



MASTER COURSE OUTLINE

A. BUSO 2644 Office Supervision and Management

B. COURSE DESCRIPTION:

This course emphasizes administrative office management skills, theories, methods, and techniques of supervision are emphasized. It also profiles real-world managers who offer globalization, organizational environments, diversity, leadership, human resource management, stress management, work ethics, practical information about human relations, goal setting, productivity, budgets, team building, motivation, delegation, appraisal, office technology, and working in management. Simulated office management experiences, projects, role playing, and case studies are included.

(3 Cr – 3 lect, 0 lab)

C. *Core Theme: Critical Thinking, Human Diversity, and Global Perspective

D. RIVERLAND INSTITUTIONAL LEARNING OUTCOMES:

This course addresses the following Riverland Institutional Learning Outcome(s):

- ILO 1: critical thinking (*Core Theme Goal 2*)
- ILO 2: awareness of the larger global community (*Core Theme Goal 7 or 8*)
- ILO 3: ethical, engaged citizenship (*Core Theme Goal 9 or Goal 10*)
- ILO 4: communication and collaboration (*Discipline Goal 1 and by any learning outcome(s) involving communication or collaboration*)

E. MAJOR CONTENT AREAS:

- Administrative office managers skills
- Problem solving, decision making, and work ethics
- Communication process; formal and informal
- Government regulations
- Four principal functions of management
- Family Medical Leave Act (FMLA), Equal Employment Opportunity Commission, (EEOC), Age Discrimination Act, and Occupational Safety and Health Administration (OSHA)
- Different generations in the workplace
- Office productivity

- Systems for distributing information internally and externally
- Stress management and personal wellness
- Leadership styles

F. GOAL TYPES, OBJECTIVES, AND OUTCOMES:

<u>GOAL</u>	<u>OBJECTIVES</u> Students will be able to	<u>OUTCOMES</u> The student will successfully
<u>*Critical Thinking</u>	imagine and seek out a variety of possible goals, assumptions, interpretations, or perspectives which can give alternative meanings or solutions to given situations or problems.	1. analyze research and conclude what they believe to be true about specific generations in the workplace and how these characteristics shape and effect employees of other generations.
<u>*Human Diversity</u>	understand the development of and the changing meanings of group identities in the United States, history and culture.	1. research generational characteristics in the workplace and how generations retiring or entering the workforce changes the work environment. 2. research differences in gender and ethnic background and how it relates to the work environment.
<u>*Global Perspective</u>	understand the role of a world citizen and the responsibility world citizens share for their common global future.	1. explain a company's societal responsibility.
<u>CS</u>	understand the importance of federal laws and how they affect business decisions.	1. demonstrate knowledge of FMLA, EEOC, OSHA, and workplace age discrimination and legal hiring and firing practices.
<u>CS</u>	identify the different generations in the workplace and how their characteristics effect motivation, management and collaborative work.	1. research generations in the workplace and present findings.
<u>CS</u>	identify the four functions of management.	1. examine all four functions of management; planning, leading, organizing, and controlling.

G. SPECIAL INFORMATION:

This course may require use of the Internet, the submission of electronically prepared documents and the use of a course management software program. Students who have a disability and need accommodations should contact Accessibility Services at the beginning of the semester. This information will be made available in alternative format, such as Braille, large print, or current media, upon request.

H. COURSE CODING INFORMATION:

Course Code D/Class Maximum 30; Letter Grade

Revision date: 08/27/10; 12/18/12; 03/05/24
 AASC Approval date: 11/30/10; 01/22/13; 04/16/24

*These five MnTC Goals have been identified as Riverland Community College Core Themes. Every course in the Riverland Community College curriculum shall meet outcomes from one of these themes.

**These five MnTC Goals have been identified as Riverland Community College Disciplines. Riverland’s MnTC courses also shall meet outcomes from a Discipline Area.

NOTE: The Minnesota Transfer Curriculum “10 Goal Areas of Emphasis” are reflected in the five required discipline areas and five core themes noted in the Riverland Community College program of study guide and/or college catalog.

*Riverland Community College Core Themes	MnTC Goal Number
Critical Thinking (CT)	2
Human Diversity (HD)	7
Global Perspective (GP)	8
Ethical and Civic Responsibility (EC)	9
People and the Environment (PE)	10

**Riverland Community College Discipline Areas	MnTC Goal Number
Communication (CM)	1
Natural Sciences (NS)	3
Mathematics/Logical Reasoning (MA)	4
History and the Social & Behavioral Sciences (SS)	5
Humanities and Fine Arts (HU)	6