## **MOHAWK VALLEY COMMUNITY COLLEGE**

**UTICA AND ROME, NEW YORK**

**COURSE OUTLINE**

**AA 208 – Office Administration C-3, P-0, Cr-3**

**COURSE DESCRIPTION:**

This course introduces the scope and responsibilities of administrative office management. Topics include information management as it relates to planning, organizing, operating, and controlling office operations, management leadership and human relations factors, salary administration, labor management relations, and office personnel problems and practices.

Prerequisite: None

**STUDENT LEARNING OUTCOMES:**

Upon completion of this course, the student should be able to:

1. Demonstrate the knowledge of the administrative process
2. Demonstrate an understanding of the importance of human relations
3. Integrate learning of previous and present courses to solve office management problems.
4. Demonstrate an understanding that the office environment is the center of key information systems in business.
5. Compare and contrast the world economy which includes a global perspective, strategy, and skill base.
6. Illustrate the new management approaches with a diverse work force.

**MAJOR TOPICS:**

* Management Career Paths
* Basic Management—Functions, Theories, and Best Practices
* Effective Supervision: Path to Success for New Managers
* Leadership Essentials
* High-Performance Teams—Key to Productivity
* Planning, Goal Setting, and Achieving Results
* Staffing Essentials
* Setting Up Employees for Success
* Appraising and Rewarding Performance
* Legal and Ethical Challenges
* Building a Positive, Creative, and Productive Work Environment
* Project Management
* Effective Workplace Communication
* Managing Workplace Challenges
* Enhancing Your Management Career Potential