Course Prefix/Number/Title: BOTE 209—OFFICE MANAGEMENT
Number of credits; 3 semester hours
Pre/Co-requisites: None

Course Description: Introduction of office management concepts and technology, including office facilities development, office systems, human relations, office ethics and etiquette, and various administrative duties and responsibilities. However, I present this course as a capstone course relying on prior knowledge.

COURSE OBJECTIVES: At the end of the course, the student will be able to:
- Describe the role, the five schools, levels, functions, and principals of management.
- Identify challenges in the business world for administrative managers, and "infotech" workers.
- Describe the ways the administrative professional's job has changed.
- Discuss current organizations relative to customer service, worker empowerment, management levels, and learning needs. Describe change management and flexible work arrangement.
- Discuss the computer system in office environments, networks in a virtual business, and work force training.
- Describe legislation that affects the employment process, discriminatory practices and job analysis.
- Describe the recruitment, selection process, and orientation for new hires, appraisal process and turnover.
- Discuss employee compensation, benefits, promotions, recognition, terminations, and unions.
- Describe how substance abuse is affecting the workplace, depression, smoking, and office romances.
- Discuss corporate values and ethics. Understand business etiquette and behavior, international business, business attire, and grooming standards.
- Describe effective leadership characteristics, habits, attitudes, and styles. Define power, describe the decision-making and problem-solving processes.
- Describe the process, upward vs. downard networks, effective meetings and intercultural communications.
- Discuss group dynamics and teams, conflict styles and negotiation strategies.
- Describe effective writing techniques in relation to business correspondence, reports, and forms.
- Discuss office design elements that include layout, work flow, space, trends, ergonomics, and RSIs.
- Identify work-place issues such as safety and violence,
- Describe productivity systems, document management, appropriate office machines and technologies.
- Describe the ways that businesses use telecommunications, networks, and security concerns.

Instructor: Russ Gagnon

Office: Minot Campus Administration Building 2nd Floor
Office Hours: M-F 9:00 a.m. to 4:00 p.m. and by appointment when not in class.
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Lecture/Lab Schedule: TR 11:00-12:15 p.m.

Textbook(s): *Administrative Office Management 13e Complete Course*, by Odgers, ISBN-978-0-538-43857-5.

Course Requirements:
1. Completion of assignments, tests, and projects are required.
2. Grading is the accumulation of assignments, quizzes, and tests for total points.

90-100= A   80-89=B   70-79=C   65-69=D   below 65=F

Tentative Course Outline: This course reflects the changing work environment in the twenty-first century, which includes a more diverse workforce, globalization of our economy, and different work patterns (telework being one example) as a result of technological advances. Throughout the course, current technology, patterns of work, and skills and abilities necessary to succeed in the ever-changing work environment are addressed. A major emphasis is placed on soft skills in a high-performance workplace.

- Identifying Basic Concepts and Trends
- Managing Human Resources in the Workplace
- Practicing Leadership and Communication Skills
- Managing Essential Administrative Services
- Managing Workplace Systems and Technology

Relationship to Campus Theme: Dakota College at Bottineau emphasizes nature, technology, and beyond as a focus for the unique blend of courses and programs offered here. This course will emphasize the use of technology and prepare students for the future use of computers, hardware, and software.

Classroom Policies:

Missed Classes: Attendance is expected. Unannounced quizzes, tests, and class projects can be made-up only when the instructor excuses students prior to class. You are responsible for the activities of each class period. If you know of a conflict ahead of time, you are welcome to submit assignments early. Recognizing the importance of student participation and interaction with classmates, excessive absences necessitate failure in the class.

Assignments: All assignments are due at the beginning of class on the date due unless specified prior. Late assignments receive one-half credit minus errors. All late assignments are due before the final examination is administered. Make sure the class name, your name, date due, and exercise number appears in the upper-right corner. If handing in multiple pages, sequence them according to the order in the exercise, and staple in the upper left corner.

Electronic Devices: Turn off or mute cellular phones and pagers; prior permission for computer use is required. I will have my cell phone on for campus emergency notifications.

Academic Integrity: Plagiarism and cheating are serious offenses and may be punished by failure on exam, paper or project; failure in course; and/or expulsion from the university. For more information, refer to the "Academic Dishonesty" policy in the university catalog or the student handbook online: http://www.msub.edu/pdf/StudentHandbook08-09.pdf

Disabilities and Special Needs: If you have any condition, such as a physical or learning disability, for which you need extra assistance, please see me immediately. If you have already met with Student Development personnel, please provide me with information regarding your special needs as soon as possible so that I can make appropriate accommodations.

> **STUDENTS PLEASE NOTE: Videoconferencing classes can be videotaped or streamed at the instructor's discretion."**

Inclement Weather Information – For IVN Sites
In the event of poor weather conditions, please call 701-777-6486, press option #5 for the latest information on class cancellations.

Trouble Call Phone Number: Students should call the host site number first if a problem occurs during the event.