



ILLINOIS VALLEY COMMUNITY COLLEGE

COURSE OUTLINE

DIVISION: Workforce Development

COURSE: CSM 2240 Office Management

Date: Spring 2023

Credit Hours: 3

Complete all that apply or mark "None" where appropriate:

Prerequisite(s): None

Enrollment by assessment or other measure? Yes No

If yes, please describe:

Corequisite(s): None

Pre- or Co-requisite(s): None

Consent of Instructor: Yes No

Delivery Method:	<input checked="" type="checkbox"/> Lecture	3 Contact Hours (1 contact = 1 credit hour)
	<input type="checkbox"/> Seminar	0 Contact Hours (1 contact = 1 credit hour)
	<input type="checkbox"/> Lab	0 Contact Hours (2-3 contact = 1 credit hour)
	<input type="checkbox"/> Clinical	0 Contact Hours (3 contact = 1 credit hour)

Offered: **Fall** **Spring** **Summer**

CATALOG DESCRIPTION and IAI NUMBER (if applicable):

This course will prepare students for the role of the professional office manager in today's global job market. Topics to be covered include defining the administrative office manager, understanding basic forms of organizations, developing problem-solving skills, recruiting, and orienting a culturally diverse workforce and analyzing office jobs, salaries, benefits, and workplace issues. Also covered will be resume writing, travel arrangements, planning meetings and conferences, and time and record management.

ACCREDITATION STATEMENTS AND COURSE NOTES:

None

COURSE TOPICS AND CONTENT REQUIREMENTS:

Business Etiquette
Communicating with Technology
Communication Skills
Coordinating Business Travel
Customer Focus
Explore Office Administration
Leading and Managing
Manage and Organize Workload
Managing Electronic Records and Mail
Managing Physical Records
Planning Meetings and Events
Presentation Skills
Seeking Employment
Understanding Financial Documents
Work Ethically
Workplace Teams

INSTRUCTIONAL METHODS:

Brainstorming
Case Projects: individual and team
Demonstrations
Discussion
Hands-On Activities
Interviewing
Lecture
Presentations: student presentations
Role Playing

EVALUATION OF STUDENT ACHIEVEMENT:

Attendance
Case Studies
Final Exam
Group Projects
Homework
Participation
Tests

The grading scale is to be decided by each individual instructor.

INSTRUCTIONAL MATERIALS:

Internet
PowerPoint
Textbook
Video
Case Studies

Textbooks

The Administrative Professional Technology & Procedures, 15th Edition, Rankin, Shumack, Cengage Learning, ISBN: 9781305581166

Resources

Harvard Business Publishing Education
TED Talks

LEARNING OUTCOMES AND GOALS:

Institutional Learning Outcomes

- 1) Communication – to communicate effectively;
- 2) Inquiry – to apply critical, logical, creative, aesthetic, or quantitative analytical reasoning to formulate a judgment or conclusion.
- 3) Social Consciousness – to understand what it means to be a socially conscious person, locally and globally;
- 4) Responsibility – to recognize how personal choices affect self and society.

Course Outcomes and Competencies

Upon completion of the course, the student will be able to:

1. Explore Entering the Workforce

- a. Assess the demand for administrative professionals and describe their work setting.
- b. Describe the skills, knowledge, attitudes, and traits employers expect of an administrative assistant.
- c. Compare the responsibilities of the employer and employees in a working relationship.
- d. Describe the culture and structure of business organizations.

2. Workplace Professional

- a. Describe the qualities that make a worker a professional.
- b. Explain why critical thinking, decision-making, and problem-solving skills are essential to an administrative assistant.
- c. Describe how factors such as appearance, communication, and teamwork skills affect your professional image.
- d. Describe the importance of following business etiquette.

3. Managing and Organizing

- a. Explain steps for setting and meeting goals and priorities.
- b. Describe strategies and tools for organizing your work area and managing your workload.
- c. Identify life management skills that improve job performance.

4. Work Ethically

- a. Describe basic ethical terms and concepts.
- b. List characteristics of ethical businesses and organizations.
- c. Describe resources and methods for making ethical decisions at work.
- d. Identify unethical workplace behaviors and steps for working ethically.

5. Understand the Workplace Team

- a. Describe the benefits of teams and common types of workplace teams.
- b. Describe and practice the general process by which teams work together.
- c. Describe and utilize qualities and skills for being an effective team member, supporter, or leader.

d. List qualities of effective teams and identify team challenges.

6. Develop Customer Focus

- a. Define customer focus and explain the differences between external and internal customers.
- b. Describe strategies for developing customer focus.
- c. Develop skills for providing effective customer service.
- d. Describe how to handle difficult customer service situations.

7. Improve Communication Skills

- a. Describe the communication process and its elements.
- b. Describe types of listening and ways to improve listening skills.
- c. Describe factors related to effective verbal and nonverbal communication.
- d. Prepare effective written messages.

8. Communicate with Technology

- a. Explain the value of global communication tools.
- b. Describe the tools and methods used for collaborating in the workplace.
- c. Describe effective techniques for telephone communication.
- d. Identify security issues and solutions for protecting computer data.

9. Develop Presentation Skills

- a. Plan and research presentation.
- b. Write the content of presentations.
- c. Develop visual aids for presentations.
- d. Deliver effective individual and team presentations.

10. Plan Meetings and Events

- a. Identify types of business meetings.
- b. Identify appropriate meeting formats for various situations.
- c. Describe the meeting responsibilities of executives, leaders, and other participants.
- d. Complete duties for an administrative assistant that are related to meetings.
- e. Complete duties related to conferences.

11. Manage Physical Records

- a. Identify reasons that records are valuable.
- b. Describe supplies, equipment, and media for physical records.
- c. Describe types of storage systems.
- d. Apply filing procedures for physical records.
- e. Describe procedures for record retention.

12. Manage Electronic Records and Mail

- a. Describe procedures for managing electronic records.
- b. Prepare outgoing mail effectively.
- c. Identify methods for sending outgoing mail.
- d. Describe ways to handle incoming mail effectively.
- e. Describe how office printers and copiers are used in processing documents and records.

13. Coordinate Business Travel

- a. Plan domestic travel arrangements.
- b. Plan international travel arrangements.
- c. Research business customs related to international travel.
- d. Discuss and apply organizational travel procedures.

14. Financial Documents

- a. Describe financial statements for organizations.
- b. Describe employee payroll deductions and prepare a payroll register.

- c. Describe purchases transaction forms and procedures.
- d. Prepare a bank reconciliation.

15. Employment

- a. Identify sources of job information.
- b. Research organizations and prepare a letter of application and a resume.
- c. Develop job interview skills.
- d. Evaluate job offers.
- e. Develop skills for job advancement and job changes.

16. Leadership

- a. Describe differences in and theories of leadership and management.
- b. Describe and develop the qualities of effective leaders.
- c. Describe common leadership styles.
- d. Describe and develop skills and strategies for successfully leading people.