

ADMINISTRATIVE AN OFFICE MANAGEMENT

Administrative and Office Management prepares students to plan, organize, direct, and control the functions and processes of a firm or organization and be successful in a work environment. Students are provided opportunities to develop attitudes and apply skills and knowledge in the areas of business administration, management, and finance. Individual experiences will be based upon the student's career and educational goals.

- DOE Code: 5268
- Recommended Grade Level: Grade 12
- Required Prerequisites: Principles of Business Management or Principles of Marketing
- Credits: 2 semester course, 2 semesters required, 1-2 credits per semester, 4 credits maximum
- Counts as a Directed Elective or Elective for the General, Core 40, Core 40 with Academic Honors and Core 40 with Technical Honors diplomas

Dual Credit

This course provides the opportunity for dual credit for students who meet postsecondary requirements for earning dual credit and successfully complete the dual credit requirements of this course.

Application of Content and Multiple Hour Offerings

Intensive laboratory applications are a component of this course and may be either school based or work based or a combination of the two. Work-based learning experiences should be in a closely related industry setting. Instructors shall have a standards-based training plan for students participating in work-based learning experiences. When a course is offered for multiple hours per semester, the amount of laboratory application or work-based learning needs to be increased proportionally.

Career and Technical Student Organizations (CTSOs)

Career and Technical Student Organizations are considered a powerful instructional tool when integrated into Career and Technical Education programs. They enhance the knowledge and skills students learn in a course by allowing a student to participate in a unique program of career and leadership development. Students should be encouraged to participate in Business Professional of America, DECA, or Future Business Leaders of America, the CTSOs for this area.

Content Standards

Domain – Human Resources

Core Standard 1 Students apply concepts of employee orientation, training and retention to maintain a productive workforce.

Standards

- ABM-1.1 Explain concepts related to orientation, training and employee retention
- ABM-1.2 Establish an evaluation system for employees and use the results for coaching, promotion, transfer or release
- ABM-1.3 Apply and adapt team building and motivational techniques for the improvement of employee morale

- ABM-1.4 Participate in team/group activities that enhance interpersonal skills and demonstrate communications skills

Domain – Financial

Core Standard 2 Students integrate financial analysis and decision making for the sustained profitability of the business.

Standards

- ABM-2.1 Evaluate financial statements to analyze the stability of the organization
ABM-2.2 Validate financial decisions to see if goals are being met and modified accordingly.

Domain – Leadership Roles and Responsibilities

Core Standard 3 Students connect the need for continued professional development to enhance effectiveness as a leader.

Standards

- ABM-3.1 Improve communication skills to enhance interpersonal relationships
ABM-3.2 Apply and adapt appropriate leadership skills based on various situations
ABM-3.3 Formulate a plan for lifelong learning and networking
ABM-3.4 Recognize the need for time and stress management, personal goal setting and self-assessment
ABM-3.5 Examine personal and professional characteristics associated with job success

Domain – Ethics

Core Standard 4 Students validate the importance of ethics and social responsibility in business practices.

Standards

- ABM-4.1 Explain concepts related to legal issues and government guidelines
ABM-4.2 Investigate social responsibility issues
ABM-4.3 Analyze situations involving confidentiality and ethical behavior

Domain – Problem Solving and Decision Making

Core Standard 5 Students utilize the problem solving process to make effective decisions.

Standards

- ABM-5.1 Analyze different problem solving techniques
ABM-5.2 Formulate informed business management decisions

Domain – Management Functions

Core Standard 6 Students integrate management functions for further development of principles.

Standards

- ABM-6.1 Create strategic and operational plans
ABM-6.2 Connect the importance of the organizational structure to the authority, delegation and chain of command
ABM-6.3 Evaluate organizational behavior (power, conflict, politics) and its impact on employee/manager relations
ABM-6.4 Investigate special concentration areas in management (i.e. sales, production, hospitality, sports and recreation, entertainment, etc.)
ABM-6.5 Performs controlling functions in finance and human resources

Domain – Operations and Service

Core Standard 7 Students establish procedures for operational management, inventory control and customer service.

Standards

- ABM-5.1 Develop office procedures and policies
- ABM-5.2 Solve non-routine problems related to customer service issues
- ABM-5.3 Make and support decisions related to operation management systems and inventory control
- ABM-5.4 Evaluate the use of records retention, retrieval, and transfer processes
- ABM-5.5 Identify automated records control and retrieval systems
- ABM-5.6 Demonstrate proper business etiquette
- ABM-5.7 Apply and adapt the steps of planning meetings, make conference arrangements, and schedule appointments
- ABM-5.8 Evaluate methods of business travel
- ABM-5.9 Evaluate and operate office equipment and discuss proper maintenance

Domain – Global and International

Core Standard 8 Students apply and adapt business practices for various situations when doing business to recognize the importance of differences in organizations and people.

Standards

- ABM-5.1 Investigate internal and external business practices related to cultural protocols
- ABM-5.2 Describe how E-commerce, internet and technology support the global economy
- ABM-5.3 Access the value of diversity in the workforce