

## OFFICE MANAGEMENT

### BOTE 209

### 3 SH

**Instructor** Mr. Russ Gagnon, 852-3463, not after 9 p.m.  
**Email** russ.gagnon@minotstateu.edu  
**Office Info** Minot Phone & Address: 800-777-0750 ext:4338 or 701-858-4338, Fax: 701-858-4232, Admin 159.  
**Textbook** *Office Procedures for the 21<sup>st</sup> Century*, 8<sup>th</sup> Ed., Burton and Shelton, 978-0-13-506389-7, Pearson

**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 changing workplace and develop effective communication skills for the environment
- Effectively use telecommunications, computer, and records management technology
- Succeed in the work environment by behaving ethically, controlling stress and anger, and managing time
- Compose effective correspondence and develop verbal presentation skills
- Handle travel, meetings, mail, correspondence, apply appropriate customer service techniques, banking and accounting procedures
- Plan and manage your career
- DCB General Ed goals 1,2,3,4,6, 8, 9, and 10 apply throughout these objectives.

**COURSE CONTENT:** 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 because in a high-performance workplace, human factors strongly impact the ability of organizations to succeed. The soft skills identified in Policy Statement No. 67 and by the National Association of Colleges and Employers (NACE) in 2000 are stressed in these chapters:

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| ▪ Chapter 1—The Ever-Changing Office       | ▪ Chapter 10—Scheduling Appointments and Receiving Visitors |
| ▪ Chapter 2—Developing Professional skills | ▪ Chapter 11—Making Travel Arrangements                     |
| ▪ Chapter 3—Preparing for Employment       | ▪ Chapter 12—Planning Meetings and Conferences              |
| ▪ Chapter 4—Time Management                | ▪ Chapter 13—Developing Effective Oral Presentations        |
| ▪ Chapter 5—Telecommunications             | ▪ Chapter 14—Meeting Challenges                             |
| ▪ Chapter 6—Building Communication Skills  | ▪ Chapter 15—Medical Office                                 |
| ▪ Chapter 7—Processing Mail                | ▪ Chapter 16—Legal Office                                   |
| ▪ Chapter 8—Records Management             |   |
| ▪ Chapter 9—Banking and Accounting         |   |

### COURSE POLICIES:

1. Missed Classes: Attendance is expected. Unannounced quizzes, tests, and class projects can be made-up only when students are excused by the instructor 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.
2. 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 and must be turned in before the final.** Make sure your name and exercise number appear in the

upper-right corner. If an exercise has multiple sheets, then staple them together. Do not staple different assignments together. Disorganized assignments (pages out of order, mislabeled, unreadable, etc.) will be penalized. If there are multiple sheets to be handed in, sequence them according to the order in the exercise.

3. Need for Assistance: 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 appropriate accommodations can be made.
4. Electronic Devices: Turn off cellular phones, pagers, I-Pods, CD players, radios, and similar devices in the classroom and laboratory facilities. Reasonable laptop-size computers may be used in lecture for taking notes.

**REQUIREMENTS/EVALUATION:** Completion of assignments, tests, and taking the final exam are required. Points are accumulated from tests, projects, and homework.

**ACADEMIC DISHONESTY AND GRADE APPEAL POLICES:** 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.dakotacollege.edu/pdf/studenthandbook.pdf>

**GRADING:** Assignments, quizzes, and tests are computed for total points for the final grade. Percentages (%) are listed below.

**90-100= A    80-89=B    70-79=C    60-69=D    below 60=F**

**Nature, Technology, and Beyond:** Dakota College emphasizes nature, technology, and beyond as a focus for the unique blend of courses and programs offered here. This course will emphasize communications and the use of technology equipment in an office setting.

**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.