OST 289 Office Administration Capstone

COURSE DESCRIPTION:
Prerequisites:
    Set 1: OST-134 and OST-164
    Set 2: OST-136 and OST-164
Corequisites: None

COURSE DESCRIPTION:
This course is designed to be a capstone course for the office professional and provides a working knowledge of administrative office procedures. Emphasis is placed on written and oral communication skills, office software applications, office procedures, ethics, and professional development. Upon completion, students should be able to adapt in an office environment.
Course Hours per Week: Class, 2. Lab, 2. Semester Hours Credit, 3.

LEARNING OUTCOMES:
Upon completing requirements for this course, the student will be able to:
1. Demonstrate an understanding of the roles of support staff, supervisors, managers, and technology in achieving business goals.
2. Demonstrate an awareness of management styles and their relationship to a diverse workforce.
3. Demonstrate knowledge of the responsibilities and skills needed to supervise people and technology.
4. Develop a plan of improving quality and productivity in the office.
5. Establish teams to accomplish tasks using appropriate tools and resources.
6. Demonstrate an understanding of human resource management issues and procedures related to supervision.
7. Demonstrate problem-solving and critical-thinking skills.
8. 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.
9. Demonstrate the proper procedure for applying for a job and describe traits necessary for advancement on the job.

OUTLINE OF INSTRUCTION:
I. Understanding the Changing and Challenging Office
    A. Your Company
        i. The Virtual Office
        ii. Office Support Functions
    B. Organizational Structure
    C. Classifications of Authority

II. Developing Professional Skills
    A. Definition of Human Relations
    B. Your Company and Its Place in Industry
    C. Human Relations in the Workplace
    D. International Human Relations

III. Preparing for Your Employment
    A. Total Quality Management (TQM)
        i. Definition of TQM

ii.   How does it work?
- B. Effectiveness and Efficiency
- C. Being the Boss of Your Own Time
  - i. Learning the job
  - ii. Assigning Priorities
  - iii. 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. Time Management
- A. What Is Total Quality Management
- B. Effectiveness and Efficiency
- C. Time Management Tool and Strategies
- D. Evaluate Your Workload

V. Telecommunications
- 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. Building Communications Skills
- A. Examining the Communication Process
- B. Writing Effective Business Messages
- C. Preparing Written Communications
- D. Preparing Documents for Distribution
- E. Demonstrating Ethics in Writing

VII. Processing Mail
- A. Handling E-mail
- B. Handling Traditional Incoming Mail
- C. Handling Outing Domestic Mail
- D. International Mail
- E. International Holidays and Mail Services

VIII. Records Management
- A. Managing Paper Records
- B. Indexing and Alphabetizing Rules
- C. Understanding Electronic File Organization
- D. Retaining and Transferring Paper Records

IX. Banking and Accounting Procedures
- A. Traditional Banking Procedures

B. Account Procedures
C. Ethics in Accounting

X. Scheduling Appointments and Receiving Visitors
A. Making Appointments
B. Receiving Visitors
C. Managing Diverse Situations
D. Office Security
E. Ethics and Visitors

XI. Making Travel Arrangements
A. Planning the Trip
B. Arranging the Travel
C. Ethical Issues in Reporting Travel Expense
D. Culture and International Travel

XII. Planning Meetings and Conferences
A. Before the Meeting
B. During the Meeting
C. Meeting Follow-up
D. Team Meetings
E. Virtual Meetings

XIII. Developing Effective Oral Presentations
A. Planning a Presentation
B. Organizing the Content
C. Delivering the Presentation
D. Designing a Multimedia Presentation
E. Ethics and Speaking

XIV. Preparing to Meet the Challenges
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. Prepare for Advancement
B. Commit to Your Values and Ethics
C. Continue to Develop Professionally
D. Concept Review and Reinforcement

XVI. Working in a Legal Office
A. Introduction to the Legal Office
B. Legal Secretarial or Assistant Careers
C. Frequently Processed Documents
D. Document Preparation
E. Building Your Office Skills

REQUIRED TEXTBOOK AND MATERIAL:
The textbook and other instructional material will be determined by the instructor.