



Western Technical College

10106151 Business Procedures

Course Outcome Summary

Course Information

Description	Students will learn about a variety of workplace skills including human resource issues, telecommunications, handling and processing mail, creating meeting communications, file management, ergonomics, and equipment use.
Career Cluster	Business Management and Administration
Instructional Level	Associate Degree Courses
Total Credits	3
Total Hours	54

Textbooks

Procedures & Theory for Administrative Professionals with Coursemate inside Blackboard & The Career Transitions Website. 7th Edition. Copyright 2013. Stulz, Karin M., Kellie A. Shumack, and Patsy Fulton-Calkins. Publisher: Cengage Learning. **ISBN-13:** 978-1-133-39601-7. Required.

Gregg Reference Manual. 11th Edition. Copyright 2011. Sabin, William. Publisher: McGraw-Hill Publishing Company. **ISBN-13:** 978-0-07-339710-8. Required.

Learner Supplies

Webcam and headset with microphone. **Vendor:** Campus Shop. Required.

Experiential Learning

1. Community Based Learning Service Hours

Program Outcomes

1. Demonstrate effective workplace communications.
2. Apply technology skills to business and administrative tasks.
3. Perform routine administrative procedures.
4. Manage administrative projects.

5. Manage internal and external relationships.
6. Model professionalism in the workplace.

Course Competencies

1. Assess the ergonomic conditions in a business.

Criteria

You will know you are successful when

- 1.1. you recognize and address safety and health issues in a business.
- 1.2. you list and explain major health issues related to the ergonomic conditions of a workplace.
- 1.3. you complete an ergonomic assessment of a workstation.

Learning Objectives

- 1.a. Identify sources of health problems in a workplace
- 1.b. Identify causes of stress, types of stress, and stress relievers
- 1.c. Define ergonomics and describe its effects on employee productivity
- 1.d. List and describe characteristics of good and bad ergonomic design
- 1.e. Conduct an ergonomic assessment on a workstation
- 1.f. Provide examples of office hazards

2. Practice files management techniques.

Criteria

You will know you are successful when

- 2.1. you describe the importance of proper files management within a business.
- 2.2. you explain various types of files management systems.
- 2.3. you identify basic files management rules.
- 2.4. you apply basic files management rules.

Learning Objectives

- 2.a. Identify reasons a business would utilize a particular files management system
- 2.b. List the ten basic rules that apply to files management
- 2.c. Utilize the ten basic filing rules and accurately complete a filing simulation
- 2.d. List and describe the importance of a files management system within a business
- 2.e. Differentiate between various types of filing tools and explain how they are utilized

3. Coordinate meetings.

Assessment Strategies

- 3.1. Written Products

Criteria

You will know you are successful when

- 3.1. you create meeting documents (notices, agendas, and minutes).
- 3.2. you coordinate and implement all aspects of meeting arrangements and follow-up activities.
- 3.3. you identify and describe the format (order of business) and manner which formal and informal meetings can be conducted.

Learning Objectives

- 3.a. Identify various types of meetings
- 3.b. Identify the responsibilities of the administrative professional with regard to meetings
- 3.c. Prepare and mail various meeting materials (notices, agendas, minutes) prior to and following the meeting
- 3.d. Arrange for appropriate meeting facilities
- 3.e. Schedule meeting times and confirm attendees
- 3.f. Identify basic points of parliamentary procedure
- 3.g. Complete follow-up activities

4. Handle and process mail.

Criteria

You will know you are successful when

- 4.1. you apply steps to process incoming and outgoing mail.
- 4.2. you prepare e-mail messages which follow effective communication techniques and etiquette.

Learning Objectives

- 4.a. Identify classes of mail
- 4.b. Determine appropriate classifications for outgoing mail
- 4.c. Identify special mail services
- 4.d. Select methods for sending domestic and international mail
- 4.e. Compare mail services and costs of USPS and private carriers
- 4.f. Process incoming mail for distribution
- 4.g. Identify rules of e-mail etiquette

5. Operate office equipment.

Criteria

You will know you are successful when

- 5.1. you identify the purpose of each piece of office equipment.
- 5.2. you practice using the office equipment.
- 5.3. you describe features of each type of office equipment.
- 5.4. you describe the proper maintenance of office equipment.

Learning Objectives

- 5.a. Explore standard office equipment ex: copier, facsimile, scanner, shredder, and laptop.
- 5.b. Explain the basic features of various pieces of office equipment
- 5.c. Explain the fax process
- 5.d. Identify general maintenance procedures for office equipment
- 5.e. Utilize each type of office equipment in a hands-on demonstration
- 5.f. Evaluate the purpose of various office equipment within an organization

6. Develop effective telephone strategies.

Criteria

You will know you are successful when

- 6.1. you process incoming calls in a professional manner.
- 6.2. you analyze various telephone systems and services.
- 6.3. you locate important information in the field of telecommunications.

Learning Objectives

- 6.a. Define telecommunications
- 6.b. Describe types of telephone systems, equipment, and services available
- 6.c. Explain procedures to follow when placing and receiving calls
- 6.d. Enhance telephone techniques utilizing simulation activities

7. Identify a variety of work place skills evident in the office environment.

Criteria

You will know you are successful when

- 7.1. you determine ways to achieve productivity in an organization.
- 7.2. you apply time management techniques effectively.
- 7.3. you explain the importance of greeting visitors appropriately.
- 7.4. you describe how to maintain confidentiality.
- 7.5. you analyze situations involving office ethics and social issues.
- 7.6. you communicate information obtained by reading articles in the professional journals and other business publications.
- 7.7. you describe the role of the human resource department within an organization.
- 7.8. you identify changes in technology and the work place that will affect the office of the 21st century.
- 7.9. you identify the changing role and responsibilities of the administrative professional.

Learning Objectives

- 7.a. Recognize the purpose of each office visit and handle each visit professionally
- 7.b. Identify and explain factors that contribute to effective work performance
- 7.c. Analyze ethical and social issues within an organization
- 7.d. Enhance knowledge of field through reading various business-related articles
- 7.e. Discuss various human resource issues
- 7.f. Determine the role of the administrative professional within the organizational structure of a business
- 7.g. Analyze the importance of staying up-to-date in this technology-related industry

8. Apply ethical standards to the workplace environment.

Criteria

You will know you are successful when

- 8.1. you describe traits of an ethical employee.
- 8.2. you determine appropriate actions for situations involving business ethics and social issues (sexual harassment, politics, nepotism)
- 8.3. you describe and demonstrate traits of a respectful, responsible employee.

Learning Objectives

- 8.a. Define ethics
- 8.b. Differentiate among illegal, immoral, and unethical behaviors
- 8.c. Identify characteristics of an ethical organization
- 8.d. Identify traits of an ethical employee
- 8.e. Analyze ethical issues which relate directly to the administrative professional
- 8.f. Determine positive and negative affects of business politics, sexual harassment, and nepotism