

**Course Objectives/Course Outline**  
**Spokane Community College**

---

---

**Course Title:** Administrative Office Management  
**Prefix and Course Number:** BT 260

---

**Course Learning Outcomes:**

**By the end of this course, a student should be able to:**

- Apply the problem solving process to case studies
- Explain management theory as it relates to the office
- Use relevant personnel management topics to apply to case studies
- Research current topics in office management

**Course Outline:**

- I. Foundations of Management
- II. Office Management Leadership
  - a. Motivation
  - b. Employee training
  - c. Leadership styles
  - d. Performance Appraisal
  - e. Job Analysis
- III. Problem Solving
  - a. Strategies
  - b. Case Analysis
- IV. Office Management Issues and Trends
- V. Employment Laws
- VI. Training Employees
  - a. Strategies and Techniques
  - b. Role Playing
- VII. Office Management Research