Department:

Business

Course Description:

This course is designed to provide students with up-to-date information reflecting contemporary management thinking, issues, and trends that every office employee needs to know. The course focuses on achieving a strong management-based background while using a humanistic approach for managing and supervising staff in an office environment.

Course Competencies:

Upon completion of the course, the student should be able to:

1. Define the role of management in the workplace.
2. Identify the levels of management and the categories of skills needed by administrative managers.
3. Define the eight principles of management.
4. Identify administrative management activities in the workplace.
5. Describe business ethics, etiquette, and behavior that is expected in work settings.
6. Identify the characteristics of effective leaders.
7. Explain how managers plan, organize, implement, and control.
8. Identify the business needs for communication and the major forms.
9. Describe skills needed for communication in business.
10. Describe the seven steps in the problem solving process and how to make organizational decisions in the workplace.
11. Identify the impact and use of groups and teams in organizations, as well as the conflict issues that working in an organization presents to management and employees alike.
12. Describe the basics of office design, layout, space, and design issues relative to providing an ergonomically sound and fully functioning work environment.
13. Identify different types of computer network systems and security issues that are part of the business world.
14. Identify how employees' needs are satisfied by human resources activities.
15. Describe procedures for recruiting and hiring new employees.
17. Explain how to provide employee training.

Course Content:

A. The Evolution of Management Practices
B. Handling Administrative Management Challenges
C. Administrative Management Activities in the Workplace
D. Emerging Elements Impacting Administrative Management Practices
E. Managing Information, Technology, and Training in the Workplace
F. Staffing Practices: Employment Laws and Job Analysis
G. On-the-Job Employee Practices
H. Employee Compensation, Recognition, and Company Policies
I. Health-Related and Other Workplace Issues
J. Work Ethics and Business Etiquette Issues
K. Leadership, Motivation, and Problem Solving in Organizations
L. Office Design, Space, and Health Issues
M. Managing Workplace Safety
N. Other Workplace Productivity Systems

Learning Assessments:

Students will be evaluated by use of discussion questions, graded assignments, comprehensive assignments, research paper, projects, presentation, portfolio, quizzes, and exams.

Instructional Materials:


Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

On-Campus Students: At enrollment, any on campus student may complete a form that will allow them to self-identify any disability.

Off-Campus Regional Students: Self-identify your disability and accommodation needs with the Regional Coordinator and/or instructor, preferably prior to the first class meeting.

Online Students: Self-identify your disability and accommodation needs by contacting the Disabilities Coordinator. Students must provide their own programs to allow accessibility on their home computer.

Any student may also identify their disability by completing an online form located on the HCC homepage under Students Services/Resources/Disabilities. Questions should be directed to the Disabilities Coordinator.