

**Northwest Arkansas Community College**  
Business & Computer Information Systems Division

**Discipline Code**

OSIM

**Course Number**

1013

**Course Title**

Administrative Office Management (On Demand)

**Catalog Description**

This course integrates human resources management and office technology with concise, non-technical coverage of office systems and automation, office productivity, with continuing emphasis on professionalism, confidentiality, and customer service. Development of an ergonomic work environment is presented as well as priority setting and decision making. (Outside lab time will be required).

**Prerequisites**

None

**Credit Hours**

3 Credit Hours

**Contact hours**

3 Contact Hours

**Load hours**

3 Load Hours

**Semesters Offered**

On Demand

**Learning Outcomes**

Students will:

- Define different management styles and explain their effect on employee motivation
- Identify positive methods and attitudes for handling administrative challenges
- Apply laws affecting employee compensation, recognition, and discrimination to various situations
- Propose ergonomic standards to create a healthy workplace
- Create effective, accurate, professional communication tools
- Evaluate decisions based on the company's policies and procedures.

- Explain the necessity of security and confidentiality requirements for both employees' information and company information
- Analyze costs related to office administration, human resources, purchasing, and information management
- List cultural and ethnic differences in global business and in the workplace
- Participate effectively on a team to accomplish goals

## **Standard Practices**

### **Topics list**

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

## **Assessments**

- Exams from textbook and lecture material
- Research paper on administrative office management topic
- Internet research report that expands cultural awareness
- Problem solving homework assignments that develop critical thinking
- Team assignment to refine teamwork skill

**Revision Date:** January 8, 2020