MINNESOTA WEST COMMUNITY & TECHNICAL COLLEGE
COURSE OUTLINE

Faculty members are required to have the outline submitted to the Academic Affairs Office. The course outline is the form used for approval of new courses by the Academic Affairs and Standards Council.

DEPT. __ADSA____ COURSE NUMBER: 1111____

NUMBER OF CREDITS: __3____ Lecture: __2____ Lab: __1____

<table>
<thead>
<tr>
<th>Course Title:</th>
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<tr>
<td>Office Management</td>
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<th>Catalog Description:</th>
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<td>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.</td>
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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:

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<tr>
<th>Prerequisites or Necessary Entry Skills/Knowledge:</th>
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<td>None</td>
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### Topics to be Covered (General)

1. Roles and Responsibilities of the Administrative Professional  
2. Professionalism  
3. Self-Management and Organizational Strategies  
4. Workplace Ethics  
5. Workplace Teams  
6. Customer Service  
7. Communication Skills (listening, verbal, written)  
8. Meeting and Event Planning  
9. Records Management and Filing Procedures  
10. Mail Procedures  
11. Coordinating Business Travel  
12. Job Seeking Skills  
13. Leadership & Management

### Student Learning Outcomes

*2-3 Learning outcomes per credit  
*Must be observable  
*Must be measurable  
*Must specify an action that is done by student learners  
*More specific objectives can be identified on instructor syllabi for the course  
*Must begin with an action verb

1. Examine the role and responsibilities of the administrative professional  
2. Describe and explain the importance of building and maintaining a positive professional image  
3. Develop self-management and organizational strategies  
4. Define ethics and identify ethical behavior in the work environment  
5. Analyze workplace teams and perform as a team member  
6. Examine the extremes of customer service and develop customer focus strategies to manage interactions with customers effectively  
7. Develop and demonstrate effective interpersonal, verbal, and written communication skills  
8. Identify various record management systems and perform records management filing procedures to maintain effective physical and electronic records  
9. 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  
10. Conduct research with application to the job seeking process  
11. Examine the characteristics of effective leaders  
12. Apply decision making, problem solving, and critical thinking skills  
13. Demonstrate professionalism in all course communications

See SAMPLE EXPECTED LEARNING OUTCOMES STATEMENTS and ACTION VERB LIST FOR COURSE OUTCOMES in the Minnesota West Curriculum Development Manual which can be accessed at [https://www.mnwest.edu/faculty-resources/curriculum-manual](https://www.mnwest.edu/faculty-resources/curriculum-manual)

### Is this course part of a transfer pathway: Yes [ ]  No [ ]

*If yes, please list the competencies below

Revised 8/19