COURSE SYLLABUS

Office Management Course

Build essential administrative and organizational skills needed to manage office workflows confidently. Ideal for administrative professionals looking to streamline operations, maintain records, and support team productivity.

Group classes (Washington, DC) and onsite training are available for this course.
For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/office-management



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Course Outline

Module 1: Role of Today's Office Manager

- Understand expectations from supervisors, peers, and employees
- Explore the responsibilities of a modern office manager
- Analyze conflicting expectations through case studies
- Learn to build professional credibility and accountability

Module 2: Management

- Examine the planning, organizing, directing, and controlling functions of management
- Identify key management terms and styles
- Differentiate between authoritarian, democratic, and laissez-faire styles
- Explore McGregor's Theory X and Theory Y approaches

Module 3: Time Management

- Identify major time wasters and develop effective solutions
- Implement prioritization tools and time-saving strategies
- Create daily and weekly planning systems
- Use self-assessment to evaluate and improve time use

Module 4: Goal Setting and Project Planning

- Write SMART goals and measurable objectives
- Apply mind mapping and milestone charts for project planning
- Utilize Gantt charts for scheduling and tracking tasks
- Break down tasks using planning worksheets

Module 5: Decision Making

- Apply a step-by-step decision-making process
- Evaluate risk and seek input when appropriate

- Practice decision-making through case studies
- Create results tables and track evaluation effectiveness

Module 6: Work Assignments and Training

- Master the art of effective delegation and instruction
- Design task breakdowns and assignment logs
- Plan, present, and evaluate on-the-job training
- Explore multiple training options and coaching strategies

Module 7: Office Productivity

- Implement work simplification principles
- Conduct process analysis and apply flow charts
- Identify areas for improvement in workflows
- Streamline processes using real-world case studies

Module 8: Organizing and Tracking Office Work

- Use the R-E-A-C-T method for paperwork management
- Organize workspace for maximum efficiency
- Design request and tracking systems for workflow
- Utilize visual boards for workload management

Module 9: Leadership

- Identify personal leadership style and strengths
- Compare Promoter, Supporter, Controller, and Analyzer types
- Understand how leadership style impacts team dynamics
- Improve leadership through actionable self-awareness

Module 10: Motivation

- Discover what motivates employees in the workplace
- Rank and apply practical motivators
- Develop strategies for intrinsic and extrinsic rewards
- Understand the impact of recognition and job satisfaction

Module 11: Feedback

- Distinguish between silence, criticism, corrective, and positive feedback
- Use the SBI method to deliver structured feedback
- Practice real-time feedback and coaching scenarios
- Use open-ended and clarifying questions to solicit input

Module 12: Evaluating Performance

- Compare types of performance evaluations and their purposes
- Apply the Ten Commandments for fair and useful appraisals
- Incorporate feedback into evaluation systems
- Develop performance documentation and coaching plans

Module 13: The Transition to Manager

- Explore key strategies for transitioning into a supervisory role
- Apply the “Five Ls” of new management
- Develop confidence, professionalism, and ethical leadership

- Build relationships while maintaining appropriate authority