



Douglas College

Course Information

A: Division: **INSTRUCTIONAL** Date: **MAY 1999**
 B: Faculty: **COMMERCE AND BUSINESS ADMINISTRATION** New Course:
 Program: **OFFICE ADMINISTRATION** Revision of Course Information form: **JUNE 1996**
 C: **OADM 375** D: **SKILLS FOR THE OFFICE SUPERVISOR** E: **3**

Subject & Course No. Descriptive Title Semester Credit

<p>F: Calendar Description: Students will be introduced to the roles, functions and skills of the office supervisor. Employability skills of team work, critical thinking, communicating, and problem-solving will be the vehicles by which the concepts and strategies related to planning, organizing, leading and controlling office resources will be addressed. Incorporated into all content will be weighing of ethical and social responsibility issues.</p>	<p>Summary of Revisions: 1999-05 Sections: R</p>
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G: Type of instruction: Hrs per week

Lecture:	2	Hrs.
Laboratory:		Hrs.
Seminar:	2	Hrs.
Clinical Experience:		Hrs.
Field Experience:		Hrs.
Practicum:		Hrs.
Shop:		Hrs.
Studio:		Hrs.
Student Directed Learning:		Hrs.
Other (Specify)		
Total:	4	Hrs.
Semester Total (4 x 15wks):	60	Hrs.

H: Course Prerequisites:
OADM 240 or equivalent

I: Course Corequisites:
nil

J: Course for which this Course is a Prerequisite:
nil

K: Maximum Class Size:
35

L: College Credit Transfer
 College Credit Non-Transfer
 Non-Credit

M: Transfer Credit: Requested:
 Granted:

Specify Course Equivalents or Unassigned Credit as appropriate:

BCOU
SFU
UBC
UNBC
UVIC
Other

Brenda Read
 Course Designer(s): B. Read

J. Sator
 Dean: J. Sator

P. H. Angus
 Registrar: P. Angus

N: TEXTBOOKS AND MATERIALS TO BE PURCHASED BY STUDENTS

Keeling, B. Lewis and Norman F. Kallaus. Administrative Office Management, Latest Ed. South-Western Publishing Co.

O: LEARNING OUTCOMES

Range Statement: Throughout this course learners will be introduced to new concepts by applying generic employability skills as well as specific office supervisory human relations, technical, and conceptual skills.

The learner has reliably demonstrated the ability to:

1. describe and understand the structures and hierarchies of business organizations;
2. develop and evaluate leadership skills in self and others;
3. develop and use techniques for the effective management of human resources;
4. design plans to facilitate achievement of goals such as cost effectiveness and effective delivery of service;
5. organize work and implement plans for self completion and/or for others;
6. create and implement methods for controlling office activities and resources.

P. COURSE CONTENT***Module 1 - Business Organizations***

- 1.1 Describe and understand the workings of various organizational structures.
- 1.2 Understand the interconnections and protocols within an organization's hierarchy.
- 1.3 Identify the positives and negatives associated with centralized versus decentralized authority/control.
- 1.4 Describe the roles and responsibilities of line and staff functions.
- 1.5 Understand and use power, influence, and politics appropriately.

Module 2 - Leadership

- 2.1 Recognize and develop leadership characteristics as follows: communicate openly; share information, knowledge, and skills; listen to and solicit ideas from others; empower workers; create and promote ideas; inspire and influence others; encourage and reward innovation; elicit trust and respect.
- 2.2 Understand the different leadership theories and styles.
- 2.3 Use teams/groups to participate in planning, organizing, and controlling.
- 2.4 Commit to on-going professional and self-development.

Module 3 - Human Resource Management

- 3.1 Recruit and hire office personnel by using a variety of sources, identifying job requirements, and using effective screening and selection techniques.
- 3.2 Understand the components and benefits of orientating and supporting new office employees.
- 3.3 Understand the benefits of continuous upgrading, training, and development of office personnel.
- 3.4 Understand motivational theories.
- 3.5 Understand and use appropriate motivational techniques.
- 3.6 Use assessment and the resulting rewards or discipline consistently and constructively.

Module 4 - Planning Office Work

- 4.1 Select and use appropriate planning methods.
- 4.2 Elicit input from a variety of sources to ensure quality, workability, and success of a plan or project.
- 4.3 Direct and assess plans so that they facilitate the achievement of departmental and organizational goals.
- 4.4 Direct and assess plans so that they are within the bounds of the organization's mission, are ethical, and are socially responsible.
- 4.5 Use teams when appropriate to attain goals and to make decisions.

Module 5 - Organizing Office Work

- 5.1 Establish procedures and timelines for development and/or implementation of plans/projects.
- 5.2 Ascertain the need for and then assign resources.
- 5.3 Assign tasks and delegate responsibility.
- 5.4 Use tools to manage a project effectively - e.g. Gantt Charts.
- 5.5 Priorize work and ensure deadlines are met.

Module 6 - Controlling Office Work

- 6.1 Establish standards and measures for quality and productivity of office work.
- 6.2 Provide feedback and direction.
- 6.3 Strive to be cost effective.
- 6.4 Understand the different types of budgeting, and design an office budget.

Q. METHOD OF INSTRUCTION

The emphasis throughout this course will be on active learning. Students will work both independently and collaboratively to develop, demonstrate, and practice skills relating to the subject matter. The instructor will use short lectures and modelling to introduce new concepts and behaviours. Videos, speakers, periodicals, case studies, critical analyses, and company profiles related to current relevant business situations will be incorporated into the course. Role plays will be used to simulate realistic business situations such as employment and assessment interviews. Video will be used to facilitate self- and peer-assessment.

R: COURSE EVALUATION

Employability Skills and Self Development	10%
Individual Project	15%
Critical Analysis(es)	15%
Case Study(ies)	20%
Group Project	20%
Theory Test on Concepts	<u>20%</u>
	<u>100%</u>