

LABETTE COMMUNITY COLLEGE BRIEF SYLLABUS

SPECIAL NOTE:

This brief syllabus is not intended to be a legal contract. A full syllabus will be distributed to students at the first class session.

TEXT AND SUPPLEMENTARY MATERIALS USED IN THE COURSE (if any):

Please check with the LCC bookstore <http://www.labette.edu/bookstore> for the required texts for this class.

COURSE NUMBER: OTEC 121

COURSE TITLE: OFFICE PROCEDURES

SEMESTER CREDIT HOUR: 3

DEPARTMENT: Business Administrative Technology

DIVISION: Career Technical Education

PREREQUISITE: OTEC 102 College Keyboarding or equivalent

COURSE DESCRIPTION:

This course is the study and development of personal qualities, skills, and knowledge needed for success in clerical occupations, including how to find and “land” the right office position, writing letters, using postal and shipping services, handling mail, filing, using the telephone, transmitting business messages, using banking and credit services, and handling financial transactions.

COURSE OUTCOMES AND COMPETENCIES:

Students who successfully complete this course will be able to:

1. Cultivate personal qualities for business and office careers.

- Describe the evolving responsibilities of the office professional
- Demonstrate professional qualities.
- Identify the job opportunities as an office professional.
- Demonstrate good job-hunting techniques.

2. Manage personal productivity through communication and time management principles.

- Identify skills needed to maintain effective work relations with colleagues.
- Develop sensitivity to cultural differences.
- Demonstrate time management techniques to reduce stress.
- Organize work area and workflow in an efficient manner.

3. Analyze the interaction of people, equipment, and procedures to critical support responsibilities.

- Demonstrate appropriate receptionist duties in meeting visitors and handling callers.
- Organize meetings and conferences.
- Make travel arrangements.

4. Process written documents from creation to distribution.

- Compose, key, and submit memos, letters, and reports.
- Select the most effective equipment for copying and duplicating.
- Select the best methods of transcribing and producing documents.
- Handle incoming and outgoing mail.

5. Manage business information for rapid retrieval and processing.

- Utilize various software packages to produce documents and retrieve information.
- Utilize latest communication technology.
- Select appropriate software and hardware for needs.

Perform workplace competencies.

ORAL COMMUNICATION

- Prepare and deliver a presentation appropriate to subject matter, purpose and audience.
- Participate in group communication activities

WRITING

- Check, edit and revise for correct information, appropriate emphasis, grammar, spelling and punctuation.
- Compile and maintain records, lab notebooks, and other documents.

COMPUTER LITERACY

- Compose, organize and edit information using a computer
- Use presentation software to design/create a presentation
- Access, navigate and use on line services
- Send and receive email messages
- Make attachment to email