



BROWARD COMMUNITY COLLEGE COURSE OUTLINE

LAST REVIEW: 2008-2009

NEXT REVIEW: 2013-2014

STATUS: A

COURSE TITLE: Office Management

COMMON COURSE NUMBER: OST2501

CREDIT HOURS: 3

CONTACT HOUR BREAKDOWN

(per 16 week term)

CLOCK HOURS: 48

(Voc. Course ONLY)

Lecture:

Lab: **48**

Clinic:

Other:

PREREQUISITE(S): NONE

COREQUISITE(S): NONE

PRE/COREQUISITE(S):

COURSE DESCRIPTION: This course is a study of the skills needed by the office professional in the workforce. It includes technology, the global economy, increased diversity, teamwork, and the changing skills and nature of work demanded in the workforce. The efficient handling of office matters, such as scheduling appointments, customer/client relations, managing office operations, processing mail and correspondence, communication, e-mail etiquette and effectiveness, coordinating meetings/travel, planning and managing an event budget, and career planning and advancement are covered.

General Education Requirements – Associate of Arts Degree (AA), meets Area(s): Area

General Education Requirements – Associate in Science Degree (AS), meets Area(s): Area

General Education Requirements – Associate in Applied Science Degree (AAS), meets Area(s): Area

UNIT TITLES

- 1. The High Tech Workplace**
- 2. Success Behaviors: Communications Skills and Ethics**
- 3. Office Communications: Telecommunications, Telephone, E-mail, and Written Correspondence**
- 4. Coordinate Meeting, Conference, and Travel**
- 5. Process Mail and Records Management**
- 6. Career Advancement**



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ASSESSMENT:

Please provide a brief description (250 characters maximum) that details how students will be assessed on the course outcomes.

1. Quizzes, Test, and/or Final Exam (cumulative/comprehensive);
2. Selected faculty may assess homework, projects, class participation/attendance, and/or extra credit projects.

**** Complete the following only if course is seeking general education status ****

GENERAL EDUCATION Competencies and Skills*:

Please highlight in green font all Competencies/Skills from the list below that apply to this course. In the box to the right of the Competency/Skill, enter all specific learning outcome numbers (i.e. 1.1, 2.7, 5.12) that apply.

1. Read with critical comprehension	
2. Speak and listen effectively	
3. Speak and listen effectively	
4. Think creatively, logically, critically, and reflectively (analyze, synthesize, apply, and evaluate)	
5. Demonstrate and apply literacy in its various forms: <i>(highlight in green ALL that apply)</i> (1. technological, 2. informational, 3. mathematical, 4. scientific, 5. cultural, 6. historical, 7. aesthetic and/or 8. environmental)	
6. Apply problem solving techniques to real-world experiences	
7. Apply methods of scientific inquiry	
8. Demonstrate an understanding of the physical and biological environment and how it is impacted by human beings	
9. Demonstrate an understanding of and appreciation for human diversities and commonalities	
10. Collaborate with others to achieve common goals.	
11. Research, synthesize and produce original work	
12. Practice ethical behavior	
13. Demonstrate self-direction and self motivation	
14. Assume responsibility for and understand the impact of personal behaviors on self and society	
15. Contribute to the welfare of the community	

** General Education Competencies and Skills endorsed by '05-'06 General Education Task Force*



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UNITS

Unit 1

General Outcome:

- 1.0 The student shall explain and demonstrate the changing nature of the office, use decision-making skills in the job search process, utilize computer hardware, software, and office equipment.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 1.1 Describe and identify the roles and responsibilities of the office professional in the ever-changing office.
- 1.2 Determine sources of job information; prepare a resume and letter of application; develop job interview skills; complete an employment application; discover how to succeed and advance his/her professional career.
- 1.3 Demonstrate knowledge of computer hardware and office equipment, such as copiers and fax machines, and define the function of the Internet and World Wide Web.
- 1.4 Identify and explain various types of software programs as well as troubleshoot software problems, select software, and use applications software in performing tasks.



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Unit 2

General Outcome:

- 2.0 The student shall identify the communication process and communication barriers in our diverse workforce and use effective techniques to improve his/her communication, as well as understand the importance of ethics and how it relates to a company and to the employees.**

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 2.1 Develop an awareness and understanding of a culturally diverse workforce.**
- 2.2 Explain the communication process and identify communication barriers and nonverbal communication.**
- 2.3 Use effective communication techniques with conflict resolution and actions to be taken if discrimination occurs.**
- 2.4 Identify characteristics of an ethical organization and traits of an ethical employee.**
- 2.5 Understand the importance of safety and health in the workplace.**



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Unit 3

General Outcome:

- 3.0** The student shall use good telephone techniques and e-mail etiquette; write effective letters, memos, and business reports; deal with visitors to the office and make effective presentations.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 3.1** Describe how information is transmitted electronically and demonstrate knowledge of proper e-mail etiquette and ethics.
- 3.2** Use proper telephone techniques.
- 3.3** Identify the characteristics of effective correspondence.
- 3.4** Compose letters and memos, and research and write a business report.
- 3.5** Develop effective techniques for working with office callers.
- 3.6** Deliver effective individual and group presentations.



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Unit 4

General Outcome:

- 4.0 The student shall be able to plan meetings and conferences, assist in conducting meetings, make travel arrangements using the Internet when possible, and prepare itineraries and expense reports.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 4.1 Identify the responsibilities of the office professional for meetings and conferences.
- 4.2 Prepare notices, agendas and minutes.
- 4.3 Identify the procedures required to make travel arrangements.
- 4.4 Prepare itineraries.
- 4.5 Describe duties performed when executive is traveling.
- 4.6 Prepare expense reports.
- 4.7 Plan and manage an event budget.



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Unit 5

General Outcome:

- 5.0** The student shall be able to describe the office professional's role in handling both incoming and outgoing mail which includes electronic messages; managing electronic, image, and manual documents.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 5.1** Identify classes of mail and determine which class should be used when preparing outgoing mail.
- 5.2** Identify and explain how special mail services are used.
- 5.3** Process both incoming and outgoing mail effectively.
- 5.4** Recognize the importance of recycling paper.
- 5.5** Identify the types of document management systems.
- 5.6** Learn and use basic filing rules.
- 5.7** Identify and use various storage methods and document retrieval systems.



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Unit 6

General Outcome:

- 6.0** The student shall understand the importance of stress and time management and give techniques for accomplishing this goal; recognize opportunities to fulfill leadership and management roles in the workplace.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 6.1** Define causes of stress and stress reducers.
- 6.2** Determine the importance of utilizing time well.
- 6.3** Identify time wasters.
- 6.4** Establish effective time management techniques.
- 6.5** Determine what unique leadership needs exist in the twenty-first century.
- 6.6** Describe the characteristics of effective leaders.
- 6.7** Define essential management responsibilities.
- 6.8** Analyze how leadership is earned.