Arkansas CTE

Office Management: Grades 11, 12

Adopted 2012

Technology

1.1 Define terminology

1. Prepare a list of terms with definitions 1.1.1

1.2 List software applications used for office technology

1. Make a hard copy of software applications used for office technology, using word processing software 1.2.1

1.3 Describe the need for word processing

1. Decide which types of data are used with word processing 1.3.1
2. Key business documents (i.e., memos, letters, reports, tables) 1.3.2

1.4 Describe the word processing activities performed in an office

1. Discuss in class the various word processing activities performed in an office 1.4.1

1.5 Describe the need for databases

1. Discuss in class which types of data are used for database activities 1.5.1

1.6 Identify the database activities performed in an office

1. Create a database structure (table); key in data 1.6.1
2. Generate database queries 1.6.2

1.7 Describe the need for spreadsheets

1. Discuss in class the need for spreadsheets in an office environment 1.7.1

1.8 Identify the spreadsheet activities performed in an office

1. Create a spreadsheet with data and formulas 1.8.1

1.9 Describe the need for presentation software

1. Discuss in class the need for presentation software in an office environment 1.9.1

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1.10 Identify the presentation activities performed in an office

1. Develop a presentation that includes multiple slides with text and graphics 1.10.1

1.11 Describe the need for desktop publishing software

1. Discuss in class the need for desktop publishing in an office environment 1.11.1

1.12 Identify the desktop publishing activities performed in an office

1. Create a desktop publishing document (i.e., flyer, announcement, brochure) 1.12.1

1.13 Demonstrate the combination of word processing, spreadsheets, data processing, desktop publishing, and presentations

1. Key documents to combine two or more of the following applications: word processing, spreadsheets, data processing, desktop publishing, and presentation software 1.13.1

1.14 Name uses of a 10-key calculator or computer numeric keypad

1. Apply uses of calculator or computer numeric keypad 1.14.1

1.15 Identify proper hand position using the touch system on the 10-key calculator or computer numeric keypad

1. Demonstrate the 10-key calculator or computer numeric keypad proficiency 1.15.1

1.16 List various equipment used in the automated office

1. Determine appropriate office equipment relating to various office activities (i.e., scanner, fax, copier, etc.) 1.16.1

Human Relations

2.1 Define terminology associated with human relations

1. Prepare a list of terms with definitions 2.1.1

2.2 Describe the different types of offices (i.e., mobile, traditional, home, virtual)

1. Analyze various office activities associated with the different types of offices 2.2.1

2.3 Identify acceptable/unacceptable office behavior

1. Compose a list of acceptable office behaviors (i.e., teamwork, attitude, communication, cooperation, loyalty, ethical behavior) 2.3.1
2. Compose a list of unacceptable social behaviors (i.e., sexual harassment, gossip, insubordination, office politics) 2.3.2
3. Analyze social behavior situations 2.3.3

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Identify ethical practices found in the workplace

1. Compose a list of acceptable ethical behaviors (i.e., trustworthiness, honesty, integrity) 2.4.1

2. Compose a list of unacceptable ethical behaviors (i.e., piracy, stealing, fraud) 2.4.2

2.5 Identify concepts relating to teamwork (i.e., responsibilities, leadership, goal setting, purpose, communication)

1. Develop a project using teamwork concepts 2.5.1

2.6 List factors affecting office ergonomics (i.e., lighting, climate, workstations)

1. Evaluate classroom ergonomics 2.6.1
2. Generate plans to improve classroom ergonomics 2.6.2

Communications

3.1 Define terminology

1. Prepare a list of terms with definitions 3.1.1

3.2 Describe skills essential for effective communication

1. List skills essential for effective communication (listening, reading, speaking, and writing) 3.2.1

3.3 Describe verbal and nonverbal communications

1. List characteristics of verbal and non-verbal means of communication (i.e., clear, appropriate tone; standard language; and body language) 3.3.1

3.4 Identify effective listening skills as a form of communication (i.e., focus attention and active listening)

1. List the techniques of effective listening 3.4.1
2. Apply listening techniques to listening situations 3.4.2

3.5 Identify barriers to effective listening (i.e., preoccupation, prejudgment, and distraction)

1. Participate in role-playing activities and situations to increase awareness of barriers to effective listening 3.5.1

3.6 Describe formal and informal speaking skills

1. List examples of formal and informal skills (i.e., group, individual) 3.6.1

3.7 Explain the proper techniques of speaking (i.e., consider the audience, express ideas clearly, and use appropriate tone)

