

SPRINGFIELD TECHNICAL COMMUNITY COLLEGE

ACADEMIC AFFAIRS

Course Number: OFFS 130 Department: Information Technologies
Course Title: Office Management Semester: Fall Year: 2013
Procedures & Theory

Objectives/Competencies

Course Objective	Competencies
1. To understand the importance of a professional image.	<ol style="list-style-type: none">1. Explain crucial skills and qualities of an effective administrative professional.2. Describe the characteristics that contribute to a positive professional image.3. Understand the conventions of business etiquette.
2. To understand the role and importance of workplace teams.	<ol style="list-style-type: none">1. Describe the characteristics of effective workplace teams.2. Understand the value of working with diverse people.
3. To understand ethical theories and behaviors.	<ol style="list-style-type: none">1. Apply appropriate techniques for managing yourself in the work environment.2. Identify characteristics of an ethical organization and an ethical administrative professional.3. Understand the basics of ethics and consider the importance of ethical behavior in the workplace.

Course Objective	Competencies
4. To understand the importance of customer service in the workplace.	<ol style="list-style-type: none"> 1. Define customer service and explain the importance of an organization's commitment to customer service. 2. Develop skills for providing effective customer service 3. Describe how to handle difficult customer service situations.
5. To identify elements of effective communication.	<ol style="list-style-type: none"> 1. Examine elements of nonverbal communication. 2. Describe effective techniques for telephone communication.
6. To understand the importance of global communication.	<ol style="list-style-type: none"> 1. Identify technology issues that impact the business environment. 2. Examine technology etiquette for the administrative professional.
7. To understand the importance of managing records.	<ol style="list-style-type: none"> 1. Describe the types of records storage systems. 2. Apply the alphabetic filing rules. 3. Understand systems to manage electronic, microfilm, and image files. 4. Describe records categories and the processes for records retention, transfer, and disposal.
To understand professional responsibilities regarding meetings and events, travel arrangements, and workplace mail and copying.	<ol style="list-style-type: none"> 1. Describe the variety of meeting types and delivery formats. 2. Describe meeting roles and responsibilities of executives, leaders, administrative professionals, and participants. 3. Understand how to make domestic travel arrangements.

Course Objective	Competencies
	<ol style="list-style-type: none">4. Processing incoming and outgoing mail.5. Understand appropriate use and features of copiers, shredders, and fax machines.