COURSE DESCRIPTION:

Prerequisites: OST 134, OST 136, and OST 164  
Corequisites: None  

This course provides a capstone course for the office professional. Topics include administrative office procedures, imaging, communication techniques, ergonomics, and equipment utilization. Upon completion, students should be able to function proficiently in a changing office environment. Course Hours Per Week: Class, 2. Lab, 2. Semester Hours Credit, 3.

LEARNING OUTCOMES:

In successfully completing this course, students will:

a. Demonstrate an understanding of the roles of support staff, supervisors, managers, and technology in achieving business goals.
b. Demonstrate an awareness of management styles and their relationship to a diverse workforce.
c. Demonstrate knowledge of the responsibilities and skills needed to supervise people and technology.
d. Develop a plan of improving quality and productivity in the office.
e. Establish teams to accomplish tasks using appropriate tools and resources.
f. Demonstrate an understanding of human resource management issues and procedures related to supervision.
g. Demonstrate problem-solving and critical-thinking skills.
h. Demonstrate individual or group ability to plan, research, analyze, and prepare a written and oral presentation to provide solutions to current business issues and problems.
i. Demonstrate the proper procedure for applying for a job and describe traits necessary for advancement on the job.

OUTLINE OF INSTRUCTION:

I. Your Working Environment
   A. Role of the Office Professional
      1) Job Titles
      2) The Virtual Office
      3) Office Support Functions
   B. Organizational Structure
   C. Classifications of Authority
II. Communicating Effectively
   A. Definition of Human Relations
   B. Your Company and Its Place in Industry
   C. Human Relations in the Workplace
   D. International Human Relations

III. Managing Your Work, Time, and Resources
   A. Total Quality Management (TQM)
      1) Definition of TQM
      2) How does it work?
   B. Effectiveness and Efficiency
   C. Being the Boss of Your Own Time
      1) Learning the job
      2) Assigning Priorities
      3) Adopting a Flexible Plan
   D. Office Organization
   E. Learning to Cope with Stress
   F. Ethics in the Office
   G. Environmental Office
   H. Understanding Time in Different Cultures

IV. Using Technology and Understanding Professional’s Role
   A. Types of Computers
   B. Basic Components of Computers
   C. Operating Systems Software
   D. Application Software
   E. Computers in the Office
   F. Security Issues
   G. The Internet
   H. Ergonomics

V. Preparing Communications
   A. Verbal Communication
   B. Nonverbal Communication
   C. Listening
   D. Writing Effective Business Messages
   E. Types of Written Communication
   F. Preparing Documents for Distribution
   G. Reprographics
   H. Ethics in Writing
   I. International Addresses

VI. Processing Mail
   A. Handling Mail
   B. Handling Incoming Mail
   C. Handling Outgoing Mail
   D. International Mail
   E. International Holidays
VII. Records Management
   A. Location and Classifications of File Systems
   B. Preparation for Visible Filing
   C. Techniques
   D. Supplies Online
   E. Storing information
   F. Records Retention and Transfer
   G. Alphabetic Filing Rules
   H. Future Records Management

VIII. Handling Financial Procedures
   A. Banking Procedures
   B. Accounting Procedures
   C. International Currency Exchange

IX. Providing Customer Service, Scheduling Appointments, and Receiving Visitors
   A. Providing Excellent Customer Service
   B. Making Appointments
   C. Receiving Visitors
   D. Handling Difficult Customers
   E. Hosting International Visitors

X. Making Travel Arrangements
   A. Planning the Trip
   B. Arranging the Travel
   C. Following Through
   D. International travel Tips
      1) Tips for Success

XI. Planning Meetings and Conferences
   A. Before the Meeting
   B. During the Meeting
   C. Meeting Follow-Up
   D. Team Meetings
   E. Virtual Meetings
   F. International Meetings

XII. Using Telecommunications in the Office
   A. Effective Use of the Telephone
   B. Telephone Equipment, Systems, and Services
   C. Voice Recognition
   D. The Internet

XIII. Working in a Medical Office
   A. Types of Medical Offices
      1) Medical Careers and Skills Needed
      2) Basic Clerical or Office Skills and Competencies
      3) Basic Clinical Competencies
B. Basic Medical Office Positions

XIV. Working in a Legal Office
   A. Introduction to the Legal Office
   B. Legal secretarial or assistant Careers
   C. Processed Documents
   D. Document Preparation

XV. Preparing for Your Job Search
   A. Locating Job Prospects
   B. Applying for Jobs
   C. Interviewing for Jobs
   D. Conducting an Electronic Job Search
   E. International Employment Opportunities

XVI. Preparing to Meet the Challenges
   A. Eliminating Stereotypes
   B. Prepare for Advancement
   C. Develop Professionally

REQUIRED TEXTBOOKS AND MATERIALS:
Announced in the first class.

STATEMENT FOR STUDENTS WITH DISABILITIES:
Students who require academic accommodations due to any physical, psychological, or learning disability are encouraged to request assistance from a disability services counselor within the first two weeks of class. Likewise, students who potentially require emergency medical attention due to any chronic health condition are encouraged to disclose this information to a disability services counselor within the first two weeks of class. Counselors can be contacted by calling 919-536-7207, ext. 1413 or by visiting the Student Development Office in the Phail Wynn Jr. Student Services Center, room 1209.