Business, Management, & Administration Cluster

Administrative Assistant

# Office Administration & Management Syllabus

## Course Title: Office Administration & Management

**Course Number:** 8105 (OHLAP Approved)

**Instructor:** Michelle Potter

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580.562.3181 ex. 271

**Pre-requisite:** Business, Marketing & Information Technology Core,

Fundamentals of Administrative Technologies I, and Administrative Technologies II

**Length:** 120 hours

**Components of the Course:** Administrative Office Management

Human Relations

Business Principles and Management

Microsoft Publisher

**Instructional Materials/Textbooks:** Dianne S. Rankin, Kellie A. Shumack, and Fulton-Calkins, Patsy J. *The Administrative Professional: Technology & Procedures*. 15th ed. Mason: Cengage Learning, 2017

*Microsoft Publisher 2016*

*Lynda.com*

**Possible Career Outcome:** Administrative Assistant, Executive Assistant, Office Manager, Information Assistant, Data Entry Specialist, Receptionist, Shipping and Receiving Clerk, Records Processing Occupations Office Information Specialist, Human Resources Assistant and Financial Assistant.

**Course Description:** This course builds on the Fundamentals of Administrative Technologies and focuses on higher level content and strategies necessary to effectively engage students in technology and managerial skills needed for success in competitive business careers. This course is designed to enhance administrative support and management skills needed in the workplace.

**Office Administration and Management**

**Procedure Sheet**

***Lynda.com***

\_\_\_\_\_\_\_\_\_ Log in to Lynda.com and work through the course: Outlook 2016: Essential Training—You will use the desktop version of Outlook.

\_\_\_\_\_\_\_\_\_ As you work through the lesson take notes. Be sure to complete the What You Learned section at the end.

\_\_\_\_\_\_\_\_\_ Upon completion turn in your notes and certificate of completion and print one for your portfolio.

\_\_\_\_\_\_\_\_\_ Log in to Lynda.com and work through the course: OneNote 2016 Essential Training with David Rivers. Download the exercise file and use it to follow along with the presenter and complete the exercises.

\_\_\_\_\_\_\_\_\_ At the end be sure to complete the What You Learned section.

\_\_\_\_\_\_\_\_\_ Upon completion turn in your files and certificate of completion and print one for your portfolio.

Dianne S. Rankin, Kellie A. Shumack, and Fulton-Calkins, Patsy J. ***The Administrative Professional: Technology & Procedure****s*. 15th ed. Mason: Cengage Learning, 2017

You will access and submit assignments in SAM MindTap. Answer only the questions assigned on this sheet.

Data Files. Data files are required to complete some of the activities in the textbook. Visit [www.cengagebrain.com](http://www.cengagebrain.com) and search for this book to access free student resources, including downloadable data files.

**Schedule of Assignments**

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| **Part 1 The Workplace and You**  **Chapter 1 Entering the Workforce** |  |  |
|  | **Questions** | **Date Submitted** |
| **Read the Professional Profile** |  |  |
| **Read the Job Posting and Learning Objectives** |  |  |
| **Read Chapter 1** |  |  |
| **In MindTap —Complete the Discussion Questions** | **1-7** |  |
| **Complete the Build Workplace Skills activities** | **1 and 4** |  |
| **Complete the Communicate Clearly activity** | **6** |  |
| **Complete the Above & Beyond activity** |  |  |
| **Chapter 1 Tutorial Quiz** |  |  |
| **Chapter 1 Premium Quiz (Test Grade)** |  |  |
| **Watch Lynda.com deciding on a Legal Structure,** it is just a short video not a complete lesson. |  |  |
| **Watch** Lynda.com Course: Setting Up Your Small Business as a Legal Entity. | Print completion certificate and turn in |  |

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| **Chapter 2 Becoming a Professional** |  |  |
|  | **Questions** | **Date Submitted** |
| **Read the Job Posting and Learning Objectives** |  |  |
| **Read Chapter 2** |  |  |
| **Complete the Discussion Questions—In MindTap** | **1-10** |  |
| **Complete the Build Workplace Skills activities** | **2 and 4** |  |
| **Complete the Communicate Clearly activities** | **6** |  |
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| **Chapter 2 Tutorial Quiz** |  |  |
| **Chapter 2 Premium Quiz (Test Grade)** |  |  |
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| **Chapter 3 Managing and Organizing Yourself** |  |  |
|  | **Questions** | **Date Submitted** |
| **Read the Job Posting and Learning Objectives** |  |  |
| **Read Chapter 3** |  |  |
| **Complete the Discussion Questions** | **1-9** |  |
| **Complete the Build Workplace Skills activities** | **1 and 4** |  |
| **Complete the Communicate Clearly activities** | **6 and 7** |  |
| **Chapter 3 Tutorial Quiz** |  |  |
| **Chapter 3 Premium Quiz (Test Grade)** |  |  |
| **Test Part 1** |  |  |
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| **Cool Tool 2** |  |  |

