

Course Syllabus

Course Title: Administrative Office Procedures

Course web page: http://www.collin.edu/ce/courses/admin_office_proc.html

Course Description: Review the history and role of the Executive Administrative Assistant. Learn practical applications of basic communication and organizational skills with an emphasis on the fundamentals of business writing, effective time management, and creating meeting arrangements as well as critical thinking skills for day to day business operations.

Suggested Course Prerequisite(s): Familiarity with the internet and basic office structure.

Course Objectives:

1. Apply basic communication and organizational skills in a business office.
2. Display the fundamentals of writing, time management, travel and meeting arrangements and critical thinking skills for day to day business operations. Implement planning and organization techniques, office ethics and dress code.

Lesson Plan – by week or session

Session 1: Course Overview / Executive Administrative Competencies and Skills

Introductions

The roles and responsibilities of an Executive Administrative Assistant
(Past and Present)

Goal Setting

Business Ethics / Integrity

Communicating vision, Mission and Values

Professionalism

Networking / Identifying resources

Administration and Management

Independence / Interdependence

Systems Evaluation and Quality Control

Being Proactive / Identifying Tasks

Session 2: Office Communication Skills- Verbal, Nonverbal and Written

Probing and Questioning Skills

Customer Service

Phone Etiquette

Communicating with others

Active Listening

Conflict Management

Written Communication Skills (Business Writing)

Meeting Minutes

Note taking

Active Listening
Accuracy

Session 3: Organization and Planning

Time Management Skills
Strategic Planning
Managing Deadlines
Multitasking
Prioritization (Information ordering)
Organizational Skills
Meeting Management (arrange meetings, facility contracting, travel arrangements, etc.)
Scheduling and planning (maintaining calendar, agendas scheduling appointments, etc.)
Managing physical resources
Overview of effectively using Microsoft Outlook
Utilizing technology to manage time- Personal digital assistant organizers (PDAs, laptops, iPads)
Status Reports

Session 4: Critical Thinking

Analytical Thinking
Complex Problem Solving
Persuasion/ Negotiation
Creativity / Innovation
Decision Making Skills
Deductive / Inductive Reasoning
Evaluation and Analysis
Judgment

Course Sessions: listed are a guideline to indicate all topics that will be covered during your course. Do not plan your personal calendar based on these sessions. Your instructor will give you a calendar for your class that will indicate specific topics, assignments, and days.

Method of Evaluation: Unless otherwise stated, course completion is evaluated on the basis of attendance. Students must be in attendance 90% of the class time in order to be considered a successful completer of the course.

Students must be in attendance 90% of each course in a certificate series for successful completion and to earn a certificate as specified.

Students must complete all courses (core and no. of elective courses needed) to complete a certificate series within two years from start date of the first course taken.

Americans with Disabilities Act: Collin College will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal opportunity. It is the student's responsibility to contact the ACCESS office, SCC-G200 or 972.881.5898 (V/TTD: 972.881.5950) to arrange for appropriate accommodations. See the current Collin Student Handbook for additional information.

<http://www.collin.edu/studentresources/personal/studenthandbook.aspx>