects of terminations and lay-offs for employers and employees
Contrast the power of the union-represented worker with the power of the employer

9 Describe health-related and other workplace issues

Learning Objectives
Describe how substance abuse is affecting the workplace
Explain how depression is affecting employees in the workplace
Distinguish between the behavior of a workaholic and a hard worker
Describe how AIDS is affecting the workplace
Suggest a typical smoking policy for the workplace
Discuss issues relative to office parties and office romances
10 Describe work ethics and business etiquette issues

Learning Objectives
Discuss the importance of corporate values and business ethics
Describe the types of employee loyalty corporations can expect in today's workplace
Cite examples of desirable business etiquette and behavior relative to work settings, meeting people, using telephonic devices, and dining out
Describe the reasons for appropriate standards of business attire and grooming for men and women
Describe etiquette tips that should be followed when conducting international business

11 Describe leadership, motivation, and problem-solving in organizations

Learning Objectives
Describe an effective leader relative to leadership characteristics, habits, attitudes, and styles
Identify techniques that work when motivating different types of workers and motivational problems and behaviors that may be encountered in the workplace
Distinguish between position power and personal power in organizations
List the seven steps in the problem-solving process

12 Describe group dynamics, teamwork, and conflict issues

Learning Objectives
Discuss the effect that groups and teams have on an organization and how work is completed
Identify conflict styles and negotiation strategies managers can use to manage and resolve conflicts in the workplace
Describe approaches and strategies managers can use to manage multiple projects, cope with job stress, and maximize use of time for themselves and employees
Explain the value of office manuals to organizations

13 Describe office design, space, and health issues

Learning Objectives
Discuss your understanding of several office design elements that include layout, work flow, space allocation, and office design trends
Define ergonomics relative to the office and give examples of ergonomic tips for the office worker
Describe the occupational risks of the following five primary sources of frequent physical problems in offices: air, lighting, noise, workstations, and chairs
Identify ways of preventing repetitive stress injury and carpal tunnel syndrome while using an office computer
Explain how computers can contribute to eyestrain and computer vision syndrome

14 Describe workplace safety management

Learning Objectives
Identify the components of the crisis management program that deals with the four types of workplace violence
Describe the major content areas of a workplace safety policy
Defend the need for companies to use pre-employment background checks
List steps that managers and employees can take to identify and prevent acts of workplace violence
Discuss the need for plans that deal with the aftermath of workplace violence

15 Describe internet services and computer management policies

Learning Objectives
Identify and describe each of the five major Internet services or activities used by businesses in today's global economy
Define employee e-monitoring, and describe the reasons businesses monitor computer use by employees
Evaluate employees' privacy issues relative to a business's need for e-monitoring
Cite elements that should be included in an Internet Access Policy

SCC Accessibility Statement
If you have a disability and need accommodations to participate in the course activities, please contact your instructor as soon as possible. This information will be made available in an alternative format, such as Braille, large print, or cassette tape, upon request. If you wish to contact the college ADA Coordinator, call that office at 507-389-7222.
Disabilities page [http://southcentral.edu/academic-policies/disability-rights.html](http://southcentral.edu/academic-policies/disability-rights.html)