Course Syllabus

Department: Business

Date: 9/12

I. Course Prefix and Number: BUS 200

   Course Name: Office Management

   Credit Hours and Contact Hours: 3 credit hours, 4 contact hours

   Catalog Description including pre- and co-requisites: supporting data required for grade prerequisite of 'C' or higher.

   This course is a comprehensive overview of the administration of the modern office in the public and private sector. The application of management principles to office operations will be covered. The course provides practical information about human relations, office technology, and management process. Prerequisite: BUS 120 or BUS 124 or permission of instructor. (Also listed as OFT 200.)

   Relationship to Academic Programs and Curriculum including SUNY Gen Ed designation if applicable:

   This course is required for students matriculated in the A.A.S. Paralegal degree, the A.A.S. Administrative Assistant degree, and the Office Technologies certificate programs.

II. Course Student Learning Outcomes: State the student learning outcome(s) for the course (e.g. Student will be able to identify...)

   The student will:

   1. Recognize basic traditional office management practices, emerging management trends, administrative management resource areas, and restructured office systems and training needs.
   2. Practice leadership and communication skills in business environments, including groups, teams, and conflict resolution.
   3. Manage human resources in the office including staffing, on-the-job employee practices, workforce improvement, conflict resolution, job stress, time management, as well as work ethics and business etiquette issues.
   4. Manage the trends and challenges of office network systems as a result of new technology.
   5. Demonstrate knowledge of employee recognition and compensation, health-related issues, office design and ergonomic issues, and health and safety issues.
   6. Demonstrate effectiveness in planning, executing, and follow up of meetings.
College Learning Outcomes Addressed by the Course: (check each College Learning Outcome addressed by the Student Learning Outcomes)

- X writing
- X computer literacy
- X oral communications
- X ethics/values
- X reading
- X citizenship
- X mathematics
- □ global concerns
- X critical thinking
- X information resources

III. Assessment Measures (Summarize how the college and student learning outcomes will be assessed): For each identified outcome checked, please provide the specific assessment measure.

<table>
<thead>
<tr>
<th>List identified College Learning Outcomes(s)</th>
<th>Specific assessment measure(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>eg: writing</td>
<td>eg: student will complete a research paper</td>
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<tr>
<td>Writing</td>
<td>Assignments and a final project assess writing.</td>
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<tr>
<td>Oral communications</td>
<td>An oral presentation and discussions assess oral communications.</td>
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<tr>
<td>Reading, citizenship</td>
<td>Assignments, and exams assess reading and citizenship.</td>
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<tr>
<td>Mathematics</td>
<td>Assignments assess mathematics.</td>
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<tr>
<td>Critical thinking</td>
<td>In-class activities, assignments, a research paper, and case studies assess critical thinking.</td>
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<tr>
<td>Computer literacy, information resources</td>
<td>Assignments and a research paper assess computer literacy and information resources.</td>
</tr>
<tr>
<td>Ethics/values</td>
<td>Assignments and discussions assess ethics/values.</td>
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IV. Instructional Materials and Methods

Types of Course Materials:

- Textbook

Methods of Instruction (e.g. Lecture, Lab, Seminar …):

- Lectures
- Discussions
- In-class activities

V. General Outline of Topics Covered:
The following represents the various topics to be covered in the course:

1. Traditional office management trends
2. Emerging management trends and changes in today’s workplace
3. Resource areas influenced by office managers
4. Office Budgets
5. Facilities, Equipment, and Supplies Acquisitions
6. Office Area Design and Document Workflow
7. New approaches to managing
8. Quality and Continuous Improvement (TQM) (CIP)
9. Worker-empowered Organizations
10. Internal and External forces that influence management practices
11. Restructured office systems and workplace training needs
12. Virtual Workers
13. Retraining Existing Workforce
14. Corporate Universities
15. Leadership, Motivation, and Problem Solving Skills
16. How to Write Instructions
17. The Communication Process and Office Communication Networks
18. Verbal/Nonverbal Communication Skills
19. Formal/Informal Channels of Communication
20. Effective Meeting Planning, Execution, and Follow-up
21. Conflict Resolution
22. Job Stress
23. Time Management
25. Employee recruitment, selection, orientation, training, counseling, and disciplining. Interviewing skills; legal and illegal questions
26. Effective use of performance appraisals
27. Corporate Values and Work Ethics issues
28. Basic knowledge of computer systems, telecommunications and networks, vide conferencing
29. Managing Alternative work arrangements, including outsourcing
30. Employee Recognition and Compensation
31. Health-related work issues
32. Office Design, Space, Health and Safety Issues
33. Space management techniques