



CLASS NUMBER AND NAME: **GBN132A—ADMINISTRATION:
OFFICE MANAGEMENT**

TOTAL CLOCK HOURS/UNITS: 24 Hours/2 Units

PREREQUISITES: CMN127B—Introduction to Word I

TEXTS AND MATERIALS: *ORGB 5*, Debra Nelson and James Quick, South-Western, Cengage Learning, 2017. (ISBN 978-1-305-66392-3)

ProQuest eLibrary; Supplementary materials

USB drive; headphones; 1.5 inch binder

CLASS DESCRIPTION: This class is designed to prepare the student for a career in Office Management. Critical thinking and problem solving skills, business etiquette, professionalism, time management, social media, customer service, and technical skills are emphasized as essential elements to be successful in administrative office management.

CLASS OBJECTIVES: After completing this course, the student will demonstrate skills employers expect in today’s changing workplace.

CLASS FORMAT OVERVIEW: The course is combination of lecture, class discussion, presentations, and hands-on activities.

Since lecture, in-class assignments, and team assignments are the main means of instruction in this class, students are expected to be present every day to participate in class discussion, to participate in team activities, and to communicate with team members and the instructor in a timely, professional manner.

If a student’s attendance falls below 80 percent, the class must be rescheduled. At all times, it will be up to the student to learn of any work assigned while he or she was absent. In-class assignments are given periodically and may not be made up.

REQUIREMENTS:

Time spent in preparation for or reflection on course lecture will approximate two hours outside of class for each lecture credit hour utilized by the instructor in delivery of the material and ¼ hour outside of class for each hour of structured lab time.

ATTENDANCE:

It is critical to the student's success to attend class every day. If a student's overall attendance drops below 80 percent, he or she will be asked to drop the course and restart.

TESTING:

Tests will be given covering the material in the class.

GRADING POLICIES:

The following grading policies will apply:

Each assignment will be graded. The average of these assignments will be worth 75 percent of the final grade.

The student's attendance and participation percentage will be worth 25 percent of the final grade.

Late Assignment(s): Late assignments will not be accepted.

FINAL GRADE

The final grade will be the result of all work completed. The final letter grade will be calculated as follows:

90 - 100%	A
80 - 89%	B
70 - 79%	C
60 - 69%	D
Below 60%	F

CLASS SCHEDULE AND ASSIGNMENTS:

The schedule for this class is included at the end of this syllabus.

ANTICIPATED LEARNING
OUTCOMES:

Upon completing this course, the student will demonstrate the ability to:

1. Describe the skills and qualities employers expect.
2. List the typical responsibilities of an Office Professional.
3. Demonstrate time management skills.
4. Explain the steps for setting and meeting goals and priorities.
5. Identify strategies and tools for organizing and managing yourself.
6. Explain social media in the workplace.
7. Demonstrate motivation and professionalism in the workplace.
8. Understand the role of conflict and negotiation management and strategies
9. Explain how cultural differences form the basis of work related attitudes.

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Please note that no late assignments will be accepted

Week	Topics	Assignments
1	Career Management	Read Chapter 17—Career Management Answer chapter questions due next Monday Article/video weekly presentation Participate in group activities
2	Managing and Organizing Yourself	Read Chapter 7—Stress and Well-Being Answer chapter questions due next Monday Article/video weekly presentation Participate in group activities
3	Attitudes, Emotions, and Ethics	Read Chapter 4—Attitudes, Emotions, and Ethics Answer chapter questions due next Monday Article/video weekly presentation Participate in group activities
4	Motivation at Work	Read Chapter 5—Motivation at Work Answer chapter questions due next Monday Article/video weekly presentation Participate in group activities
5	Conflict and Negotiation	Read Chapter 13 —Conflict and Negotiation Answer chapter questions due next Monday Article/video weekly presentation Participate in group activities
6	Projects	Participate in group activities Final Presentations

The instructor may adjust the schedule to meet the course objectives.