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**  

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<tr>
<th>Learning Outcome</th>
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<tr>
<td>Examine the role and responsibilities of the administrative professional</td>
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<tr>
<td>Describe and explain the importance of building and maintaining a positive professional image</td>
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<td>Develop self-management and organizational strategies</td>
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<td>Define ethics and identify ethical behavior in the work environment</td>
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<td>Examine the extremes of customer service and develop customer focus strategies to manage interactions with customers effectively</td>
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<td>Develop and demonstrate effective interpersonal, verbal, and written communication skills</td>
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<td>Identify various record management systems and perform records management filing procedures to maintain effective physical and electronic records</td>
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<tr>
<td>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</td>
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<td>Conduct research with application to the job seeking process</td>
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<td>Examine the characteristics of effective leaders</td>
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<td>Apply decision making, problem solving, and critical thinking skills</td>
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<td>Demonstrate professionalism in all course communications</td>
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**Is this course part of a transfer pathway:** Yes ☐ No ☒  

Revised Date: 6/2021