



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Office Management and Communication Techniques							
Course Code		İY121		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	2	Workload	50 (Hours)	Theory	1	Practice	1	Laboratory	0
Objectives of the Course		The aims of course are to introduce the office to students; to teach the office services and to prepare them the managing office by giving basic knowledge about office management and communication techniques.							
Course Content		Definition of Office; Functions of Offices; Office Types, Office Workers; Management and Management History, Functions of Management, Basically Primary Functions of Management (Planning, Organizing, Staffing, Controlling, Directing), Office Management; Defination of Communication, Importance of communication, Communication Process, Types of Communication (Verbal, Nonverbal, Written, Visual).							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Discussion					
Name of Lecturer(s)		Ins. Sait PAŞA							

Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	70

Recommended or Required Reading

1	Nihat Aytürk, Büro Yönetimi (Nobel Akademik Yayıncılık)
2	Nuran Öztürk Başpınar, Ünver Ünlü Bayramlı, Büro Yönetimi (Nobel Akademik Yayıncılık)

Week	Weekly Detailed Course Contents	
1	Theoretical	Introduction of the course, definition of office and office types
2	Theoretical	Office workers, classic and modern office types
3	Theoretical	Management, functions of management and office management
4	Theoretical	Job analysis and desing in office, job analysis methods
5	Theoretical	Staff recruitment process in offices
6	Theoretical	Staff training in offices
7	Theoretical	Quality concept, total quality management in offices, standardization, certification and awards
8	Intermediate Exam	Midterm Exam
9	Theoretical	Genel Tekrar
10	Theoretical	Ergonomic office desing
11	Theoretical	Ergonomic office desing and office automation
12	Theoretical	Office supplies, stocking, purchasing
13	Theoretical	Office filing procedure
14	Theoretical	Correspondence techniques in offices
15	Theoretical	Defination of Communication, Communication Process, Types of Communication
16	Final Exam	Final exam

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	0	1	14
Lecture - Practice	14	0	1	14
Midterm Examination	1	7	1	8
Final Examination	1	13	1	14
Total Workload (Hours)				50
[Total Workload (Hours) / 25*] = ECTS				2

*25 hour workload is accepted as 1 ECTS



Learning Outcomes

1	To know the types of office and the structure of office
2	Understanding the functions of office management
3	Learning and applying the ergonomic design of offices
4	To be able to divide labor, to prepare a work flow chart and to work in groups
5	Understanding the importance of communication and applying communication techniques

Programme Outcomes (*Real Estate and Property Management*)

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Contribution of Learning Outcomes to Programme Outcomes 1:Very Low, 2:Low, 3:Medium, 4:High, 5:Very High

	L1	L2	L3	L4	L5
P1	4	2	4	2	4
P2	3	4	3	4	2
P3	4	2	4	3	3
P4	2	4	3	4	2
P5	4	3	4	3	4
P6	3	4	3	2	4
P7	4	3	2	3	3
P8	3	2	3	2	3
P9	2	3	2	3	2
P10	3	2	4	2	3
P11	2	4	3	3	2
P12	3	3	4	2	3
P13	4	2	3	4	4

