SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE:	**WORKING IN A CHANGING WORLD**
CODE NO. :	OAD207 **SEMESTER** 09S
PROGRAM:	OFFICE ADMINISTRATION – EXECUTIVE
AUTHOR:	Sheree Wright
DATE:	JUNE 2010 **PREVIOUS OUTLINE DATED:** JUNE 2009
APPROVED:	"Penny Perrier" June/10

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                        CHAIR   **DATE**

TOTAL CREDITS:	3
PREREQUISITE(S):	NONE
HOURS/WEEK:	4 HOURS/7 WEEKS

I. COURSE DESCRIPTION:

Within a global economy the cultures of organizations in Canada and the United States are in a state of change. Office and business professionals need up-to-date knowledge, as well as techniques and strategies to achieve innovative and speedy solutions to problems. This course will cover current management concepts and organizational trends. It will also deal with ethics, etiquette, and human resources practices.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Understand the administrative management role and the traditional elements of management and their functions.

    Potential Elements of the Performance:

    - Define the role of management in the workplace
    - Identify five schools of management principles.
    - Define the levels of management and the categories of skills needed by administrative managers.
    - List and describe the traditional management functions.
    - Define eight principles of management.
    - Reflect on the positive and negative factors in the changing workplace.
    - Identify and describe the challenges in the business world that affect the ways in which managers direct workplace activities.
    - Discuss the term "infotech" worker.
    - List actions an administrative manager can take to stay challenged in a management career.
    - Discuss results from recent surveys describing the ways in which the administrative professional's job has changed.
    - Describe the literacy skills managers and workers alike should acquire and use in the workplace.
    - List trends that affect how workplaces function.
    - Define the term paradigm and cite an example of a paradigm shift in the changing workplace.
    - Discuss current organizations relative to customer service, worker empowerment, management levels, and learning needs.
    - Name alternatives to the command and control hierarchy in

organizations.
- Describe skills needed for change management to occur.
- Identify examples of flexible work arrangements organizations use today.
- Discuss the advantages and use of networks in a virtual business environment.
- Relate how technology is affecting the need for varied approaches to and topics for work force training.

2.   Understand the role of administrative managers in the human resources field.

Potential Elements of the Performance:

- Describe major legislation that affects the employment process administrative managers must administer in organizations.
- Identify the discriminatory practices that are prohibited in the workplace.
- Describe the purpose of a job analysis.
- List the steps required to perform a job analysis process.
- List several sources that are used for internal and external recruitment of employees.
- Describe seven steps that companies follow when completing a typical employee selection process.
- Describe the content of a new employee orientation session as conducted by an administrative manager.
- Discuss the concepts behind the systems approach to training.
- Distinguish among the three categories of discipline problems.
- Describe the importance of the performance appraisal process to the employer, administrative manager, and employee.
- Identify reasons employees leave their jobs and what managers can do to prevent excessive turnover.
- Discuss the major pieces of legislation that govern employee compensation and benefits.
- List the general categories of indirect compensation plans.
- Discuss the purpose of promotions and employee recognition when furthering organizational goals.
- Cite examples of a policy, a procedure, a rule, and a de facto rule or policy.
- Identify the personal and legal aspects of termination and layoffs for employers and employees.
- Contrast the power of the union-represented worker with the power of the employer.

- Describe how substance abuse is affecting the workplace.
- Explain how depression is affecting employees in the workplace.
- Distinguish between the behaviours of a workaholic and a hard worker.
- Describe how AIDS is affecting the workplace.
- Discuss issues relative to office parties and office romances.
- Discuss the importance of corporate values and business ethics.
- Describe the types of employee loyalty corporations can expect in today's workplace.
- Cite examples of desirable business etiquette and behaviour relative to work settings, meeting people, using telephonic devices, and dining out.
- Describe the reasons for appropriate standards of business attire and grooming for men and women.
- Describe etiquette tips that should be followed when conducting international business.

3. Understand the characteristics of a strong leader as well as the importance of effective communication skills in the workplace.

Potential Elements of the Performance:

- Describe an effective leader relative to leadership characteristics, habits, attitudes, and styles.
- Identify techniques that work when motivating different types of workers and motivational problems and behaviours that may be encountered in the workplace.
- Distinguish between position power and personal power in organizations.
- List the steps involved in the problem-solving process.
- Describe the communication process and the effect nonverbal communication, feedback, and filters have on understanding messages.
- Make a distinction between upward and downward communication networks, as well as formal and informal communication channels.
- Identify and describe several methods used for workplace communication.
- Discuss how to run an effective meeting.
- Suggest several ways to improve intercultural communication.
- Discuss the effect that groups and teams have on an organization and how work is completed.
- Identify conflict styles and negotiation strategies managers can

use to manage and resolve conflicts in the workplace.
- Describe approaches and strategies managers can use to manage multiple projects, cope with job stress, and maximize use of time for themselves and employees.
- Explain the value of office manuals to organizations.

