

**Department:**

Business

**Course Description:**

This course provides additional information on mail and shipping services, career development, effective leadership skills, stress and time management, telephone and teleconference techniques, and travel arrangements.

**Course Competencies:**

Upon completion of the course, the student should be able to:

1. Prepare a budget and income statement.
2. Prepare a payroll register.
3. Identify common timewasters.
4. Plan and prepare documents for a business meeting.
5. Plan and prepare documents for business travel.
6. Sort and distribute incoming mail.
7. Open, separate, and annotate incoming mail.
8. Prepare outgoing mail.
9. Apply telephone techniques and procedures to handle incoming calls courteously and efficiently.
10. Prepare a resume cover letter, portfolio, and follow-up letter.
11. Identify personal qualities critical for effective performance at work.
12. Identify basic laws and regulations that apply to the workplace.
13. Identify types and steps to counter discrimination in the workplace.
14. Demonstrate the characteristics of ethical behavior by organizations and employees.

**Course Content:**

- A. Understanding Financial Documents
- B. Managing and Organizing Yourself
- C. Coordinating Business Travel
- D. Planning Meetings and Events
- E. Managing Electronic Records and Mail
- F. Communicating with Technology
- G. Entering the Workforce
- H. Career Success
- I. Leading with Confidence

**Learning Assessments:**

Competencies may be evaluated by multiple measures, including exams, papers, article reviews, research, experiments, and projects.

## Instructional Materials:

Textbooks: Rankin, D. & Shumack, K. A. (2017). *The Administrative Professional: Technology and Procedures*, (15<sup>th</sup> ed.). Cengage Learning. ISBN-13: 978-1-305-58116-6

### **Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition**

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

In order to begin the process all students **must** complete the “Disabilities Self-Identification Form” on our [Disability Services website](#).

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.

### **A Note on Harassment, Discrimination and Sexual Misconduct**

Highland Community College seeks to assure all community members learn and work in a welcoming and inclusive environment. Title VII, Title IX, and College policy prohibit harassment, discrimination and sexual misconduct. Highland Community College encourages anyone experiencing harassment, discrimination or sexual misconduct to talk to report to the Vice President for Student Services, the Human Resources Director or complete an [online report](#) about what happened so that they can get the support they need and Highland Community College can respond appropriately.

There are both confidential and non-confidential resources and reporting options available to you. Highland Community College is legally obligated to respond to reports of sexual misconduct, and therefore we cannot guarantee the confidentiality of a report, unless made to a confidential resource. Responses may vary from support services to formal investigations. As a faculty member, I am required to report incidents of sexual misconduct and thus cannot guarantee confidentiality. I must provide our Title IX coordinator with relevant details such as the names of those involved in the incident. For more information about policies and resources or reporting options, please review our [Equity Grievance Policy](#).