South Central College
OTEC 2860 Office Management
Common Course Outline

**Course Information**

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<th>Course Number</th>
<th>OTEC 2860</th>
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<tr>
<td>Credits</td>
<td>3</td>
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<tr>
<td>Department</td>
<td>Office Administration and Technology</td>
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<tr>
<td>Usage Date</td>
<td>Spring Semester 2011</td>
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<td>Instructional Type</td>
<td>Online</td>
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**Description**

This course covers the managerial and organizational processes of Administrative Office Management; office environmental management, which include 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. (3 Credits – Online).

**Prerequisites**

OTEC 2850 Integrated Information Systems

**Learning Outcomes Addressed in this Course**

**Institutional Core Competencies**

- Communication
- Critical Thinking
- Citizenship
- Professionalism
- Technological Literacy

**Competencies**

1. **Identify the evolution of administrative office management**
   
   *As you learn to master this competency, you will:*
   
   a. Define the role of management in the workplace
   b. Identify the five schools of management thought
   c. Define the levels of management and the categories of skills needed by administrative managers
   d. List and describe the traditional management functions
   e. Define the eight principles of management
   f. Reflect on the positive and negative factors in the changing workplace

2. **Identify the administrative management challenges**
As you learn to master this competency, you will:

a. 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
b. Discuss the concept of the “Infotech” worker as it is applied to managing workplace activities
c. List actions an administrative manager can take to stay challenged in a job position and career

3. Describe administrative management activities in the workplace
As you learn to master this competency, you will:

a. Discuss results from recent surveys describing the ways in which the administrative professional’s job has changed
b. 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
c. Explain the significance to organizations of each of the four major areas of management study

4. Describe the emerging elements impacting administrative management practices
As you learn to master this competency, you will:

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

5. Describe the management of information, technology, and training in the workplace
As you learn to master this competency, you will:

a. Describe a computer system in an office or workplace environment
b. Discuss the advantages and use of networks in a virtual business environment
c. 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
As you learn to master this competency, you will:

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

7. Describe on-the-job employee practices
As you learn to master this competency, you will:

a. List several sources that are used for internal and external recruitment of employees
b. Describe the seven steps that companies follow when completing a typical employee selection process
c. Describe the content of a new employee orientation session as conducted by an administrative manager
d. Discuss the concepts behind the systems approach to training
e. Distinguish among the three categories of discipline problems
f. Describe the importance of the performance appraisal process to an employer, administrative
manager, and employee

8. Describe employee compensation, recognition, and company policies

As you learn to master this competency, you will:

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

9. Describe health-related and other workplace issues

As you learn to master this competency, you will:

a. Describe how substance abuse is affecting the workplace
b. Explain how depression is affecting employees in the workplace
c. Distinguish between the behavior of a workaholic and a hard worker
d. Describe how AIDS is affecting the workplace
e. Suggest a typical smoking policy for the workplace
f. Discuss issues relative to office parties and office romances

10. Describe work ethics and business etiquette issues

As you learn to master this competency, you will:

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

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

As you learn to master this competency, you will:

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

12. Describe group dynamics, teamwork, and conflict issues

As you learn to master this competency, you will:

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

13. Describe office design, space, and health issues
As you learn to master this competency, you will:

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

14. Describe workplace safety management

As you learn to master this competency, you will:

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

15. Describe other workplace productivity systems

As you learn to master this competency, you will:

a. Document management systems
b. Identify copier and multi-function device systems
c. Explain telephone systems
d. Describe mailing systems
e. Describe other automated office equipment systems