



South Central College

## OTEC 2860 Office Management

### Course Outcome Summary

#### Course Information

<b>Description</b>	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. (Prerequisites: OTEC1860 Microsoft Word and OTEC2820 Business Communications)
<b>Total Credits</b>	3
<b>Total Hours</b>	48

#### Types of Instruction

##### Instruction Type

##### Credits/Hours

Lecture

#### Pre/Corequisites

OTEC1860 Microsoft Word

OTEC2820 Business Communications

#### Institutional Core Competencies

Communication - Students will be able to demonstrate appropriate and effective interactions with others to achieve their personal, academic, and professional objectives.

Critical and Creative Thinking - Students will be able to demonstrate purposeful thinking with the goal of using a creative process for developing and building upon ideas and/or the goal of using a critical process for the analyzing and evaluating of ideas.

#### 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**

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Additional information and forms can be found at: [www.southcentral.edu/disability](http://www.southcentral.edu/disability)

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