
SECTION HEADING

ADSA 1111: Office Management

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.

Credits

3

Prerequisite

None

Corequisite

None

Topics to be Covered

1. Roles and Responsibilities of the Administrative Professional
2. Professionalism
3. Self-Management and Organizational Strategies
4. Workplace Ethics
5. Workplace Teams
6. Customer Service
7. Communication Skills (listening, verbal, written)
8. Meeting and Event Planning
9. Records Management and Filing Procedures
10. Mail Procedures
11. Coordinating Business Travel
12. Job Seeking Skills
13. Leadership & Management

Learning Outcomes

1. Examine the role and responsibilities of the administrative professional
2. Describe and explain the importance of building and maintaining a positive professional image
3. Develop self-management and organizational strategies
4. Define ethics and identify ethical behavior in the work environment
5. Examine the extremes of customer service and develop customer focus strategies to manage interactions with customers effectively
6. Develop and demonstrate effective interpersonal, verbal, and written communication skills
7. Identify various record management systems and perform records management filing procedures to maintain effective physical and electronic records
8. 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
9. Conduct research with application to the job seeking process
10. Examine the characteristics of effective leaders
11. Apply decision making, problem solving, and critical thinking skills
12. Demonstrate professionalism in all course communications

Credit Details

Lecture: 2

Section Heading

Lab: 1

OJT: 0

MnTC Goal Area(s): None