

CUMBERLAND COUNTY COLLEGE

Course: OA 299: Office Administration Seminar

Credits: 3

Prerequisites: CS 101 or CS 102; OA 101, CG 101, CG 105, OA 102,

Co-Requisites: BU 212, OA 219

Description:

This capstone course focuses on solving problems typically found in administrative offices utilizing administrative and information technology skills acquired in previous courses. Students will diagnose administration office problems and develop strategies to solve these problems using case studies.

Learning Outcomes:

At the completion of this course, students will be able to:

- Evaluate appropriate behavior in an office setting
- Handle co-workers who demonstrate unethical or poor office etiquette
- Demonstrate job skills in Microsoft Office environments
- Construct a presentation on a day in the life of an office

Topical Outline:

- You Can't Escape Human Relations
- Human Relations Can Make or Break You
- Hold on to Your Positive Attitude
- When People Step on Your Attitude
- Vertical and Horizontal Working Relationships
- Productivity-A Closer Look
- The Winning Combination
- Your Most Important Working Relationship
- Understanding the Nature of Relationships
- Success as a Team Player
- Stress Management
- Restoring Injured Relationship
- Aptitudes Among Culturally Diverse Co-Workers
- Succeeding in a New job
- Initiation Rites- Coping with Teasing and Testing
- Absenteeism and Human Relation Mistakes
- Business Ethics, Rumors, and the Confidence Triangle
- Goal Setting and Your Attitude
- Two Routes to the Top

- Keeping a Positive Attitudes through Plateau Periods and Reorganizations
- When You Are Tempted to Scramble
- Attitude Renewal
- Moving Up to Leadership/Management

Text: O’Neil & Chapman (2007). *Your Attitude Is Showing* (12th Ed.). Prentice Hall.

Student Assessment: Case study activities; exams; Power Point presentation

Academic Integrity: Plagiarism is cheating. Plagiarism is presenting in written work, in public speaking, and in oral reports the ideas or exact words of someone else without proper documentation. Whether the act of plagiarism is deliberate or accidental [ignorance of the proper rules for handling material is no excuse], plagiarism is, indeed, a “criminal” offense. As such, a plagiarized paper or report automatically receives a grade of **ZERO** and the student may receive a grade of **F** for the semester at the discretion of the instructor.

Tutoring & Project Assist

If you are having difficulty with work in this class tutoring is available through the Center for Academic & Student Success. If you think that you might have a learning disability, contact Project Assist at 856.691.8600 x 1282 for information on assistance that can be provided to eligible students.

Before Withdrawing From This Course

If a student experiences adverse circumstances while enrolled in this course and considers withdrawing, s/he should see an advisor (division or advisement center) **BEFORE** withdrawing from the class. A withdrawal may cause harmful repercussions to completion rate standards and overall GPA which can limit or eliminate future financial aid in addition to causing academic suspension.