4. Understand the importance of managing workplace safety.

Potential Elements of the Performance:

- Identify the components of the crisis management program that deals with four types of workplace violence.
- Describe the major content areas of a workplace safety policy.
- Defend the need for companies to use pre-employment background checks.
- List steps that managers and employees can take to identify and prevent acts of workplace violence.
- Discuss the need for plans that deal with the aftermath of workplace violence.

III.   REQUIRED RESOURCES/TEXTS/MATERIALS:

Administrative Office Management, 13th Edition, Pattie Odgers, Ed.D., Thomson – South-Western Publishing, 2005

IV.   EVALUATION PROCESS/GRADING SYSTEM:

Test 1- Chapters 1-7 plus material covered in class   50%

Test 2 - Chapters 8-12, 14 plus material covered in class   50%

Bonus - +5% extra for participation

The following semester grades will be assigned to students in post-secondary courses:

Grade	Definition	Grade Point Equivalent
A+	90-100%	4.00
A	80-89%	4.00
B	70-79%	3.00
C	60-69%	2.00
D	50-59%	1.00
F (Fail)	49% and below	0.00

CR (Credit)	Credit for diploma requirements has been awarded.
S	Satisfactory achievement in field/clinical placement or non-graded subject areas.
U	Unsatisfactory achievement in field/ clinical placement or non-graded subject area.
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.
NR	Grade not reported to Registrar's office.
W	Student has withdrawn from the course without academic penalty.

V.   SPECIAL NOTES:

Course Outline Amendments:
The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Retention of Course Outlines:
It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Prior Learning Assessment:
Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question. Please refer to the Student Academic Calendar of Events for the deadline date by which application must be made for advance standing.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.

Substitute course information is available in the Registrar's office.

Disability Services:
If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Communication:
The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:
Students should refer to the definition of "academic dishonesty" in *Student Code of Conduct*. A professor/instructor may assign a sanction as defined below, or make recommendations to the Academic Chair for disposition of the matter. The professor/instructor may (i) issue a verbal reprimand, (ii) make an assignment of a lower grade with explanation, (iii) require additional academic assignments and issue a lower grade upon completion to the maximum grade "C", (iv) make an automatic assignment of a failing grade, (v) recommend to the Chair dismissal from the course with the assignment of a failing grade. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Student Portal:
The Sault College portal allows you to view all your student information in one place. **mysaultcollege** gives you personalized access to online resources seven days a week from your home or school computer. Single log-in access allows you to see your personal and financial information, timetable, grades, records of achievement, unofficial transcript, and outstanding obligations. Announcements, news, the academic calendar of events, class cancellations, your learning management system (LMS), and much more are also accessible through the student portal. Go to https://my.saultcollege.ca.

Electronic Devices in the Classroom:
Students who wish to use electronic devices in the classroom will seek permission of the faculty member before proceeding to record instruction. With the exception of issues related to accommodations of disability, the decision to approve or refuse the request is the responsibility of the faculty member. Recorded classroom instruction will be used only for personal use and will not be used for any other purpose. Recorded classroom instruction will be destroyed at the end of the course. To ensure this, the student is required to return all copies of recorded material to the faculty member by the last day of class in the semester. Where the use of an electronic device has been approved, the student agrees that materials recorded are for his/her use only, are not for distribution, and are the sole property of the College.

Attendance:
Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

Tuition Default:
Students who have defaulted on the payment of tuition (tuition has not been paid in full, payments were not deferred or payment plan not honoured) as of the first week of June will be removed from placement and clinical activities. This may result in loss of mandatory hours or incomplete course work. Sault College will not be responsible for incomplete hours or outcomes that are not achieved or any other academic requirement not met as of the result of tuition default. Students are encouraged to communicate with Financial Services with regard to the status of their tuition prior to this deadline to ensure that their financial status does not interfere with academic progress.

Students are expected to demonstrate respect for others in the class. Classroom disturbances will be dealt with through an escalating procedure as follows:

- Verbal warning
- E-mail notification
- Meeting with the dean

During tests, students are expected to keep their eyes on their own work. Academic dishonesty will result in a grade of zero (0) on the test for all involved parties.

Tests will not be "open book." Students must ensure that they have the appropriate tools to do the test (i.e. diskettes, pencil, pen, etc.).

Test papers will be returned to the student after grading in order to permit verification of the results and to review the tests. However, the student will be required to return all test papers to the professor who will keep them on file for three weeks after the semester finish date. Any questions regarding the grading of individual tests must be brought to the professor's attention within two weeks of the test paper being returned.

Regular attendance is expected to ensure course information is communicated to all students. In-class observation of student work and guidance by the professor aids student success. Lectures will not be repeated in subsequent classes.

It is the student's responsibility to be familiar with the department manual. Students are expected to check college e-mail twice daily as a minimum.