

SYLLABUS
Vocational School

Course Code	Course Title		Credits	ECTS Value
TDS 212	Office Management Techniques		(2-1-3)	8
Prerequisite Courses:	None			
Course Language:	Turkish	Course Delivery Mode:	Face-to-Face	
Course Type and Level:	Compulsory / Spring Semester / Associate Degree			
Instructor's Title, Name, and Surname		Course Hours	Office Hours	Contact
Asst. Prof. Dr. Yonca BİR		3	Monday 12:00–13:00	yoncabir@cag.edu.tr
Course Coordinator:	Asst. Prof. Dr. Yonca BİR			
Course Objectives				
Course Learning Outcomes	Upon successful completion of this course, the student will be able to;		Relations	
			Program Outcomes	Net Contribution
	1	Explain the basic concepts and processes of office management and the importance of office organization.	3	4
	2	Prepare internal and external official correspondences, filing and archiving processes in compliance with legislation and archival rules.	7	5
	3	Effectively use office devices, basic computer programs, and hospital automation systems.	8	5
	4	Comprehend the principles of office management, quality management, organization, and intra-team communication.	2	5
	5	Identify the importance of communication skills in management processes.	10	5
	6	Demonstrate sensitivity to ethics, cultural, and social differences in management processes.	9	5
	7	Follow professional development and technological innovations to develop continuous improvement and social responsibility awareness in office management processes.	1	5
Course Content:	The course covers the concepts of management, manager, and office; office work, communication, correspondence, time, stress, crisis, image management, ergonomics, and filing techniques.			
Course Schedule (Weekly Plan)				
Week	Topic	Preparation	Teaching Methods and Techniques	
1	Introduction to the Course, Meeting and Sharing Expectations about the Course	Course syllabus, students write their expectations and prepare a short paragraph to introduce themselves	Lecture, Padlet application	
2	Office Concept, Functions and Roles	Write a short summary at the end of the lesson about the importance of functions	Lecture, in-class reflective writing, group work	

3	Management Concept	Find and bring an article about management before class	Lecture, Group work, Text analysis
4	Office Management Concept	Find an example about office management before class	Lecture, Group work, Case study
5	Planning in Offices	Design an example plan	Lecture, Group work, Storytelling
6	Office Organization	Find and bring a news clipping before class	Lecture, Group work, Text analysis
7	Control in Offices	Analyze the scenario provided in class and prepare a short response	Lecture, In-class scenario analysis
8	Midterm Exam		
9	Midterm Exam		
10	Office Work Management	Write your own expectations on managerial skills and answer briefly "What should the essential 21st-century skills be?"	Lecture, Student panel, group sharing
11	Meeting Organization in Offices	Research and review examples on the topic	Lecture, Discussion, Q&A session
12	Ergonomics and Layout in Offices	Prepare a short briefing note before class	Lecture, Group work, Discussion
13	Information Systems and Office Automation	Find and bring a case study before class	Lecture, Group work, Case analysis
14	Communication in Offices	Review examples of communication from a managerial perspective	Student Panels, Debate
15	Correspondence Techniques	Prepare three questions related to the topic and bring to class	Lecture, Q&A session
16	Filing in Offices	Prepare an example file	Lecture, In-class group work, Storytelling
17	Final Exam		
18	Final Exam		

Course Resources

Textbook:	Melih TOPALOĞLU & Hakan KOÇ, Office Management: Concepts and Principles, Seçkin Publishing, 2016.
Recommended References:	Nuran ÖZTÜRK BAŞPINAR & Ünver ÜNLÜ BAYRAMLI, Office Management, 2012.

Course Assessment and Evaluation

Activities	Number	Percentile	Notes
Midterm Exam	1	%20	Written exam
In-class Activities / Participation	14	%10	Active participation in discussions, group work and in-class activities
Assignment (Case Study)	1	%5	Group work and report
Field Work	1	%10	Survey application
Presentation	1	%5	In-class group presentation
Final	1	%50	Comprehensive written exam

ECTS Table			
Content	Number	Hours	Total
Course Duration	14	3	42
Out-of-Class Study	14	3	42
Assignment (Case Study)	1	20	20
	1	20	20
Presentation	14	1	14
In-class Activities / Participation	1	20	20
Midterm Exam (Midterm Exam Duration + Midterm Exam Preparation)	1	30	30
Final Exam (Final Exam Duration + Final Exam Preparation)	1	40	40
Total:			228
Total / 30:			228/30=7,6
ECTS Credit:			8

