

Alexandria Technical and Community College

ADMN 1504: Office Procedures

A. COURSE DESCRIPTION

Credits: 4

Lecture Hours/Week: 3

Lab Hours/Week: 2

OJT Hours/Week: *.*

Prerequisites: None

Corequisites: None

MnTC Goals: None

This course provides students with a realistic view of today's office. This includes identifying the various generations at work, incorporating diversity, organizational strategies, and equipment involved in the day-to-day activities of an office. The topics help to improve and develop skills in communication, business ethics, office management, telephone etiquette, electronic calendaring, 10-key calculators, and general office procedures. At the conclusion of this course, the student will be prepared to and sit for a certification in Microsoft Outlook.

B. COURSE EFFECTIVE DATES: 08/23/2010 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

1. Demonstrate knowledge of a dynamic workplace.
2. Work on professional image and working in teams.
3. Identify ethical theories and behaviors in the office.
4. Examine leadership skills.
5. Enhance customer service skills.
6. Demonstrate written and verbal communication skills.
7. Plan meetings and events.
8. Utilize workplace mail and copy machines.
9. Demonstrate proficiency in Microsoft Outlook. Sit for Microsoft Office Outlook Certification.
10. Develop speed and accuracy in 10-key using the numberpad of a computer keyboard.

D. LEARNING OUTCOMES (General)

1. The learner will demonstrate knowledge of various office procedures including office careers, today's workplace structure, office equipment use, and verbal and written communications skills used in an office including handling office callers and customers.
2. The learner will be able to demonstrate proper telephone skills and maintain an electronic calendar.
3. The learner will demonstrate knowledge of business ethics, handling mail, making travel arrangements, managing time and stress, doing Internet research, and developing 10-key skills.

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

G. SPECIAL INFORMATION

None noted