

MASTER COURSE SYLLABUS

<u>BIS</u>	<u>370</u>	<u>Administrative Office Management</u>	<u>3 (3-0) F</u>
Design.	No.	Title	Credit (Mode)

I. Bulletin Description:

An overview of the management and organization of the business office, including leadership, communication, problem solving, meeting management, and other human resource and supervisory practices.

II. Prerequisites:

56 semester hours completed and either admission to Professional Business Studies or listed on a signed major or minor.

III. Rationale for Course Level:

IV. Textbooks and Other Materials To Be Furnished by the Student:

Administrative Office Management, Kane K. Quible, Prentice-Hall, 2001.

V. Special Requirements of the Course:

VI. General Methodology Used in Teaching the Course:

Lectures, case studies, speakers, field trips, on-line research.

VII. Course Objectives:

1. Identify managerial office information functions
2. Define basic individual needs, address each need relative to cultural diversity, and explain how each need fits into the management function.
3. Determine the effects of office technology on education and training of office personnel, management, and company operations.
4. Identify the guiding principles of organization.
5. Arrange an office layout using the principles of space management.
6. Identify the psycho-physiological factors in an automated office and make

- appropriate recommendations based on ergonomic principles.
7. Select the appropriate communication messages and services needed, including the use of networks and global transmissions, for various situations.
 8. Combine people, procedures, and equipment to form an efficient and effective administrative support system, using appropriate planning, organizing, and decision making skills.
 9. Determine appropriate management and supervisory procedures.
 10. Decide what action to take concerning human relations and office personnel policies, taking into account individual diversity, global, and cultural differences.
 11. Analyze office jobs and recommend a method of job evaluation, applying principles of systems analysis and human resources principles.
 12. Identify the principles of budget preparation.
 13. Develop an awareness of available career paths in managing a business office.
 14. Develop an awareness of the critical and ethical issues in the office of the future, including the social responsibility and accountability of companies.

VIII. Course Outline:

Week Topics

1. Principles of office management
2. Selecting and recruiting office personnel
3. Orienting, developing, and training office personnel
4. Developing and training office personnel
5. Supervising and motivating office personnel
6. Appraising, evaluating, and promoting office personnel
7. Analyzing and evaluating office jobs
8. Administering salaries, measuring output, and improving productivity
9. Space management and office design
10. Office ergonomics and environment
11. Office furniture and equipment
12. Managing office systems
13. Communication Services and telecommunications
14. **FINAL EXAM**

IX. Evaluation:

Tests	25%
Written Assignments	30%
Oral Presentation(s)	20%
Readings	<u>25%</u>
Total	100%

X. Bibliography:

Administrative Office Management, Keeling and Kallaus; South-Western Educational Publishing, 1996.

Administrative Office Management, Odgers and Keeling, South-Western Educational Publishing, 2000.

Administrative Office Management: Strategies for the 21st Century, Odgers, Pattie; South-Western College Publishing, 1997.

Employee Training and Development, Raymond A. Noe; McGraw-Hill Irwin, 2002.

Leadership in Organizations, Ann A. Cooper; South-Western, 2002.

Office Skills 3E, Barrett, Kimbrell, and Odgers; Thomson South-Western, 2003.

Online Training for the Administrative Professional, Jennings, Stulz, and Rigby, 2003.

Procedures for the Office Professional, Fulton-Calkins and Hanks; South-Western Educational Publishing, 2000.

Training for Organizations, O'Connor, Bronner, and Delaney; South-Western, 2002.

Syllabus Prepared by: Susan Switzer Monica Holmes

Name

Signature

Signature

March 21, 2003

Date

Date