



Course Name: Administrative Management

Course Number: BOT 260

Credits: 3

Catalog description: An introductory course that will address the broad areas of administrative office management; It is designed to assist the student in forming a basic philosophy of the administrative office manager and to assist in developing skills in managerial decision making and to create a desire to choose administrative office management as a career.

Prerequisite, Corequisite, or Parallel: ENG*101

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. Record and develop a working knowledge of the types of skills needed to manage an office
2. Define the managerial processes, the organizing process, and the communication process as it relates to office management
3. Differentiate among the various way in which to hire, evaluate, reward, discipline, promote and dismiss an employee



4. Explain the various levels of management and its operations and how one level relates to the other
5. Describe and explain the importance of communications (both oral and written) among the various levels

Course Content:

Historical background of Office Management
Overview of Office
Management Effective
Leadership Styles Motivation
Techniques
How to modify Office
Behavior Communication
Process
Office Equipment and
 Furniture Lighting
 Heating and Air Conditioning
Personnel
 Selection
 Orientation
 Training
 Evaluating
 Promoting and /or Terminating
 Motivating
 Rewards
Analyzing Jobs-Jobs Descriptions
 Administering salaries
 Measuring output
 Improving productivity
System Analysis
Telecommunications
Word Processing-Office Automation-Electronic Data Processing
Records Management/Micrographics-Forms Design/Control
Reprographics/Mail Service-Quality/Quantity Control
Budgetary and Cost Control
Effective Decision Making

Date Course Created:

Date of Last Revision: 03/30/2017