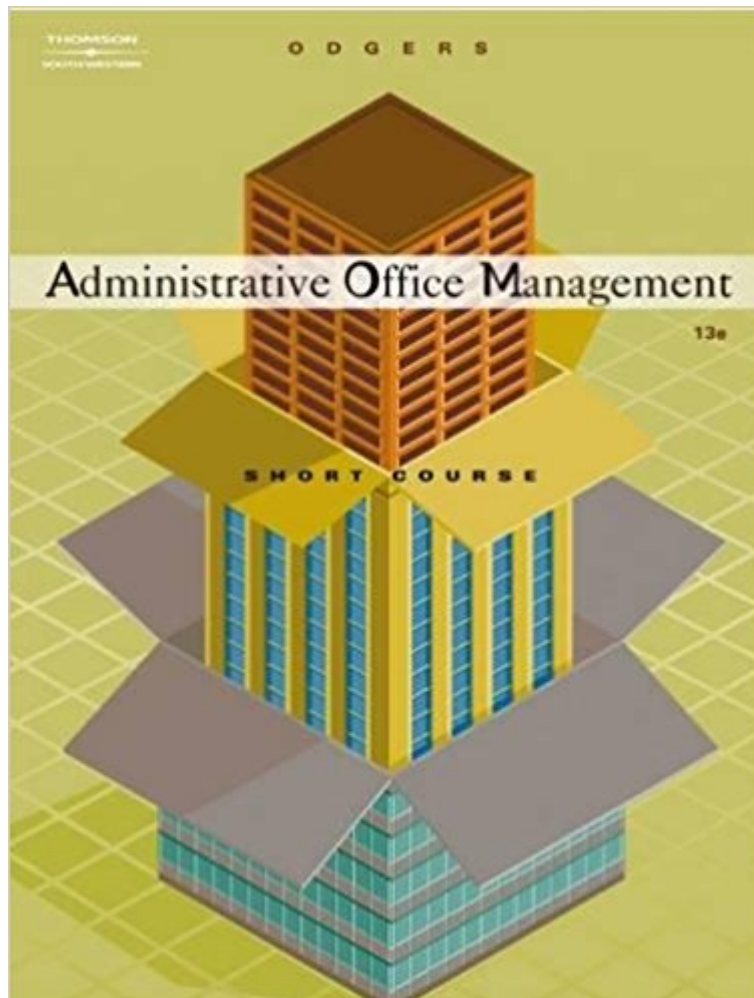




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Administrative Office Management, Short Course



Synopsis

Administrative Office Management continues to provide students with the most up-to-date information reflecting contemporary management thinking, issues, and trends that every office employee needs to know. The text provides a strong management-based background while utilizing a humanistic approach for managing and supervising staff in an office environment. The Short Course contains 15 chapters, as opposed to 20 chapters in the Complete Course.

Book Information

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Average Customer Review: 3.7 out of 5 stars 14 customer reviews

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Part I. Identifying Basic Concepts and Trends 1. The Evolution of Management Practices 2. Handling Administrative Management Challenges 3. Administrative Management Activities in the Workplace 4. Emerging Elements Impacting Administrative Management Practices 5. Managing Information, Technology, and Training in the Workplace Part II. Managing Human Resources in the Workplace 6. Staffing Practices: Employment Laws and Job Analysis 7. On-the-Job Employee Practices 8. Employee Compensation, Recognition, and Company Policies 9. Health-Related and Other Workplace Issues 10. Work Ethics and Business Etiquette Issues Part III. Practicing Leadership and Communication Skills 11. Leadership, Motivation, and Problem-Solving in Organizations 12. Group Dynamics, Teamwork, and Conflict Issues Part IV. Managing Essential Administrative Services 13. Office Design, Space, and Health Issues 14. Managing Workplace Safety 15. Other Workplace Productivity Systems

For more than 30 years, Dr. Pattie Gibson has taught a variety of highly successful courses in computer applications and business systems to high school, community college, and university students in Arizona and overseas in West Berlin and Stuttgart, Germany. Dr. Gibson is currently an assistant professor in educational leadership at Northern Arizona University. She has written and co-authored several textbooks addressing office management and office skills as well as customer service. Dr. Gibson received her undergraduate and master's degrees from Arizona State University and her doctorate from Northern Arizona University.

I purchased this book to use to do training sessions for CAP certifications on a volunteer basis. I contacted the company on the website provided in the book for access to the Instructor material, never received a response. Very disappointed because that is why I purchased this book for the activities. If somehow I do get access later I will revise this. I gave it four stars because of the non-response for Instructor access. As far as a study guide it is excellent covers a lot of areas and I like the activities for the students on line.

The book arrived in great shape! I would recommend this book to anyone looking into a profession as an office manager!

Was all I expected. ... :)

Good!

Needed for a College class & this was exactly what was needed.

this is an excellent book for class. very easy to understand and well laid out. i needed it for class, and i was able to find it here for much less than my school was offering. very happy.

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