Department:

Business

Course Description:

This course builds on material covered in Administrative Procedures I and provides additional information on mail and shipping services, career development, effective leadership skills, stress and time management, telephone and teleconference techniques, and travel arrangements.

Course Competencies:

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

1. Prepare a budget and income statement.
2. Prepare a payroll register.
3. Identify common time wasters.
4. Plan and prepare documents for a business meeting.
5. Plan and prepare documents for business travel.
6. Sort and distribute incoming mail.
7. Open, separate, and annotate incoming mail.
8. Prepare outgoing mail.
9. Apply telephone techniques and procedures to handle incoming calls courteously and efficiently.
10. Prepare a resume cover letter, portfolio, and follow-up letter.
11. Identify personal qualities critical for effective performance at work.
12. Identify basic laws and regulations that apply to the workplace.
13. Identify types of discrimination and explain steps to counter discrimination in the workplace.
14. Explain characteristics of ethical behavior by organizations and employees.

Course Content:

A. Processing and Understanding Financial Information
B. Time Management and Reminder Systems
C. Meetings and Travel
D. Processing Mail
E. Telephone Systems and Procedures
F. Planning and Advancing Your Career
G. Working with Others
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.