



Course Name: Administrative Procedures

Course Number: BOT 251

Credits: 3

Catalog description: An investigation into office automation designed to give a perspective of the role of the college trained administrative assistant. Development of office skills and problem-solving techniques are explored. Included are human relations skills, time-management techniques, interpersonal communication skills, timings, resumes, cover letters, and listening skills as well as decision making competencies; Techniques, used to applying for a job and a review of the employment process utilizes role-model processes; Other models may be included as technology changes. Substantial laboratory time is required each week.

Prerequisite, Corequisite, or Parallel: ENG*101 And BOT*112 or permission of the Instructor

General Education Competencies Satisfied:

HCC General Education Requirement Designated Competency Attribute Code(s):

None

Additional CSCU General Education Requirements for CSCU Transfer Degree Programs:

None

Embedded Competency(ies):

None

Discipline-Specific Attribute Code(s):

BUS Business elective

Course objectives:

General Education Goals and Outcomes:

None

Course Specific Objectives:

1. Apply attitude and cooperation with a group or team through simulated projects



2. Cite Library resources in such areas as communication skills or time-management techniques
3. Identify teams and then through participation in a group or team utilize a variety of management techniques that are being learned and practices throughout the semester
4. Differentiate between good and bad telephone techniques
5. Differentiate between communication skills and listening skills

Course Content:

- A. The High Tech Workplace
 - Understanding the Office Environment
 - Planning Your Career
 - Utilizing Computer Hardware and Office Equipment
 - Using Software
- B. Success Behaviors
 - Developing Effective Communication Skills
 - Responding Ethically in the Work Environment
- C. Office Communications
 - Telecommunications and the Telephone
 - Letters, Memos, Reports Office
 - Callers and Presentations
- D. Meetings, Conferences, and Travel Planning
 - Meetings and conferences
 - Making Travel Arrangements
- E. Mail and Records Management
 - Handling the Office Mail
 - Managing Documents
- F. Career Advancements
 - Managing Stress and Time Leading
 - Others-Leadership Skills
- G. English Usage Drills
- H. Timings-Speed: 5 minutes Accuracy: 1 error per minute
- I. Oral and Written Presentations

Date Course Created:

Date of Last Revision: 03/30/2017