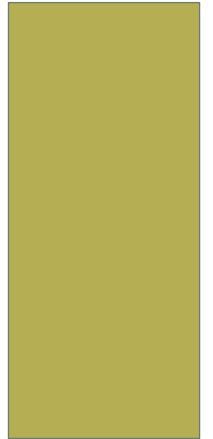


ENGLISH READING - COURSE 1

**COMPLETE TEACHING PACK
OFFICE MANAGEMENT DEPARTMENT**

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دليل الحقيبة

المؤسسة التعليمية	الجامعة التقنية الجنوبية / المعهد التقني الاداري / بصرة / قسم تقنيات ادارة المكتب
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1. BASIC DEFINITIONS OF OFFICE MANAGEMENT

- • Office Management
- • Ceremonies
- • Human Resources Management
- • Correspondence
- • Time Management
- • Service Legislation
- • Shorthand
- • Information Technology
- • Management
- • Computer Application
- • Human Rights
- • Popular Relations
- • Democracy
- • Reports Writing
- • Records Management

2. BASIC DEFINITIONS OF MANAGEMENT

- • Executive Power
- • Division of Work
- • Authority and Responsibility
- • Centralization / Decentralization
- • Delegation of Authority
- • Cooperation / Decision Making
- • Organization Structure
- • Man Power / Objectives
- • Personality / Communication
- • Consumer / Leader / Manager
- • Leadership / Subordinates / Supervise
- • Top / Middle / First Line Management

3. MANAGEMENT AND ORGANIZATION

- • Management = guiding people to achieve goals
- • Approaches to management:
 - - Functions performed by managers
 - - Roles managers perform
 - - Skills required of managers

4. MANAGEMENT FUNCTIONS & ROLES

- • Management Functions:
 - - Planning, Organizing, Leading
- • Management Roles:
 - - Interpersonal Roles
 - - Informational Roles
 - - Decisional Roles

5. SKILLS & LEVELS OF MANAGEMENT

- • Skills:
 - - Decision Making, Planning, Administrative
 - - Human Relation, Technical
- • Levels:
 - - Top Management
 - - Middle Management
 - - Supervisory (First-line) Management

6. HISTORY OF MANAGEMENT THOUGHT

- • Classical School:
 - - Scientific, Bureaucracy, Administrative Theories
- • Human Relation School
- • Behavior School:
 - - Needs & Decision-Making Theory
- • Modern School:
 - - Systems, Quantity, Contingency, Japanese Theory

7. PLANNING & DECISION MAKING

- • Planning: Offsets uncertainty, focuses on objectives
- • Types: Strategic, Tactical, Operational
- • Goals Setting: Review mission, resources, input, review results
- • Decision Process: Set objectives, analyze, develop & select alternatives, implement, evaluate

8. ORGANIZING & LEADERSHIP

- • Organizing: Build structure, assign duties, delegate authority
- • Chain of Command: Authority from top to bottom
- • Leader: Motivates toward shared goals
- • Effective Leader Traits: Drive, Motivation, Honesty, Confidence, Ability, Knowledge

9. BUSINESS INTRODUCTION

- • Business = Activities to provide goods/services for profit
- • Main Participants: Owners, Employees, Customers
- • Functional Areas:
 - - Management, Operations, Marketing, Finance, Accounting
- • External Forces: Political, Economic, Social, Technological, Environmental, Legal

10. COMMUNICATION PROCESS

- • Communication = Transmitting information & understanding
- • Components:
 - - Sender, Encoding, Message, Channel, Receiver, Decoding, Feedback
- • Importance: Goal setting, Planning, Organizing, Leading, Controlling

11. OFFICE TERMINOLOGY & SECRETARY DUTIES

- • Office Types: Open Plan & Private
- • Functions: Receiving, Recording, Providing info, Protecting ownership
- • Secretary Duties:
 - - Writing, Preparing meetings, Handling mail, Answering calls, Using equipment