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| **Part 2 The Workplace Environment**  **Chapter 4 Working Ethically** |  |  |
|  | **Questions** | **Date Submitted** |
| **Part 2 Video Assessment** |  |  |
| **Read the Professional Profile** |  |  |
| **Read the Job Posting and Learning Objectives** |  |  |
| **Read Chapter 4** |  |  |
| **Complete the Discussion Questions** |  |  |
| **Complete the Communicate Clearly activities** | **4 and 5** |  |
| **Complete the Develop Relationships activities** | **8 and 10** |  |
| **Complete the Use Technology activities** | **11** |  |
| **Chapter 4 Tutorial Quiz** |  |  |
| **Chapter 4 Premium Quiz (Test Grade)** |  |  |

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| **Chapter 5 Understanding the Workplace Team** |  |  |
|  | **Questions** | **Date Submitted** |
| **Read the Job Posting and Learning Objectives** |  |  |
| **Read Chapter 5** |  |  |
| **Complete the Discussion Questions** |  |  |
| **Complete the Communicate Clearly activities** | **6** |  |
| **Chapter 5 Tutorial Quiz** |  |  |
| **Chapter 5 Premium Quiz (Test Grade)** |  |  |
| **Chapter 5 Tutorial Quiz** |  |  |
| **Chapter 5 Premium Quiz (Test Grade)** |  |  |
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| **Chapter 6 Developing Customer Focus** |  |  |
|  | **Questions** | **Date Submitted** |
| **Read the Job Posting and Learning Objectives** |  |  |
| **Read Chapter 6** |  |  |
| **Complete the Discussion Questions** |  |  |
| **Complete the Critical Thinking case** |  |  |
| **Complete the Build Workplace Skills activities** | **1 and 2** |  |
| **Complete the Communicate Clearly activities** | **4 and 6** |  |
| **Complete the Develop Relationships activities** | **7 and 8** |  |
| **Complete the Use Technology activities** | **10** |  |
| **Chapter 6 Tutorial Quiz** |  |  |
| **Chapter 6 Premium Quiz (Test Grade)** |  |  |
| **Test Part 2** |  |  |

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| **Part 3 Communication—The Key to Success**  **Chapter 7 Improving Communication Skills** |  |  |
|  | **Questions** | **Date Submitted** |
| **Read the Professional Profile** |  |  |
| **Read the Job Posting and Learning Objectives** |  |  |
| **Read Chapter 7** |  |  |
| **Complete the Discussion Questions** |  |  |
| **Complete the Communicate Clearly activities** | **6 and 7** |  |
| **Complete the Develop Relationships activities** | **9** |  |
| **Chapter 7 Tutorial Quiz** |  |  |
| **Chapter 7 Premium Quiz (Test Grade)** |  |  |
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| **Chapter 8 Communicating with Technology** |  |  |
|  | **Questions** | **Date Submitted** |
| **Read the Job Posting and Learning Objectives** |  |  |
| **Read Chapter 8** |  |  |
| **Complete the Discussion Questions** |  |  |
| **Complete the Critical Thinking case** |  |  |
| **Complete the Communicate Clearly activities** | **5 and 8, you don’t need to record it.** |  |
| **Chapter 8 Tutorial Quiz** |  |  |
| **Chapter 8 Premium Quiz (Test Grade)** |  |  |
| **Ask your instructor for the Telephone Unit** |  |  |
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| **Chapter 9 Developing Presentation Skills** |  |  |
|  | **Questions** | **Date Submitted** |
| **Read the Job Posting and Learning Objectives** |  |  |
| **Read Chapter 9** |  |  |
| **Complete the Discussion Questions** |  |  |
| **Chapter 9 Tutorial Quiz** |  |  |
| **Chapter 9 Premium Quiz (Test Grade)** |  |  |

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| **Chapter 10 Planning Meetings and Events** |  |  |
|  | **Questions** | **Date Submitted** |
| **Read the Job Posting and Learning Objectives** |  |  |
| **Read Chapter 10** |  |  |
| **Complete the Discussion Questions** |  |  |
| **Complete the Critical Thinking case** |  |  |
| **Complete the Build Workplace Skills activities** | **1** |  |
| **Complete the Communicate Clearly activities** |  |  |
| **Complete the Develop Relationships activities** |  |  |
| **Complete the Use Technology activity** | **9** |  |
| **Chapter 10 Tutorial Quiz** |  |  |
| **Chapter 10 Premium Quiz (Test Grade)** |  |  |
| **Test Part 3** |  |  |

