

**STATE MODEL SYLLABUS FOR
UNDER GRADUATE
COURSE IN SKILL ENHANCEMENT
COURSE (III)
(Bachelor of Arts/Sc/Com Examination)**

**UNDER
CHOICE BASED CREDIT SYSTEM**

MODERN OFFICE MANAGEMENT

Full marks – 100
Mid Term-20
End Term-80

Unit- I: Office

What is a Business Enterprise? What is an Office? Who are Office Staff? What are the most Common Forms of Business Organization? What are the Advantages of Office Work? What are the Categories of Office Career and Job Classifications under Each Category? What are the Specific Skill Requirements for Office Jobs? Duties and Responsibilities of Office Staff

Unit-II: Records Management

Objectives of Record Keeping; What is Filing? What are the Different Kinds of Filing System? Steps in Filing; Indexing; Selecting the Appropriate Filing System; How to handle Incoming & Outgoing Mails

Unit –III: Document/Report Writing

Key points to write a document: The 5w-h plan for writing; Steps in writing workplace documents; Important things to remember when editing seven layout mistakes to avoid; Quick tips for report Writing; Basics of Meetings

Unit-IV: Supervisory Skills

What are the Skills of the Supervisor and How to Acquire Them? Functions of Supervisor

Communication

Meaning; Process; Communicating Tools; Types, Barriers

Unit-V: Leadership & Motivation

Meaning and Concept; Importance of Leadership; Qualities of a Leader; Relationship & Differences Leadership and Motivation; Organizational Leadership; Leadership Ethics - Traits of an Ethical Leader; Leadership Styles - Important Leadership Styles- Situational Leadership – Emotional Intelligence of Leader; Which Leadership Style to Follow? Influence of Situational Leadership Styles on Subordinate Development; References:–

1. Office Management
By Ankita Bhatia
Dr. R. K. Chopra
2. Office Management
By Dr. P. Rizwan Ahmed
3. Office Management
By R S N Pillai