



**TRINITY VALLEY COMMUNITY COLLEGE
MASTER SYLLABUS**

Course Title:

Office Management

Course Prefix and Number:

BMGT 1325

Department – Division:

Business and Computer Science Division

Course Type – select from one of the following categories.

- **Academic General Education Course** (from ACGM – but not in TVCC Core)
- **Academic TVCC Core Course**
- **WECM Courses**

Semester Credit Hours: Lecture Hours: Lab/other hours

Semester Credit Hours	Lecture Hours	Lab/Other* Hours
3	3	0

Other hours include practicum, clinical or other types of non-lecture instruction. *If other, please specify: _____

Course Catalog Description

A study of the problems of office management and the duties of the office manager. It also includes the study of the function of the AOM, leadership styles, the problem solving process, managing human resources, training and promotion, office salary administration, labor-management relations and managing administrative services.

Prerequisites/co requisites

None

Topical Outline

- 1. Identifying Basic Concepts and Trends in Office Management**
- 2. Managing Human Resources in the Workplace**
- 3. Practicing Leadership and Communication Skills**
- 4. Managing Essential Administrative Services**
- 5. Managing Workplace Systems and Technology**

Course Learning Outcomes

The student will acquire an understanding of the following course learning outcomes:

- An understanding of the evolution of Management Practices
- An understanding of handling Administrative Management Challenges
- An understanding of Administrative Management Activities in the Workplace
- An understanding of Emerging Elements Impacting Administrative Management Practices
- An understanding of Managing Information, Technology, and Training in the Workplace
- An understanding of Staffing practices, Employment Laws, and Job Analysis
- An understanding of On-The-Job Employee Practices
- An understanding of Employee Compensation, Recognition, and Company Policies
- An understanding of Health-Related and Other Workplace Issues
- An understanding of Work Ethics and Business Etiquette Issues
- An understanding of Leadership, Motivation, and Problem-Solving in Organizations
- An understanding of Communicating In the Workplace
- An understanding of Group Dynamics, Teamwork, and Conflict Issues
- An understanding of Essential Business Communication Skills
- An understanding of Office Design, Space, and Health Issues
- An understanding of Managing Workplace Safety
- An understanding of Other Workplace Productivity Systems
- An understanding of Computer Network Systems and Security issues
- An understanding of Internet Services and Computer Management Policies
- An understanding of Business and Computer Information Systems

Relationship to General Education Outcomes – In addition to the core competencies, Trinity Valley Community College has established ten general education goals which specify knowledge and skills that students should gain from completing courses in the various component areas of the core curriculum. Information regarding curriculum and assessment as a means for the improvement of student learning through the general education component. (Select all that apply.)

Mark with an "X"	General Education Outcome
	A. To communicate clearly and effectively in both oral and written English.
X	B. To improve reading skills focused on comprehending, analyzing, interpreting, and evaluating printed materials.
	C. To understand mathematical information and utilize mathematical skills.
X	D. To demonstrate qualitative and quantitative critical thinking skills.
X	E. To understand and appreciate cultural and ethnic diversity.
X	F. To utilize computer based technology in accessing information, solving problems, and communicating.
	G. To recognize and evaluate artistic achievements in the visual and performing arts.
	H. To improve basic understanding of political, economic, and social systems.
	I. To demonstrate knowledge of the physical universe and living systems.
X	J. To develop skills and strategies to become an engaged learner.

Required Text(s)

Administrative Office Management 13th edition; Odgers, Pattie; Thomson South-Western Publishing Company, 2005; ISBN: 0-538-43857-6

Optional Text(s)

The purchase of study materials either in hard copy or in electronic form.

Material/Technology to be supplied by the student.

Basic calculator, pencils, paper, and word processing accessibility

Computers and Internet capability will be required for all students enrolled in the Internet course through distance education.

METHODS OF INSTRUCTION: Instruction will be by lecture/group activities/application/discussion, with emphasis on student- teacher interaction.

METHODS OF EVALUATION: Students will be evaluated through a series of exams including a final exam. Individual instructors will determine the need for additional evaluation through such requirements as research papers, projects, quizzes and out of class assignments.

Approvals – the contents of this document have been reviewed and are found to be accurate.

Prepared by	Signature	Date
Department Head	Signature	Date
Division Chair	Signature	Date
Vice President	Signature	Date