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| **Part 4 Records Management, Travel, and Finances**  **Chapter 11 Managing Records** |  |  |
|  | **Questions** | **Date Submitted** |
| **Read the Professional Profile** |  |  |
| **Read the Job Posting and Learning Objectives** |  |  |
| **Read Chapter 11** |  |  |
| **Complete the Discussion Questions** |  |  |
| **Complete the Build Workplace Skills activities** | **1-4** |  |
| **Complete the Communicate Clearly activities** | **5** |  |
| **Ask your instructor for the records management packet** |  |  |
| **Chapter 11 Tutorial Quiz** |  |  |
| **Chapter 11 Premium Quiz (Test Grade)** |  |  |
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| **Chapter 12 Handling Mail and Retaining Records** |  |  |
|  | **Questions** | **Date Submitted** |
| **Read the Job Posting and Learning Objectives** |  |  |
| **Read Chapter 12** |  |  |
| **Complete the Discussion Questions** |  |  |
| **Complete the Build Workplace Skills activities** | **2 and 3** |  |
| **Complete the Communicate Clearly activities** | **4 and 5** |  |
| **Chapter 12 Tutorial Quiz** |  |  |
| **Chapter 12 Premium Quiz (Test Grade)** |  |  |

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| **Chapter 13 Coordinating Business Travel** |  |  |
|  | **Questions** | **Date Submitted** |
| **Read the Job Posting and Learning Objectives** |  |  |
| **Read Chapter 13** |  |  |
| **Complete the Discussion Questions** |  |  |
| **Complete the Critical Thinking case** |  |  |
| **Complete the Build Workplace Skills activity** | **1** |  |
| **Complete the Communicate Clearly activity** | **5** |  |
| **Chapter 13 Tutorial Quiz** |  |  |
| **Chapter 13 Premium Quiz (Test Grade)** |  |  |
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| **Chapter 14 Understanding Financial Responsibilities** |  |  |
|  | **Questions** | **Date Submitted** |
| **Read the Job Posting and Learning Objectives** |  |  |
| **Read Chapter 14** |  |  |
| **Complete the Discussion Questions** |  |  |
| **Complete the Critical Thinking case** |  |  |
| **Complete the Build Workplace Skills activity** | **1-3** |  |
| **Complete the Communicate Clearly activities** | **4** |  |
| **Complete the Develop Relationships activities** |  |  |
| **Complete the Use Technology activities** | **9** |  |
| **Complete the Above & Beyond activity** |  |  |
| **Chapter 14 Tutorial Quiz** |  |  |
| **Chapter 14 Premium Quiz (Test Grade)** |  |  |
| **Test Part 4** |  |  |

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| **Part 5 Career Success**  **Chapter 15 Seeking Employment** |  |  |
|  | **Questions** | **Date Submitted** |
| **Read the Professional Profile** |  |  |
| **Read the Job Posting and Learning Objectives** |  |  |
| **Read Chapter 15** |  |  |
| **Complete the Discussion Questions** |  |  |
| **Complete the Critical Thinking case** |  |  |
| **Complete the Build Workplace Skills activities** | **1-3** |  |
| **Complete the Communicate Clearly activities** | **4-6** |  |
| **Complete the Use Technology activities** | **9-11** |  |
| **Chapter 15 Tutorial Quiz** |  |  |
| **Chapter 15 Premium Quiz (Test Grade)** |  |  |

**Lynda.com,** Leadership Foundations.

\_\_\_\_\_\_ **Watch and take notes** in OneNote. Send your notes to your instructor. Be sure to complete the What You Learned section.

\_\_\_\_\_\_ Print and turn in completion certificate.

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| **Chapter 16 Leading with Confidence** |  |  |
|  | **Questions** | **Date Submitted** |
| **Read the Job Posting and Learning Objectives** |  |  |
| **Read Chapter 16** |  |  |
| **Complete the Discussion Questions** |  |  |
| **Complete the Build Workplace Skills activities** | **2** |  |
| **Complete the Communicate Clearly activities** | **5 and 7** |  |
| **Complete the Develop Relationships activities** |  |  |
| **Chapter 16 Tutorial Quiz** |  |  |
| **Chapter 16 Premium Quiz (Test Grade)** |  |  |
| **Complete the Above & Beyond activity** |  |  |

**Final Exam.**

**Complete the following Brainbench Exams:**

Interpersonal Communications

Office Management

Managing People

**Publisher**

**Lynda.com Course: Publisher 2016 Essential Training**

**\_\_\_\_\_\_\_\_\_ Download the Publisher 2016 Essential Training exercise files.** Download the exercise file and use it to follow along with the presenter and complete the exercises.

