I. CATALOG DESCRIPTION:

BSTC-2340
Office Management
Prerequisite: None

In this course the student will learn how to plan and organize an office, how to control office operations, and how to work effectively with people. Students will also learn the fundamentals of time, conflict, and stress management. 

Also offered online.

(3/45/0/0/0/3)

II. GENERAL OBJECTIVES:

Note: This course is taught as though the student is the administrative office manager and what (s)he could do in the many situations (s)he would find himself or herself involved in today’s work force.

A. Acquaint students with the broad areas of administrative office management

B. Assist students in forming a basic philosophy of administrative office management

C. Give students an opportunity to assess the degree to which various practices in offices conform with accepted practices

D. Give students exposure to administrative office management styles

E. Assist students in developing skills in managerial decision making

F. Create within students an appreciation and a desire to choose administrative office management as a career

III. INSTRUCTIONAL MATERIALS:

A. Text:


2. Student's Guide—correlated with the above text (optional)

B. Supplementary materials provided by instructor:

1. PowerPoint presentations
OFFICE MANAGEMENT
BSTC-2340

2. Professional publication, magazine, newspaper, and internet articles
3. Books
4. Audio and video tapes

C. Audio-Visual Aides
1. Chalkboard or whiteboard
2. Overhead projector or computer monitor
3. VCR and cassette player
4. Transparencies

D. Guest Speakers and Field Trips (optional)

IV. COURSE OUTLINE:

A. Identifying Basic Concepts and Trends
1. Traditional Office Management Practices
2. The Impact of Emerging Elements of Management
3. Resource Areas Influenced by Administrative Office Managers
4. Forces that Influence Emerging Management Practices

B. Practicing Leadership and Communication Skills
1. Leadership, Motivation, and Problem Solving in Organizations
2. The Communication Process and Office Communication Networks
3. Groups, Teamwork, and Conflict Issues

C. Managing Human Resources in the Office
1. Staffing Practices: Trends, Laws, and Job Analysis
2. One-the-Job Employee Practices
3. Work Ethics and Business Etiquette Issues
D. Managing the Office Environment and Systems—Trends and Challenges in Administrative Office Management

E. Managing Office Environment Issues
   1. Other Essential Communications Skills
   2. Employee Recognition and Compensation
   3. Health Related Work Issues
   5. Other Office Systems: Records, Copying, Telephone, Mail, and Accounting

V. METHOD OF PRESENTATION:
Methods of presentation are determined by the instructor. Methods traditionally include some combination of the following:

A. Teacher- and student-led dialog

B. Work periods for discussion of chapter concepts and situational exercises (business situations involving decision making)

C. Inviting guest speakers from business and business tours (optional)

D. Listening to audios and viewing videos and transparencies

E. Completing surveys and measuring/comparing results

VI. METHOD OF EVALUATION:
Methods of evaluation are determined by the instructor. Evaluation traditionally includes some of the following:

A. Daily assignments completed punctually

B. Class attendance

C. Unit tests

D. Situational exercises and chapter concepts: preparation and participation

E. Individual and/or group projects and/or reports

F. Final test and journal

VII. SPECIFIC UNIT OBJECTIVES:
VIII. ACADEMIC INTEGRITY:
Academic integrity forms a fundamental bond of trust between colleagues, peers, teachers, and students, and it underlies all genuine learning. At WNCC, there is no tolerance for plagiarism or academic dishonesty in any form, including unacknowledged "borrowing" of proprietary material, copying answers or papers, or passing off someone else's work as one's own.

A breach of ethics or act of dishonesty can result in:
- failure of a paper or exam within a course
- failure of an entire course (blatant plagiarism, cheating on a test or quiz)
- academic suspension or expulsion from the college

IX. EQUAL ACCESS:
Western Nebraska Community College is committed to providing equal access to educational opportunities through reasonable accommodation when necessary. If you qualify under the Americans with Disabilities Act (ADA), please notify the Director of Counseling (308 635-6090) as soon as possible to begin a process of documentation review and determination of appropriate accommodation or adaptive strategies.

12-12-07