

## OAD 218: Office Procedures

This course is designed to develop an awareness of the responsibilities and opportunities of the office professional through classroom instruction and outside lab. Emphasis is on current operating functions, practices and procedures, work habits, attitudes, oral and written communications, and professionalism. Upon completion, the student should be able to demonstrate the ability to effectively function in an office support role. This course will also incorporate basic concepts of interpersonal communication and the oral communication skills necessary to interact with co-workers and customers and to work effectively in teams. Upon completion, students should be able to demonstrate interpersonal communication skills, apply basic principles of group discussion, manifest a businesslike personality, and effectively present themselves before coworkers and the public. Students must complete this course with at least a "C" average.

**Credits:** 3

**Prerequisites:**

OAD 101.

**Program:** [Office Administration](#)