\_\_\_\_\_\_\_\_\_ At the end be sure to complete the What You Learned section.

\_\_\_\_\_\_\_\_\_ Upon completion print all exercises and turn in your files and certificate of completion. Print one for your portfolio.

**Complete Project 7 of Integrated Business Projects, pages 108-120**

**Download the data files to your OneDrive Folder.**

Job 7-1 Task 1

Job 7-2 Task 1

Task 2

Job 7-3 Task 1

Task 2

Job 7-4 Task 1

Task 2

Task 3

**Complete the following Brainbench Exams:**

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| **NAME** | **DATE**  **BEGAN** | **DATE ENDED** | **SCORE FOR BOOK** | **BRAINBENCH SCORE** | **FINAL AVERAGE** | **INSTRUCTOR**  **INITIALS** |
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| **Interpersonal Communications** |  |  |  |  |  |  |
| **Office Management** |  |  |  |  |  |  |
| **Managing People** |  |  |  |  |  |  |
| **Microsoft Office Fundamentals** |  |  |  |  |  |  |
| **Microsoft Publisher** |  |  |  |  |  |  |

**Specific Learning Competencies: *Upon successful completion of this course, the student will be able to:***

**Communication and Perception**

1. Define the following: prejudice, stereotyping, discrimination, racism, and ethnocentrism.
2. Describe how to build empathy with your audience through observing verbal and nonverbal behavior.
3. Describe how preconceived notions and common characteristics affect communication.
4. Describe listening, positive self talk, internalizing, externalizing,
5. Describe methods to establish positive relationships with peers, subordinates and supervisors.
6. Define the following: role specialization, expressed struggle, feedback,
7. Explain when physical contact in the workplace is appropriate.
8. Define communication in an organization.
9. Explain the role self-concepts such as self-confidence, self-doubt, and anxiety play in communication.

**Nonverbal Communication**

1. Describe how nonverbal messages affect the communication process.
2. Describe how gender affects nonverbal communication.

Technology: Oral & Written Communication

1. Describe hyperlinks.
2. Identify the steps in planning and organizing written materials.
3. Describe cause and effect.
4. Describe the difference between rough drafts, revisions and final documents.

Verbal Communication & Language

1. Describe the difference between open and closed questions.
2. List the three most common reactions of people when confronted.
3. Define third forces.

Listening

1. Define paraphrasing, empathizing, and halo effect.
2. Describe the peak time of remembering.
3. Describe techniques that aid memory.
4. Describe how noise or static interferes with listening.

Group Communication & Teamwork

1. Define adjudication, organizational conflict, principled negotiation, functional concept of leadership, objective, groupthink, liaison, conflict resolution
2. Describe the role of a leader.

**Intercultural Communication**

1. Describe the importance of knowing other cultures.
2. Define high-context culture and low-context culture.
3. Describe barriers to effective intercultural communication.
4. Describe how cultural customs affect communication.
5. Explain how idioms can create problems.

## Interviewing & Communication

1. Explain how poor grammar, spelling, and formatting effect communication.
2. Describe the function of employment tests and assessment centers.
3. Describe cold calling techniques.
4. Describe Equal Employment Opportunity Act and Equal Opportunity Employer.
5. Explain the process of researching corporate culture.

**Administration**

1. Apply problem-solving techniques and/or critical thinking skills to address supervisory issues such as conflicts at work, emergency situations and procedures,
2. Apply appropriate and most effective business writing techniques for business correspondence such as punctuation, grammar, proofreading standards, correct document formats

Clerical

1. Demonstrate appropriate filing standards and procedures
2. Perform effective research, including Internet, documents, and other resources
3. Practice effective document storage and retrieval procedures

**Finance**

1. Prepare basic financial records such petty cash reports, pay scales, pricing tasks, projections sheets, sales tax
2. Prepare proposal requests

**Human Resources**

1. Complete human resources communication documents such as benefits and wage compensation, employee appraisals, training and development

**Interpersonal Communication**

1. Demonstrate appropriate communications skills, both oral and written
2. Demonstrate appropriate etiquette in person, on the telephone, and through correspondence/emails
3. Demonstrate professional networking habits
4. Practice effective methods of motivating co-workers, mentoring and training new employees

