

Office Management

Skill Based Elective - I Communication & Interpersonal Skills

(Semester – III)

Unit I Basic Communication

Communication as Sharing - Context & Medium of Communication - Barriers to Communication - Characteristics of Communication: Accuracy, Brevity, Clarity and Appropriateness

Unit II Listening

Needs & Advantages of Listening - Active & Passive Listening - Elements of Active Listening
Coherence of Listening with Reading - Coherence of Listening with Speaking

Unit III Speaking

Features of effective Speech - Role Play - Conversation building - Topic Presentation - Group Discussions – Ascent Neutralization.

Unit IV Reading

Comprehension of Technical and Non-Technical Material – Skimming- Scanning- Inferring Guessing - Developing Vocabulary -Predicting and Responding – Group Practicing

UNIT V Writing

Writing Effective Sentences- Cohesive Writing - Clarity and Conciseness in Writing - Resumes & Job Applications - Report Writing – Formal / Informal Reports - Letter Writing – Formal & Informal- Memoranda - Notice / Instruction - Business letters

References

Basic Communication Skills - By P.Kiranmai Dutt & Geetha Rajeevan , 2000

Business Scenarios – By Heidi Schultz,Ph.D., 2005

Skill Based Elective - II

(Semester – IV)

Office Management Tools

Unit I

Computer Fundamentals

Computer & Operating system fundamentals - Ms-Dos, Ms-Windows & Linux - Role of OS in software industry - Components of a computer system - Input & Output Devices - Memory Handling- Storage Devices.

Unit II

MS-Word

Introduction to Ms-Word & User Utilities - Exploring Template & Formation of Documents - Table handling - Mail Merge & Print Process- Handling Multi lingual Mode – Tamil / Hindi Versions.

Unit III

MS- Excel & MS- Power Point

Introduction to Spreadsheet.- Exploring the Workbook Window - Formatting Cells/Worksheet - Working with Formula, Function & Charts - Filtering Data & Printing a Presentation- Introduction to MS-Power Point - Creating Templates – Font & Color Editing – Adding Multi media effects – Consolidating Presentation using Ms-Power Point.

Unit IV

Accounting Packages

Introduction to Accounting Packages – Need & Advantages – Tally – Tally Overview – Accounting through Tally – Reports using Tally – Introduction & Overview of other Accounting Packages

Unit V

Case Study on customized tools & Run time Methodologies

References:

MS-Office & Internet By Alexis Leon , 2002
Tally Graduate, Tally Solutions Private Limited, Chennai, 2006
(www.tallysolutions.com)

**Skill Based Elective – III
Office Management**

(Semester – V)

Unit I

Office – Meaning – Activities - Management – Meaning - Principles of management - Office management – Meaning - Elements of office management - Functions of office management

Unit II

Office - Organization and administration - Office organization- Definition, Characteristics & Steps - Types of organization - Charts and manuals - Office layout - Flow of work - Functions of an office administrator.

Unit III

Office record management - Importance - Filing Essentials - Classification and arrangement of files - Modern methods of filing - Modern filing devices - Indexing system.

Unit IV

Office communication - Correspondence and report writing - Meaning of office communication & mailing - Difference between centralized and decentralized correspondence - Meaning and procedure of inward and outward mailing - Form letters – Meaning, Principles, Factors to be considered in designing office forms - Types of reports Report writing and precise writing.

Unit V

Case Study on customized tools & Run time methodologies.

References:

Fundamentals of Office Management – By J.P.Mahajan , **Office Management** – By S.P.Arrora, 2000

Principles of Management

Unit - I

Introduction

Definition – Management - Management as Science concept - Management Practice – Technical, Human and Conceptual Requirements - Principles of Management - Nature of Managerial Job - Managers vs. Entrepreneurs - Managers vs. Leaders - Guidelines for Managerial Excellence and success.

Unit II

Management Theory

Schools of Management - Management Practice - Planning - Organizing & Coordinating – Controlling - Management Process - Universality of Management.

Unit III

Management Planning

Objectives & Nature of objectives - Types of Plans - Strategy and tactics - Implementation of Plans - Resistance to plans - Standards & Budget - MBO –SWOT - Management by Exception

Unit IV

Organizational Structure

Organizational Structure and Design - Authority and Responsibility - Relationships - Delegation Informal Organizations - Decision making - Styles of Decision Making - Conflict Management

Unit V

Case Study

Case Studies using customized tools & Run time Methodologies.

References

Fundamentals of Management – By Stephen P. Robbins and David A. Decenzo, 2004
Management Concepts and Strategies – By J.S.Chandan. 2001

Skill Based Elective - V Human Resource Management

(Semester – VI)

Unit I Structure & Functions

Human Resource Management: Meaning, Nature, Objectives, Scope and Functions the Philosophy and Policy of the HRM - Department Structure and Functions –Managerial and Operating Functions – HRM as a Profession –Environmental Influence of HRM.

Unit II HR Planning

Human Resource Planning: Manpower Planning – Strategy consideration of Planning –Job Analysis – Job Specification – Job Description – Approaches to Job Design – Job Simplifications – Job Enlargement – Job Rotation – Job Enrichment – Absenteeism and Labour Turnover. Recruitment & Selection: Recruitment Policy - Problems - Source of Recruitment – Recruitment Practices in India – Selection – Placement and Induction –Promotions and Transfers – Demotions and Separations.

Unit III Training & Development

Training & Development: Training – Need and Importance – Steps in Training Programme – Evaluation of Training Programmes – Concept of Management Development Programme – Techniques of Training and Development – Group Discussion- Conferences and Seminar – Case Studies – Role Playing – Business Games – Sensitivity Training – Stages of Career Development.

Unit IV Compensation planning

Wage & Salary Administration: Compensation Plan – Job Evaluation – Individual – Group – Incentives – Bonus – Fringe Benefits – Performance Appraisal – Meaning - Need and Importance – Objectives – Methods and Modern Techniques of Performance Appraisal – Requisite of Good Appraisal Plan – Problems in Performance Appraisal.

Unit V Case Studies.

References

Personnel Management - By C.B. Memoria, 2003
Personnel Management & Industrial Management - By Tripathi, 2000
Human Resource Management -By Gary Dessler, 2000

Skill Based Elective - VI
Organizational Behaviour

(Semester - VI)

Unit I

Evaluation of Management Theory – Scientific, classical theory – Behavioral school – Hawthorne experiments – Systems Approach – Management roles – Management skills – Management functions. - Planning – Process – Organization structure and design – Departmentation Delegation and Decentralization – Decision making – Importance, process and techniques.

Unit II

Staffing – Recruitment, Selection and training – Communication – Process – Barriers and breakdown in communication – Electronic media in communication – Coordination – Control process – Control techniques and Information technology.

Unit III

Individual behaviour – Implications – Perception and learning – Motivation – theories and applications – Monetary and non-monetary rewards – Attitudes – Theories of attitudes – Job satisfaction and its effect on employee performance – Personality – Determinants – Theories.

Unit IV

Group behaviour – Group dynamics – Leadership – Theories and styles – Conflict and negotiation – Organization culture – Organization effectiveness.

Unit V Case Studies

References

Essentials of Management- Koontz O Donnell & Weihrich, 2000
Management- Stoner, Freeman & Gilbert, 2004
Organizational Behaviour - Newstrong & Keith Davis, 2006
Organizational Behaviour- K. Aswathappa, 2000