MINNESOTA WEST COMMUNITY & TECHNICAL COLLEGE
COURSE OUTLINE

DEPT. ADSA   **COURSE NUMBER: 1111**

NUMBER OF CREDITS: 3   **Lecture: 2 Lab: 1   OJT 0**

Course Title:
Office Management

Catalog Description:
Office Management covers general office principles and procedures with practical application.   Topics covered include the roles and responsibilities of the administrative professional,   professionalism, self-management and organizational strategies, ethics, teams, customer   service, leadership, communication skills, common tasks and procedures performed in the   office environment, and job seeking skills.

Prerequisites or Necessary Entry Skills/Knowledge:
None

FULFILLS MN TRANSFER CURRICULUM AREA(S) *(Leave blank if not applicable)*

Goal 1: Communication: _____ by meeting the following competencies:

Goal 2: Critical Thinking: _____ by meeting the following competencies:

Goal 3: Natural Sciences: _____ by meeting the following competencies:

Goal 4: Mathematics/Logical Reasoning: _____ by meeting the following competencies:

Goal 5: History and the Social and Behavioral Sciences: _____ by meeting the following competencies:

Goal 6: The Humanities and Fine Arts: _____ by meeting the following competencies:

Goal 7: Human Diversity: _____ by meeting the following competencies:

Goal 8: Global Perspective: _____ by meeting the following competencies:

Goal 9: Ethical and Civic Responsibility: _____ by meeting the following competencies:

Goal 10: People and the Environment: _____ by meeting the following competencies:

Topics to be Covered
Roles and Responsibilities of the Administrative Professional
Professionalism
Self-Management and Organizational Strategies
Workplace Ethics
Workplace Teams
Customer Service
Communication Skills (listening, verbal, written)
Meeting and Event Planning
Records Management and Filing Procedures
Mail Procedures

Coordinating Business Travel
Job Seeking Skills
Leadership & Management

Student Learning Outcomes
Examine the role and responsibilities of the administrative professional
Describe and explain the importance of building and maintaining a positive professional image
Develop self-management and organizational strategies
Define ethics and identify ethical behavior in the work environment
Examine the extremes of customer service and develop customer focus strategies to manage interactions with customers effectively
Develop and demonstrate effective interpersonal, verbal, and written communication   skills
Identify various record management systems and perform records management filing procedures to maintain effective physical and electronic records
Perform common tasks and procedures that occur in the office environment such as telephone skills, preparing meeting, event, and travel arrangements, managing incoming/outgoing mail, examining mail services and determining proper usage
Conduct research with application to the job seeking process
Examine the characteristics of effective leaders
Apply decision making, problem solving, and critical thinking skills
Demonstrate professionalism in all course communications

Is this course part of a transfer pathway: Yes   ☐   No   ☒

Revised Date: 6/2021