



**ADM 205-Office Management
3 Credit Hours
Spring 2022 (Online)**

Instructor: Shirleen Willie

Office Hours: M - F (9:00 am to 4:00 pm)

Class Location: Online

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Class Meeting Times: Online

Textbooks: Carlene Cassidy, Robert Kreitner, Susie Vanhuss. *Administrative Management Setting People Up for Success*. 1st ed. Cengage; ISBN:978-1133365174

Tools: USB Flash drive

Lab Fee: No Lab Fee

Mission Statement

Navajo Technical University's mission is to provide University readiness programs, certificates, associate, baccalaureate, and graduate degrees. Students, faculty, and staff will provide value to the Diné community through research, community engagement, service learning and activities designed to foster cultural, environmental preservation and sustainable economic development. The University is committed to a high quality, student-oriented, hands-on-learning environment based on Diné cultural principles: *Nitsáhákees, Nahátá, Íina, Siihasin*.

Course Description

This is an introductory office management course designed to help student understand the basic themes and issues that are directly relevant to the current and fast-shifting business environment. In today's business environment, managers are expected to understand every growing need for social, technological, and economic changes. In this course we will explore the full spectrum of office management skills and capabilities, using both traditional management skills and incorporating new competencies needed in these turbulent environments characterized by economic turmoil, political confusion, and general uncertainty.

Course Objectives

After successfully completing this course:

1. Student will acquire knowledge by understanding their own management capabilities and/or styles, as well as, skills to manage in today's society.
2. Student will learn the traditional role of a manager that has changed dramatically in this technological era, all while maintaining time management, appropriate controls, building trust and credibility as a leader.
3. Student learn about the current issues related to the environment, corporate culture and address the new sociocultural environment that includes changing views and attitudes on a variety of issues.
4. Student will learn about ethical management in the workplace, as well as, what contributes to unethical behavior and how to deal with it.
5. Student will learn about entrepreneurship, start-ups, tools, techniques such as social media, crowdfunding, and participating in co-working facilities.

6. Enhance student skills on personal and business decision-making.

Course Schedule

Week	Week of:	Topics	Assignments	Quizzes
1	Jan. 18-23	Chapter 1: Management Career Paths (pg. 1)	1. Questions for Reflections 2. You Decide Case Study 3. Manager's Toolkit	Assignment
2	Jan. 24-30	Chapter 2: Basic Management-Functions, Theories, and Best Practices (pg. 23)	1. Questions for Reflections 2. Apply Management Principles 3. You Decide Case Study	Assignment
3	Jan. 31-Feb. 6	Chapter 3: Effective Supervision: Path to Success for New Managers (pg. 44)	1. Questions for Reflections 2. You Decide Case Study 3. Manager's Toolkit	Assignment Quiz
4	Feb. 7-13	Chapter 4: Leadership Essentials (pg. 65)	1. Questions for Reflections 2. Hands-On Activities 3. You Decide Case Study	Assignment
5	Feb. 14-20	Chapter 5: High Performance Teams – Key to Productivity (pg. 86)	1. Questions for Reflections 2. You Decide Case Study 3. Manager's Toolkit	Assignment
6	Feb.21-27	Chapter 6: Planning, Goal Setting, and Achieving Results (pg. 109)	1. Questions for Reflections 2. You Decide Case Study 3. Manager's Toolkit	Assignment Quiz
7	Feb. 28-Mar. 6	Chapter 7: Staffing Essentials (pg. 135)	1. Questions for Reflections 2. Best Hiring Practice 3. Interview Questions	Assignment
	Mar. 7-11	Midterm Test	Test	Test
8	Mar. 7-11	Chapter 8: Setting Up Employees for Success (pg. 157)	1. Questions for Reflections 2. You Decide Case Study 3. Manager's Toolkit	Assignment
9	Mar. 14-20	Chapter 9: Appraising and Rewarding Performance (pg.186)	1. Questions for Reflections 2. You Decide Case Study 3. Manager's Toolkit	Assignment Quiz
10	Mar. 21-27	Chapter 10: Legal and Ethical Challenges (pg. 211)	1. Questions for Reflections 2. You Decide Case Study 3. Manager's Toolkit	Assignment
11	Mar. 28-April 3	Chapter 11: Building a Positive, Creative, and Productive Work Environment (pg. 236)	1. Questions for Reflections 2. You Decide Case Study 3. Manager's Toolkit	Assignment
12	April 4-10	Chapter 12: Project Management (pg. 263)	1. Questions for Reflections 2. You Decide Case Study 3. Manager's Toolkit	Assignment Quiz
13	April 11-17	Chapter 13: Effective Workplace Communication (pg. 283)	1. Questions for Reflections 2. Hands-On Activities 3. You Decide Case Study	Assignment