1. Prepare a speech, using proper techniques 3.7.1
2. Present a speech 3.7.2

3.8 Identify the types of written communication (i.e., letter, memo, report, fax, e-mail, etc.)

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1. Select appropriate types of written communication for specific situations 3.8.1

2. Prepare business documents, using the different types of written communication 3.8.2

3.9 Identify the five C's of communication (clear, concise, courteous, complete, and correct)

1. Apply the five C's to a type of written communication (i.e., write letters or memos; send an e-mail) 3.9.1

3.10 Identify the different types of messages used in business correspondence (i.e., persuasive, negative, neutral)

1. Write persuasive, negative, and neutral business correspondence 3.10.1

3.11 Describe the importance of proofreading and editing skills in an office environment

1. Apply proofreading and editing rules to various forms of written communication 3.11.1

Financial Information

4.1 Define terminology associated with financial information

1. Prepare a list of terms with definitions 4.1.1

4.2 Explain the procedure for opening a checking account

1. Prepare a signature card 4.2.1

4.3 Describe the types of endorsements

1. Prepare various types of endorsements (i.e., restrictive, special, blank) 4.3.1

4.4 Describe various types of banking transactions

1. Prepare a deposit slip 4.4.1

4.5 Explain the process of preparing a check

1. Prepare a check 4.5.1

4.6 Demonstrate the procedure of reconciling a bank statement

1. Reconcile a bank statement 4.6.1

4.7 Explain the steps in preparing petty cash transactions

1. Record transactions in a petty cash record 4.7.1

4.8 Describe the types of compensation plans

1. Analyze and apply the types of compensation plans to various situations (i.e., salary, hourly, commission, etc.) 4.8.1

4.9 Describe the importance and purpose(s) of documented time cards

1. Prepare a time card 4.9.1

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4.10 Explain the various types of voluntary and required deductions relating to payroll

1. Calculate FICA and income tax required deductions `4.10.1`
2. List various types of voluntary deductions `4.10.2`

4.11 Describe the difference between gross pay and net pay

1. Prepare a payroll register `4.11.1`

4.12 Describe payroll features found on an employee earnings record

1. Prepare an employee earnings record `4.12.1`

Records Management

5.1 Define terminology related to records management

1. Prepare a list of terms with definitions `5.1.1`

5.2 Identify manual records management systems (i.e., alphabetic filing, numeric filing, geographic filing, subject filing, chronological filing, etc.)

1. Solve records management problems using each of the manual records management systems `5.2.1`

5.3 Describe the advantages and disadvantages of both the manual and electronic records management systems

1. Compare and contrast the advantages and disadvantages of manual and electronic records management systems `5.3.1`

Employment Skills

6.1 Define terminology related to employment skills

1. Prepare a list of terms with definitions `6.1.1`

6.2 Describe the importance of self-assessment

1. Take the state-sponsored Kuder Career Portfolio self-assessment options (or similar self-assessment) to evaluate careers `6.2.1`
2. Research the industry to determine basic facts and competitive salary information based on the results obtained from the self-assessment of career options `6.2.2`
3. Prepare a monthly budget to determine if a preliminary career choice will meet financial needs `6.2.3`

6.3 Explain the importance of setting career goals (i.e., short-and long-term goals)

1. Design short-and long-term career goals `6.3.1`

6.4 Describe the different sources to learn about job openings (i.e., networking, newspaper, personal inquiry, agencies)

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1. Search job vacancies, using sources such as the World Wide Web, newspaper, agencies, etc. `6.4.1`

6.5 Discuss the similarities and differences of various employment agencies (government, private, temporary)

1. Compare and contrast the similarities and differences of various employment agencies `6.5.1`

6.6 Discuss credentials, resume, letter of application, employment application, and portfolio

1. Prepare a resume, letter of application, employment application, and portfolio `6.6.1`

6.7 Discuss the do's and don'ts in a job interview

1. Participate in a mock interview `6.7.1`

6.8 Describe the purpose and importance of a follow-up letter

1. Prepare a follow-up letter `6.8.1`

6.9 Identify items covered in a job orientation (i.e., fringe benefits, personal leave, sick leave, and job termination

1. List various fringe benefits; reasons for personal leave and sick leave; and reasons for job termination `6.9.1`

6.10 Identify ways that employees are evaluated

1. Make a list of evaluation items that employees are evaluated on `6.10.1`

6.11 Describe a career advancement and performance improvement plan

1. Prepare a plan of action for career advancement and performance improvement plan `6.11.1`