SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

SAULT COLLEGE

COURSE OUTLINE

COURSE TITLE:	WORKING IN A CHANGING WORLD		
CODE NO. :	OAD207	**SEMESTER:**	THREE
		MODULE:	SIX
PROGRAM:	OFFICE ADMINISTRATION – EXECUTIVE		
AUTHOR:	Sheree Wright		
DATE:	JUNE 2011 **PREVIOUS OUTLINE DATED:**		JUNE 2010
APPROVED:	"Penny Perrier"		June/11
	_____ CHAIR		_____ DATE
TOTAL CREDITS:	3		
PREREQUISITE(S):	NONE		
HOURS/WEEK:	4 HOURS/WEEK FOR 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:

Daily quizzes will be held – 13 quizzes in total representing 100 percent of the final grade.

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:

<u>Attendance</u>
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.

It is the student's responsibility to be familiar with the course outline and *Office Administration – Executive Student Manual*. These documents provide classroom policies that must be followed.

Students are expected to check college e-mail twice daily as a minimum to ensure timely communication of course information.

Regular attendance and participation 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. A study partner/group is invaluable for notes in the event of an unavoidable absence but must not be depended upon for frequent absences.

Students are expected to demonstrate respect for others in the class.

Classroom disturbances will be dealt with through an escalating procedure as follows:

- One verbal warning from professor
- One e-mail notification from professor
- Meeting with the dean which may result in suspension or expulsion

Producing accurate work is fundamental to this course. Marks will be deducted for inaccuracies.

Keyboarding proficiency is an integral component of the Office Administration – Executive program. Students who are unable to keyboard with touch type techniques should be practising their skills on a daily basis. *All the Right Type* typing tutor software is located in the E-wing computer labs and in the Learning Centre. Visit http://www.ingenuityworks.com/ for more information on purchasing All the Right Type for home use.

It is expected that 100 percent of classroom work be completed as preparation for the quizzes. All work must be labeled with the student's name and the project information on each page. Printed work must be submitted in a labeled folder complete with a memory stick/CD housed in a secure plastic CD pocket. The college network drive (S:\MyDocuments) should be used as the primary workspace. Students are responsible for maintaining back-ups of all completed files using either a memory stick (USB) or CD.

A late assignment will be accepted if submitted within **72 hours** of the due date and time. Twenty-five percent will be deducted from late/incomplete assignments automatically. Failure to follow this procedure will result in a zero grade for the assignment.

Students are expected to be present to write all quizzes during regularly scheduled classes. During quizzes, 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. A missed quiz will receive a zero (0) grade. Missed quizzes cannot be made up.

Students must ensure that they have the appropriate tools to do the test.

Quiz papers may be returned to the student after grading in order to permit verification of the results and to review the quizzes. However, the student must return all quiz papers to the professor who will keep them on file for two weeks after the semester finish date. Any questions regarding the grading of individual quizzes must be brought to the professor's attention within two weeks of the date quiz papers are returned in class.

VI. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located on the portal form part of this course outline.