



OFFICE MANAGEMENT

Course Syllabus

Date 11/29/11

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COURSE NUMBER: MGT 110

PREREQUISITE(S): AOT 134 with a minimum grade of "C"

CO-REQUISITE(S): CPT 101 with a minimum grade of "C"

COURSE DESCRIPTIONS

This course is a study of various approaches to office organization and management, personnel selection and training and ergonomics in the modern office. Additional topics will include leadership, decision making and motivation skills as well as work force diversification issues.

TEXTBOOK(S): Odgers, Pattie. *Administrative Office Management*, 13th edition, Cincinnati; South-Western Educational Publishing, 2005.
ISBN: 0-538-43857-6.

REFERENCE(S): None

OTHER REQUIRED MATERIALS, TOOLS, AND EQUIPMENT: Storage media – hard drive or USB jump drive

METHOD OF INSTRUCTION: This course will be taught by lecture, demonstration, and group and individual problem solving methods of instruction.
NO LATE WORK IS ACCEPTED! NO MAKE-UP TESTS!

GRADING SYSTEM:

90	-	100	=	A
80	-	89	=	B
70	-	79	=	C
60	-	69	=	D
Below	-	60	=	F

The standard mathematical procedure of rounding will be applied to arrive at a whole number percentage in final grade calculation.

**GRADE
CALCULATION
METHOD:**

Tests	=	40%
Projects	=	35%
Discussion Topics	=	25%
	=	<u>100%</u>

**ATTENDANCE
POLICY:**

The student is responsible for punctual and regular attendance in all classes, laboratories, clinical, practica, internships, field trips, and other required class activities. The College does not grant excused absences; therefore, students are urged to reserve their absences for emergencies. When illness or other emergencies occur, the student is responsible for notifying instructors and completing missed work if approved for late submission by instructors.

The student is tardy if not in class at the time the class is scheduled to begin and is admitted to class at the discretion of the instructor.

Instructors maintain attendance records. However, it is the student's responsibility to withdraw from a course. A student enrolling in and attending at least one course session remains enrolled until the student initiates a withdrawal.

Withdrawal Policy: During the first 75% of the course, a student may initiate withdrawal and receive a grade of W. A student cannot initiate a withdrawal during the last 25% of the course. Extenuating circumstances require documentation and approval by the appropriate department head and academic dean.

Absences for Religious Holidays: Students who are absent from class in order to observe religious holidays are responsible for the content of any activities missed and for the completion of assignments occurring during the period of absence. Students who anticipate their observance of religious holidays will cause them to be absent from class and do not wish such absences to penalize their status in class should adhere to the following guidelines:

1. Observance of religious holidays resulting in three or fewer consecutive absences: Discuss the situation with the instructor and provide written notice at least one week prior to the absence(s). Develop (in writing) and instructor-approved plan which outlines the make up of activities and assignments.

2. Observances of religious holidays resulting in four or more consecutive absences: Discuss the situation with the instructor and provide the instructor with written notice within the first 10 days of the academic term. Develop an instructor-approved plan with outlines the make up of activities and assignments.

**CLASSROOM
CONDUCT:**

ACADEMIC DISHONESTY: Students are expected to uphold the integrity of the College's standard of conduct, specifically in regards to academic honesty. All forms of academic dishonesty including, but not limited to, cheating on assignments/tests, plagiarism, collusion, and falsification of information will call for disciplinary action. Disciplinary action imposed may include one or more of the following: written reprimand, loss of credit for assignment/test, termination from course, and probation, suspension, or expulsion from the College. For further explanation of this and other conduct codes, please refer to the Student Handbook.

CELLULAR PHONES AND PAGERS/BEEPERS: Cellular phones, pagers and beepers are not permitted to be turned on or used within the classroom. Use of these devices during classroom time will be considered a violation of the student code as it relates to "disruptive behavior."

**CLASS/LAB
PROCEDURES:**

This class is a study of the basic skills necessary to manage an office. The textbook is a learning resource. It is the responsibility of the student to read and follow each assigned chapter, reference the material available on the web site, post answers to the discussion topics, utilize any online reference materials available, submit required assignments and contact the instructor with any questions or concerns.

It is your responsibility to insure that you have the technical skills and that your hardware/software remains in operating condition in order for you to complete the course. Personal computer problems are **NOT** a valid reason for failure to meet course requirements. Computer labs are available on the SCC campus and should be used as needed.

The Learning Center, located in the rooms E-2 & E-5 of the East Building, provides computers for your use. Check the website <http://www.sccsc.edu/resources/tutoring/tlc> or call 592-4968 for current semester operating hours.

ACCOMMODATIONS: Students who need special accommodations in this class because of a documented disability should notify Student Disability Services by calling (864) 592-4818, toll-free 1-800-922-3679; via email through the SCC web site at www.sccsc.edu/resources/disabilities; or by visiting the office located in the East Building Room 30-B on the SCC Central campus. Contacting Student Disability Services early in the semester gives the College an opportunity to provide necessary support services and appropriate accommodations.

PROGRAM DIRECTOR

Mr. Peter Stone
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PROGRAM CHAIR

Mrs. Karen Ravan
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Inclement Weather Schedule:

- Check SCC Web Site: www.sccsc.edu
- Tune to **Channel-7** Local T.V. Station (CBS)
- Tune to an FM/AM Local radio station

**COURSE OUTCOMES
& OBJECTIVES:**

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

- I. Identify and discuss the evolution of management practices
 1. Identify the functions of management
 2. Examine the different schools of management thought
 3. Describe the changes in the traditional office
- II. Describe ways to handle administrative management challenges
 1. Identify challenges that affect administrative managers
 2. Describe ways to manage the “Infotech” worker
 3. Discuss staying motivated as a manager
 4. Identify the manager’s needed skill set
- III. Discuss emerging elements impacting administrative management practices
 1. Examine workplace trends
 2. Identify the look of current organizations
 3. Examine the reshaping of organizational charts
 4. Discuss alternative work styles
 5. Discuss networking and the virtual environment
- IV. Discuss steps management can take to establish an ethical workplace
 1. Define workplace ethics
 2. Describe corporate values
 3. Discuss the importance of open communications
 4. Explain ethical-awareness training
- V. Discuss management of human resources in the workplace
 1. Identify laws that affect HR management
 2. Examine on-the-job practices such as recruitment, selection, orientation, training, and performance appraisals
 3. Explain employee compensation and recognition practices
 4. Discuss handling of layoffs and terminations
 5. Examine health-related issues
- VI. Illustrate the importance of practicing leadership and communication skills
 1. Describe effective leadership
 2. Examine the communication process used in the workplace
 3. List essential workplace communication basics
 4. Discuss intercultural communication
 5. Examine the nature of groups and team-building
 6. Identify methods for conflict resolution

- VII. Design an office layout and plan efficient workflow
 - 1. Discuss proper usage of work space
 - 2. Define ergonomics
 - 3. Explain office work hazards
 - 4. Examine the need for office safety
 - 5. Discuss manual versus automated workflow
 - 6. Identify points of importance within the office that are related to ergonomics

- VIII. Describe to the class how a successful office manager would handle a typical on-the-job situation
 - 1. Present solutions to give scenarios to the class through the discussion board