

Office Admin. Administrative Assistant

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ADM-149

- 1. Introduction/Listening Techniques & Practice Tape**
Practice listening skills and manipulation of transcription equipment as well as applying transcription skills by transcribing paragraphs and a short letter.
- 2. Language Arts Cassette Tapes**
Apply language art rules to meaningful business communication.
- 3. Word Usage Reviews**
Master troublesome and confusing words that give beginning machine transcription operators difficulty.
- 4. Language Reviews**
Review and apply grammar, punctuation, and communication rules that will be encountered in dictation.
- 5. Format Reviews**
Identify the types of communications (letter, memo, etc.) and review the formatting problems to be encountered when transcribing communication.
- 6. Proofreading Exercises**
Apply knowledge of proofreader's marks, word division, and spacing rules as well as other information presented in the General Reference section of The Office Guide.
- 7. Transcription Previews**
Accurately punctuate, apply language skills, and complete sentences that occur in the actual dictation.
- 8. Lesson Tapes**
Transcribe available copy of communications on the first attempt.
- 9. Transcription Tests**
Review mastery of transcription skills as well as the transcribing of various types of communication previously presented in the Lesson Tapes.

10. Language Arts/Proofreading Tests

Review mastery of confusing words, punctuation, grammar, and proofreading presented in the Lesson Tapes.

MGT-130

1.0 Understand the importance of communication as a supervisor

- 1.1 Use and understanding of words
- 1.2 Use and understanding of non-verbal communication
- 1.3 Knowledge of appropriate use of verbal and written communication
- 1.4 Discuss the role of communication in conflict

2.0 Understand the importance of staffing and the steps in staffing

- 2.1 Determining a job
- 2.2 Obtaining qualified applicants
- 2.3 Selecting employees
- 2.4 Orienting new employees
- 2.5 Training new employees
- 2.6 Appraising employees

3.0 Understand Work Team

- 3.1 Discuss the importance of value of work teams
- 3.2 List effective team behaviors

4.0 Describe motivation and morale

- 4.1 Explain needs and motivation using various theories
- 4.2 Explain morale and its effect on motivation

5.0 Define the decision making process

- 5.1 Describe the decision making process
- 5.2 Demonstrate the ability to utilize the decision making process

6.0 Describe the planning process

- 6.1 List the various components of the planning process
- 6.2 Explain the process for various planning activities

7.0 Describe change and its impact on employees

- 7.1 List and explain reasons for resistance to change
- 7.2 Discuss change management theories

8.0 Define leadership and its role in supervision

- 8.1 List leadership behaviors
- 8.2 List leadership styles

9.0 Define control and its impact on supervision

- 9.1 List various kinds of control
- 9.2 Explain how control is used in the supervision process

10.0 Define conflict

- 10.1 List types of conflict
- 10.2 Explain how to handle conflict effectively

11.0 Define and discuss diversity

- 11.1 List some of the areas of diversity
- 11.2 Explain the importance of diversity to a company

MKT-160

- 1. Explain the different methods for the study and practice of retailing.**
- 2. Explain and describe the importance and components of strategic planning.**
 - 2.1 mission statement
 - 2.2 goals and objectives
 - 2.3 analysis of strengths, weaknesses, opportunities, and threats
 - 2.4 strategies
- 3. Discuss the consumer behavior model.**
 - 3.1 Identify key stages in the buying process.
 - 3.2 Define how they interact.
- 4. Identify the different options, both store based and non-store based, for effectively reaching the retailer's target market. Identify the advantages and disadvantages of business districts, shopping centers, and free-standing units as sites for retail locations.**
- 5. Distinguish between various types of retail competition.**
- 6. Describe the various customer services that a retailer can offer.**
- 7. Describe the key ways in which services differ from physical goods and the implications of these differences for service retailers.**
- 8. Explain the planning that retailers must do regarding their merchandise selection and how to control the inventory of that merchandise.**
- 9. Describe the differences involved in retailing fashion and non-fashion merchandise.**

Psychology or Sociology elective, Business elective, Humanities or Science elective.