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
<table>
<thead>
<tr>
<th>Professionalism</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Management and Organizational Strategies</td>
</tr>
<tr>
<td>Workplace Ethics</td>
</tr>
<tr>
<td>Workplace Teams</td>
</tr>
<tr>
<td>Customer Service</td>
</tr>
<tr>
<td>Communication Skills (listening, verbal, written)</td>
</tr>
<tr>
<td>Meeting and Event Planning</td>
</tr>
<tr>
<td>Records Management and Filing Procedures</td>
</tr>
<tr>
<td>Mail Procedures</td>
</tr>
<tr>
<td>Coordinating Business Travel</td>
</tr>
<tr>
<td>Job Seeking Skills</td>
</tr>
<tr>
<td>Leadership &amp; Management</td>
</tr>
</tbody>
</table>

**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