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Course title	Administration and Office Operation Planning				
Course code	OFMA203				
Course type	Theoretical and practical				
Level	Diploma				
Year / Semester	2nd Year / 4th Semester				
Teacher's name	Irene Stavrides, Constantinos Nicolaou				
ECTS	10	Lectures / week	3	Laboratory / week	4
Course purpose and objectives	Office administrators are often recognised for their practical skills and digital literacy and also their administrative and interpersonal skills and other soft skills necessary for the effective performance of their duties, such as time management skills, social skills, cross-cultural management skills, intercultural skills and adaptability, team diversity management skills and effective communication skills while developing advanced Typing skills . The course is expected to equip students with skills that can be translated into executive office management competence.				
Learning outcomes	<p>Upon the completion of the course, students are expected to:</p> <p>Knowledge:</p> <ul style="list-style-type: none"> • Understand how teams are developed and managed • Identify text errors • Explain the way of organising and managing teams and time <p>Skills:</p> <ul style="list-style-type: none"> • Be able to type accurately and at a speed of at least 45 words per minute • Be able to type various types of documents (tables with horizontal and diagonal subtitles, legal documents, two-page government letters, circulars, conference documents, technical specifications, faxes, memos, invoice letters, two-page letters using all the blocked styles and circulars) <p>Competences:</p> <ul style="list-style-type: none"> • Be able to arrange tasks, manage time, resolve conflict or other problems that might surface in the context of a team. 				

	<ul style="list-style-type: none"> • Apply processes in organising and building up a team as well as managing a team, having always in mind how cultural diversity might influence the management of a team. • Check and comprehend various business documents (based on pre-defined standards) and proceed with any corrections needed. • Demonstrate sensitivity in aspects related to cultural differences and competence in adapting to new situations. 		
Prerequisites		Required	
Course Content	<p>I. Organising and managing teams</p> <ul style="list-style-type: none"> • Team coordination, team staffing and management (How teams are developed) • Contemporary leadership styles, leader/manager and responsibilities • Principles of decision making • Motivating and guiding employees • Transfer of authority and delegation of duties and responsibilities • Conflict management • Basic principles of control • Team dynamics and important factors • Cultural diversity at the work place • Importance of Cross Culture Management • Effectively managing cross-cultural workforce • (Inter)cultural awareness and adaptability <p>II. Time Management:</p> <ul style="list-style-type: none"> • Introduction: Time Management • Effective Time Management • Consequences of not managing time • Effective Time Management Profile • Professional level time management practices • Steps to improve time management • Advantages of proper management • Set priorities and possible postponements • Taking on too much – The other extreme of failure / consequences of possible failure • The lack of rest • Setting boundaries • Time and how we spend it <ul style="list-style-type: none"> ▪ The pressure of time. Stress • Order and organisation of the workplace <ul style="list-style-type: none"> ▪ Understanding the concept and importance of information for modern business ▪ Information processing and storage ▪ Utilisation of information ▪ Using information 		

	<ul style="list-style-type: none"> ▪ Information and decision making: grouping and organising retrieved information ▪ Selection of the most useful information <p>Organising information in a way that serves the purpose of the work</p> <p>III. Typing</p> <ul style="list-style-type: none"> • Speed and accuracy texts • Two-age governmental letters – circulars • Technical specifications • Conference documents (invitations to conferences and daily schedule, conference minutes) • CVs • Two-page legal letters • Complex tables with • Tables with vertical subtitles, tables with diagonal subtitles etc. • High level tests
<p>Teaching methodology</p>	<p>The lesson includes teaching theory combined with practice. Regular practical exercises Το μάθημα συμπεριλαμβάνει παράδοση θεωρίας σε συνδυασμό με πρακτική. Practical exercises for knowledge acquisition are also an integral part of each lesson.</p>
<p>Bibliography</p>	<p>Greek Bibliography</p> <ul style="list-style-type: none"> • Τζωρτζάκης, Κ. (2019). Οργάνωση & διοίκηση: Το μάνατζμεντ της νέας εποχής. [<i>Organising and administration: the management of the new era</i>]. 5^η Έκδοση. Rosili. ISBN: 978-618-5131-58-6. • Βακόλα, Μ., και Νικολάου, Ι. (2019). Οργανωσιακή Ψυχολογία & Συμπεριφορά. [<i>Organisational psychology and behaviour</i>]. 2^η Έκδοση. Rosili. ISBN: 978-618-5131-59-3. • Γιαννουλέας, Μ. Π. (2011). Συμπεριφορά και διαπροσωπική επικοινωνία στον εργασιακό χώρο (Επικαιρότητα). [<i>Behaviour and interpersonal communication in the workplace</i>]. Εκδόσεις Πεδίο. ISBN: 9789609552745. • Cornelissen, J. (2016). Εταιρική επικοινωνία: Οδηγός θεωρίας και πρακτικής. [<i>Business communication. Theory and practice manual</i>]. 4^η Έκδοση. Δίαυλος. ISBN: 9789605313548 • KES College (2021). Αγγλική Δακτυλογραφία III & IV [<i>English Typing III& IV</i>]. • KES College (2021). Ελληνική Δακτυλογραφία III & IV [<i>Greek typing III&IV</i>]. <p>Englsh Bibliography</p> <ul style="list-style-type: none"> • Dessler, G. (2020). <i>Human Resource Management</i>. Pearson, ISBN: 978-1-292-30912-5. • Griffin, E., Ledbetter, A., and Sparks, G. (2017). <i>A first look at communication theory</i>. 9th Edition. Mc Graw Hill Education. ISBN: 9780073523927 • Wood, J. T. (2016). <i>Interpersonal Communication: Everyday encounters</i>. 8th Edition. Cengage Learning. ISBN: 9781285445830

	<ul style="list-style-type: none"> • KES College (2021). <i>English Typing III and IV (Κλάδος Διοίκηση Γραφείου και Γραμματειακές Σπουδές)</i>. • KES College (2021). <i>Greek typing III and IV (Κλάδος Διοίκησης Γραφείου και Γραμματειακές Σπουδές)</i>.
Assessment	<ul style="list-style-type: none"> • Attendance and participation: 10% • Practical exercises on the thematic category “Organising and managing teams” and/or “Time Management”: 10% • Practical exercises on the thematic category “Typing” 10% • Final group project on the thematic category “Organising and managing teams” and “Time Management”: 35% • Final practical examination on the thematic category “typing” 35%
Language	Greek or English