

# Dakota County Technical College

## ADTC 1020: Office Procedures

### A. COURSE DESCRIPTION

Credits: 4

Lecture Hours/Week: 4

Lab Hours/Week: \*.\*

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

This course covers areas that develop skill in understanding and performing typical office tasks: office communication, setting up meetings and conferences, travel arrangements, handling mail, records management, and understanding cultural diversity.

**B. COURSE EFFECTIVE DATES:** 05/21/2014 - Present

**C. OUTLINE OF MAJOR CONTENT AREAS**

#### **D. LEARNING OUTCOMES (General)**

1. define management responsibilities
2. define virtual business environment
3. describe a computer system in an office
4. describe changing nature of office environment
5. describe effective team-building efforts
6. develop an awareness and understanding of a culturally diverse workforce
7. discuss use of networks in virtual business environment
8. explain the communication process
9. identify causes of stress
10. identify communication barriers
11. identify conflict styles
12. identify discrimination types
13. identify ethical employee characteristics
14. identify ethical organization characteristics
15. identify examples of flexible work environments
16. identify leadership characteristics
17. identify office health issues
18. identify office safety issues
19. identify professional growth opportunities
20. identify role and responsibilities of the office professional
21. identify stress reducers
22. identify types and characteristics of groups
23. identify types of nonverbal communication
24. learn business vocabulary
25. recognize ethical behavior
26. use effective communication techniques
27. use effective time management techniques

#### **E. Minnesota Transfer Curriculum Goal Area(s) and Competencies**

None

#### **F. LEARNER OUTCOMES ASSESSMENT**

As noted on course syllabus

#### **G. SPECIAL INFORMATION**

None noted