**Organization**

1. Utilize appropriate software, people and other resources to effectively plan and meet business needs
2. Determine and implement appropriate tickler files for electronic and non-electronic data

**Technology**

1. Initiate self-direction learning as needed to maintain current in both hardware and software needs
2. Develop working knowledge of basic hardware needs
3. Demonstrate effective telephone management techniques

Career Self-Management

1. Define the networking concept
2. Identify the benefits of networking.
3. Apply conflict resolution techniques when dealing with upper management
4. List effective methods to manage and lead your employees
5. Identify career self-improvement plans and actions to further your career such as mentoring, obtaining continuing education

Conveying & Understanding Ideas

1. Identify effective techniques to communicate with your employees including asking for feedback, providing adequate information, and understanding the employees’ perspective.
2. Define the causes of conflict in the workplace
3. List effective practices for formal and informal presentations.

Leading People

1. Demonstrate knowledge of career planning and guidance to employees
2. List effective ways to motivate and provide rewards for employees
3. Describe techniques to obtain information from employees to solve problems.

Leadership Approaches & Styles

1. Identify internal and external best practices such as cost management, productivity, and customer satisfaction.
2. Describe different approaches to lead employees based on their background and styles
3. Define effective group interaction strategies
4. Define and apply team management strategies

Decision Making

1. Define and apply the steps for prioritizing and setting goals
2. Identify the benefits of prioritizing and setting goals
3. Apply effective decision making strategies

Understanding the Business World

1. Identify the key areas managers must monitor such as operations, finance, people and information
2. Demonstrate knowledge of various laws that affect business such as Americans with Disabilities Act, Civil Rights Act of 1964, Equal Employment Opportunity Commission, religious discrimination, and sexual harassment laws
3. Identify obstacles when managing change
4. Define the characteristics of implementing change such as assigning responsibilities, delegating and empowering others, removing organizational obstacles, and allowing for and contributing needed resources
5. Identify the different styles of executing organizational change such as rational, empirical, display of power & ownership, and informative & decisive
6. Analyze the ways and to what degree your organization is affected by the global economy

Microsoft Publisher Basics

1. Set Up Customization for Publications
2. Create a Publication Design

Forms and Tables

1. Enter and Edit Data
2. Place a Table Within a Publication

Mail Merge

1. Create a Mail Merge with a Data Source

Objects

1. Insert Graphics
2. Object Basics
3. Insert Sounds and Video in a Publication

Integration

1. Utilize multiple applications to create a publication

Page Layout

1. Use Page Layout to Format Characters and Paragraphs
2. Insert Page Elements

Printing

1. Print Documents Using Color Considerations
2. Commercial Printing

Producing Publications

1. Produce a Large and Small Publication

Publisher Help

1. Utilize Local and Online Help

Templates

1. Create and Work with a Template

Troubleshooting

1. Find Solutions to Common Problems that Occur

Web Publications

1. Produce a Web Page from a Publication
2. Web Publishing Basics
3. Web Sites

Using an electronic address book

1. Make a List of Contacts
2. Demonstrate Views

Demonstrate Electronic Mail Management

1. Compose an Electronic Message
2. Open an Electronic Message with an Attachment
3. Send an Electronic Message with an Attachment

Printing Documents

1. Change the Page Setup on a Document
2. Use more than one Print Style in a Document
3. Print a Document

Using Schedules and Calendars

1. Make Appointments and Schedule Events on the Calendar Application
2. Change Calendar Views from Monthly to Weekly

Using Journals and Notes

1. Create a Note
2. Journalize Entries
3. Change Options and Views in the Note Application

Organizing Electronic Messages

1. Create a Folder for Junk Mail
2. Create Message Rules
3. Change Views in the Electronic Message Application

Using Program Basics

1. Save a Contact List and Track Activities on Electronic E-mails
2. Use the Help Feature to Assist with a Task to Perform
3. Demonstrate the use of Menus and Toolbars
4. Use the Navigation Pane to Toggle between Documents
5. Set the Security on a Document
6. Set up a User Profile in Electronic E-Mail

Tasks

1. Create Tasks in the Task Application
2. Create a Folder in the Task Application
3. Change Views in Tasks

**Required Brainbench Certifications (or equivalent industry certifications):**

* Interpersonal Communications
* Microsoft Office Fundamentals
* Office Management
* Managing People

## Recommended Additional Competency Testing:

* MS Access (any level)
* MS Outlook (any level)
* MS PowerPoint (any level)
* Computer Fundamentals
* Listening Skills
* Data Entry/10-key
* Filing (US)
* Business Concepts