

SECRETARIAL AND OFFICE MANAGEMENT



The **secretarial and office management** course is designed to equip students with essential skills and knowledge for effective office administration. Covering an extensive range of topics from communication skills and office software applications to financial management and project management, this course prepares students for the dynamic demands of modern office environments. Emphasis is placed on practical applications, ethical considerations, and the integration of advanced technologies in office management.

COURSE OBJECTIVES

1. **Develop Comprehensive Office Skills:** Equip students with foundational skills in office management, including communication, organization, and software proficiency.
2. **Enhance Professional Communication:** Foster effective verbal and written communication skills pertinent to business settings.
3. **Implement Time and Project Management Techniques:** Teach students to efficiently manage time and resources, and apply project management principles in real-world scenarios.
4. **Understand Financial and HR Basics:** Provide a fundamental understanding of financial management and human resource functions relevant to office environments.
5. **Promote Ethical Practices:** Instill an understanding of legal and ethical considerations in office management, emphasizing confidentiality and compliance.

LEARNING OUTCOMES

By the end of this course, students will be able to:

1. **Demonstrate Proficiency in Office Software:** Use word processing, spreadsheet, and presentation software effectively for various office tasks.
2. **Communicate Professionally:** Write clear and concise business correspondence, including reports and emails, and exhibit proper telephone etiquette.
3. **Organize and Manage Records:** Implement effective manual and electronic filing systems and maintain accurate records.
4. **Apply Time Management Skills:** Prioritize tasks, create schedules, and utilize tools for effective time management.
5. **Manage Meetings Effectively:** Plan, organize, and conduct meetings, including creating agendas and taking minutes.
6. **Understand Basic Financial Principles:** Track expenses, manage budgets, and understand fundamental accounting concepts.
7. **Support Human Resource Functions:** Assist in recruitment processes and employee onboarding within an office setting.
8. **Adhere to Ethical Standards:** Recognize and apply ethical practices and legal considerations in office management.
9. **Engage in Problem Solving:** Identify problems, generate solutions, and apply critical thinking skills in various scenarios.
10. **Complete a Capstone Project:** Synthesize knowledge gained throughout the course in a comprehensive project that demonstrates application of office management principles.

COURSE TOPICS

1. Introduction to Office Management
2. Communication Skills
3. Office Software Applications
4. Record Keeping and Filing Systems
5. Time Management and Organization
6. Meeting Management
7. Financial Management Basics
8. Human Resources Support
9. Legal and Ethical Considerations
10. Project Management Basics
11. Problem Solving and Decision Making

COURSE TOPICS

Introduction to Office Management

- Overview of office functions
- Roles and responsibilities of a secretary
- Basic office functions and operations
- Role of office management in organizations
- Office organization and management principles

Communication Skills

- Effective verbal and non-verbal communication
- Professional writing (emails, memos, reports)
- Business correspondence and report writing
- Telephone etiquette and customer service

Office Software Applications

- Introduction to word processing (e.g., Microsoft Word)
- Basics of spreadsheets (e.g., Microsoft Excel)
- Presentation software (e.g., Microsoft PowerPoint)
- Basic IT skills for office environments

Record Keeping and Filing Systems

- Types of records and their importance
- Manual and electronic filing systems
- Document management and best practices

Time Management and Organization

- Prioritizing tasks and scheduling

- Tools for effective time management (calendars, to-do lists)
- Techniques for avoiding procrastination

Meeting Management

- Planning and organizing meetings
- Agenda creation and minute-taking
- Follow-up and action items

Financial Management Basics

- Budgeting and expense tracking
- Basic accounting principles for office management
- Handling petty cash and invoices
- Fundamental mathematical concepts for business applications

Human Resources Support

- Understanding HR functions
- Basic recruitment processes
- Employee onboarding and training support

Legal and Ethical Considerations

- Confidentiality and data protection
- Workplace ethics and compliance
- Overview of business law principles and employment laws

Project Management Basics

- Introduction to project management concepts
- Tools for project planning and tracking
- Team collaboration and communication

Problem Solving and Decision Making

- Identifying problems and generating solutions
- Critical thinking skills
- Case studies and role-playing exercises