

AUSTIN COMMUNITY COLLEGE
ADMINISTRATIVE SYSTEMS: OFFICE MANAGEMENT
POFT 2331
SYLLABUS

Instructor: Phillip Jordan
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Office Location: Room 8329
Office Hours: 4:00-5:30 or by appointment
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I: Course Overview:

Developing management skills can best be described as a management skills practicum. It is more like a course in sculpting than art history and appreciation; more like courtroom strategies than contract law; more like teaching techniques than educational philosophy. In brief, it is an attempt to teach a set of skills grounded in behavioral science theory and research that are essential for a successful career in management.

II: Semester Credit Hours: Three (3)

III: Textbook and Materials:

Textbook: *Developing Management Skills*, David A. Whetten and Kim S. Cameron, 7th Edition.
Student Access Code

IV: Course Objectives:

- A. To assist the student in developing personal skills by developing self-awareness, managing personal stress, and solving problems analytically and creatively.
- B. To assist the student in developing interpersonal skills including building relationships by communicating supportively, gaining power and influence, motivating others, and managing conflict.
- C. To assist the student in developing group skills through empowering and delegating, building effective teams and teamwork, and leading positive change.

V. Requirements for the Course:

- A. Attend class at the scheduled time each week. (No excused absences unless prior approval is obtained from your instructor.) More than three (3) absences during the session may result in withdrawal from the class.
- B. Read each chapter assigned.
- C. Complete required assignments.

VI. Grading

Your grade will be determined by a weighted average of the following:

- | | |
|------------------------|-----|
| A. Assignments | 30% |
| B. Tests | 50% |
| C. Class Participation | 20% |

*It is important that assignments be ready on the day assigned. **NO LATE ASSIGNMENTS WILL BE ACCEPTED.** Chapter assignments are designed to reinforce concepts and insure student success.

THERE WILL BE NO MAKEUP OR REPEATS ON TESTS!

It is the student's responsibility to drop this course if they feel they are not making satisfactory progress. Your instructor will not drop you. If you do not drop and do not meet the requirements of the course, you will be given an F.

GOOD LUCK THIS SEMESTER!

Course Content and Exams

Part 1: Principles of Administrative Office Management

Chapters 1-3

Exams 1-3

Part 2: Management of the Office Environment

Chapters 4-5

Exams 4-5

Homework

Students are expected to work all assignments at the end of each chapter. You will be evaluated on your ability to apply sound management principles to presenting your work for evaluation. Assignments will be made toward the end of each chapter and written on the board for the students'. This is being done to ensure you come to class and participate.