

OST 181
INTRODUCTION TO OFFICE SYSTEMS

COURSE DESCRIPTION:

Prerequisites: OST 131

Corequisites: None

This course introduces the skills and abilities needed in today's office. Topics include effectively interacting with co-workers and the public, processing simple financial and informational documents, and performing functions typical in today's offices. Upon completion, students should be able to display skills and decision-making abilities essential for functioning in the total office context. Course Hours Per Week: Class, 2. Lab, 2. Semester Hours Credit, 3.

LEARNING OUTCOMES:

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

- a. Apply the fundamental practices and principles of office management.
- b. Organize and plan basic organizational structures of office management.
- c. Design, develop, and implement procedures for selecting, developing, supervising, and motivating office personnel.
- d. Understand and determine need for text/word processing systems.
- e. Design and manage office systems and administrative services.
- f. Use elements of effective communication.

OUTLINE OF INSTRUCTION:

- I. Identifying Basic Concepts and Trends
 - A. The Evolution of Management Practices
 - B. The Administrative Manager Position
 - C. Schools of Management Thought
 - D. Levels of Skills of Management
 - E. Functions of Management
 - F. Basic Principles of Management
 - G. The Changing Workplace

- II. Handling Administrative Management Challenges
 - A. Challenges that Affect Administrative Managers
 - B. Managing the "Infotech" Workers
 - C. Staying Challenged as an Administrative Manager

- III. Administrative Management Activities in the Workplace
 - A. The Changing Role of the Administrative Professional
 - B. Scope of Administrative Manager's Skill set
- IV. Emerging Elements Impacting Administrative Management Practices
 - A. Workplace Trends
 - B. Managing Changes in the Workplace
 - C. The Look of Current Organizations
 - D. Reshaping the organizational Chart
 - E. Developing Change Management Skills
 - F. Alternative Work Styles
- V. Managing Information, Technology, and Training in the Workplace
 - A. Networked Systems in the Office
 - B. Networks and the Virtual Business Environment
 - C. Technology and Updating Workplace Training Nerds
- VI. Managing Human Resources in the Workplace
 - A. Staffing Practices: Employment Laws and job Analysis
 - B. Job Analysis
- VII. On-the-Job Employee Practices
 - A. Employee Recruitment
 - B. Employee Selection and Orientation
 - C. Employee Training
 - D. Counseling and Disciplining Employees
 - E. Performance Appraisals
 - F. Employee Turnover and Retention
- VIII. Employee Compensation, Recognition, and Company Policies
 - A. Employee Compensation and Benefits
 - B. Promoting Employees
 - C. Policies, Procedures, Rules, and Handbooks
 - D. Terminations and Layoffs
 - E. Labor Unions
- IX. Health-Related and other Workplace Issues
 - A. Health-Related Work Issues
 - B. Other Workplace Issues
- X. Work Ethics and Business Etiquette Issues
 - A. Corporate Values and Business Ethics
 - B. Loyalty in the Workplace
 - C. Business Etiquette and Behavior
 - D. Business Attire and Image Skills
 - E. International Politeness

- XI. Practicing Leadership and Communication Skills
 - A. Effective Leadership
 - B. Staff Motivation
 - C. Power, Office Politics, and Motivation
 - D. Decision-Making and Problem-Solving

- XII. Communicating in the Workplace
 - A. The Communication Process
 - B. Office Communication Networks
 - C. Methods Used for Workplace Communication
 - D. Intercultural Communication

- XIII. Group Dynamics, Teamwork, and Conflict Issues
 - A. The Nature of Groups and Team-Building Considerations
 - B. Conflict Resolutions
 - C. Conflict Issues in action
 - D. Office Manuals and Procedures

- XIV. Essential Business Communication Skills
 - A. Basics of Workplace Communication
 - B. Effective Reading Skills
 - C. Effective Writing Techniques
 - D. Effective Speaking and Presentation Skills
 - E. Listening and Helping Skills in Business
 - F. Communicating Effectively on the Telephone

- XV. Office Design, Space, and Health Issues
 - A. Office Design Issues
 - B. Office ergonomics and Health Factors
 - C. Recognizing and Preventing Computer Injuries

- XVI. Managing Workplace Safety
 - A. Scope of Safety Management
 - B. Safety Policies
 - C. Pre-employment Background Checks
 - D. Preventing Workplace Violence
 - E. In the Aftermath of Workplace Violence

- XVII. Other Workplace Productivity Systems
 - A. Document Management Systems
 - B. Copier and Multi-Function Device Systems
 - C. Telephone Systems
 - D. Mailing Systems
 - E. Accounting Systems
 - F. Other Automated Office Equipment Systems

- XVIII. Computer Network Systems and Security Issues
 - A. Business Use of Telecommunications
 - B. Computer Networks in the Workplace
 - C. Network Security Concerns

- XIX. Internet Services and Computer Management Policies
 - A. Internet Services
 - B. Employee E-Monitoring
 - C. Internet-Related Policies

- XX. Business and Computer Information Systems
 - A. Managing Information Technology Systems
 - B. Computer Systems
 - C. Hardware
 - D. Software
 - E. Future Trends in Office Technology

REQUIRED TEXTBOOK AND MATERIALS:

Odgers, Pattie, Thomson. Administrative Office Management-Complete Course. 13th ed. South-Western Publishing Co., 2005.

SUGGESTED REFERENCE:

Keeling, Lewis, B. and Norman F. Kallaus. Administrative Office Management. 11th ed. South-Western Publishing Co. 1991.

STATEMENT OF STUDENTS WITH DISABILITIES:

Students who require academic accommodations due to any physical, psychological, or learning disability are encouraged to request assistance from the Disability Services Coordinator within the first two weeks of the semester. Likewise, students who may require emergency medical attention due to a chronic health condition are encouraged to disclose this information to a disabilities services counselor within the first two weeks of the semester. Counselors can be contacted by calling 686-3652 or by visiting the Student Development Office in the Phail Wynn Jr. Student Services Center, room 1309.