14	April 18-24	Chapter 14: Managing Workplace Challenges (pg. 311)	1. Questions for Reflections 2. You Decide Case Study 3. Manager's Toolkit	Assignment
15	April 25-May 1	Chapter 15: Enhancing Your Management Career Potential (pg. 333)	1. Questions for Reflections 2. You Decide Case Study 3. Manager's Toolkit	Assignment
16	May 2-11	Make up work & Final Exam	Final	Test

COURSE OUTCOMES	COURSE MEASUREMENTS
Introduction to Management – understanding Innovation management, evolution of Management thinking, and understanding the environment and corporate culture	Lecture, chapter assignments, internet research assignments, exams & case study
Managing the global environment, understanding ethics and social responsibility, and learning about entrepreneurships	Lecture, chapter assignments, internet research assignments, exams & case study
Implementing planning and goal setting, creating a strategy formulation and executing the process, finally learning the best methods for managerial decision making	Lecture, chapter assignments, internet research assignments, exams & case study
Knowing the organization structure is key to success, managing change and how to incorporate innovative thinkers, capturing and maintaining human talent, managing diversity successfully	Lecture, chapter assignments, internet research assignments, exams & case study
Leadership involves many components that includes understanding individual behavior, motivating employees, instilling effective communication, and learning to be a great leader	Lecture, chapter assignments, internet research assignments, exams & case study
Controlling and managing quality and performance is crucial to the success of an organization	Lecture, chapter assignments, internet research assignments, exams & case study

Grading Plan:

Homework	30%	A = 100 - 90%
Class participation/Discussion	30%	B < 90 - 80%
Quiz	10%	C < 80 - 70%
Mid Term	10%	D < 70 - 60 %
Final Exam	20%	F < 60 %

Course Policies

Each student must do all the assigned work and presentations and projects. Discussion is encouraged among students for the purpose of clarification on ambiguous or challenging concepts in course material, assignments or projects. However, discussions are forbidden during tests, examinations and quizzes. Cheating and plagiarism are serious offences and thus strictly forbidden. Cheating includes but not limited to: plagiarism, submission of work that does not belong to the student or not done by the student, falsification of data, unauthorized access to exam material or assignment, use of unauthorized material during the exam, supplying or communicating unauthorized information or material for an assignment or exam.

Participation

Students are expected to attend and participate in all online activities listed above, since they constitute 30 % of the overall grade. Thus, students who actively participate in all online activities would be awarded the maximum points for possible for these activities, which may include field trips, laboratory exercises, participation in online discussion, asking questions, and presentations.

Cell phone, electronic and communication equipment use

Cell phones must be turned off or put on silent or vibration mode during zoom meetings. When absolutely necessary, phone calls can be answered by muting you speaker in the zoom meeting, so that the instructor and your classmates would not be distracted. Headphones are required during zoom meetings if available.

Attendance Policy

Students are expected to regularly attend all online classes for which they are registered. A percentage of the students, which comes under class participation, would derive from attendance. Absence from class, regardless of the reason, does not relieve the student from his/her responsibility to complete all course work by the required deadlines. Furthermore, it is the student's responsibility to obtain notes, handouts, and any other information covered by the instructor. Incomplete or missing assignments will necessarily affect the student's grades. Instructors will report excessive and /or unexplained absences to the academic counselor for investigation and potential intervention. If you miss more than three consecutive days of class, you will automatically be dropped from the class and reported to the registrar.

Study Time for Online Courses

For an online course of one (1) credit hour, a student is expected to spend four hours (4) per week studying the course materials.

Academic Integrity

Integrity (honesty) is expected of every student in all academic work. The guiding principle of academic integrity is that a student's submitted work must be the student's own. Students who engage in academic dishonesty diminish their education and bring discredit to the college community. Avoiding situations likely to compromise academic integrity such as: cheating, facilitating academic dishonesty, and plagiarism; modifying academic work to obtain additional credit in the same class unless approved in advance by the instructor, failure to observe rules of academic integrity established by the instructor.

Dine' Philosophy of Learning

The Dine' philosophy of Education (DPE) is incorporated into every class for students to become aware of and understand the significance of the four Dine' philosophical elements, including its affiliation with the four directions, four sacred mountains, and the four set of thought processes and so forth. *Nitsáhákees*, *Nahát 'a'*, *Íina* and *Siih Hasin*, which are essential and relevant to self-identity, respect and wisdom to achieve career goals successfully.

Student with Disabilities

The Navajo Technical University and the Business Program are committed to serving all enrolled students in a non-discriminatory and accommodating manner. Any student who feels he/she may need an accommodation based on the impact of disability, or needs special accommodations should inform the instructor privately of such, so that accommodation arrangements can be made. Students who need an accommodation should also contact the Vocational Rehabilitation Counselor.

Homework Policy

Homework turned in one day late will drop 10% of the grade.

Homework turned in two days late will drop 20% of the grade.

Homework turned in three days late will drop 30% of the grade.

Homework will not be accepted after the third day late.