



# **Study Plan**

**Department: Management Technology**

**Major: Office Management**

Department	Management Technology	Major	Office Management
<p><u>Program description:</u></p> <p>This Program has been deigned to fulfill the training requirements in local labor market according to the National Professional Standard of <b>Secretary</b>. The topics covered are concepts, theories, and skills of English, mathematics, computer, and other specialized skills in the aria of office management. The Program's hours are 1404 hours and 420 hours in <b>Co-operative Training</b>.</p>			
<p><u>The Program General objective:</u></p> <p>This Program aims at preparing the trainee to be qualified with required skills to practice the work in Office Management arias.</p>			
<p><u>The Detailed Program objectives:</u></p> <p>The trainee should be able to:</p> <ul style="list-style-type: none"><li>• Work efficiently and deal with new technology in Office Management arias...</li><li>• Deal efficiently with people in and out the firm.</li><li>• Organize and conduct Secretarial works.</li><li>• Participate in managing Human Resources in the office.</li><li>• Work efficiently on computer programs and MIS.</li><li>• Apply Total Quality Management system in Secretarial works.</li></ul>			

Sem	Seq	Course Code	Course Title	Prerequisites	Equivalents	No. of Units				
						C.u	Lec	Lab	Tut.	Con
1	1	ISL 101	Islamic Culture-1			2	2	0	0	2
	2	CMT 101	Introduction to Computer Application			2	0	4	0	4
	3	ENG 105	General English Language		ENG 101, ENG 106	4	4	0	2	6
	4	ARB 101	Arabic Language			2	2	0	0	2
	5	MAN 104	Principles of Business Administration			4	4	0	0	4
	6	MTH 113	General Mathematics		MTH 150	4	4	0	0	4
	7	VOC 107	Vocational guidance and excellence			2	2	0	0	2
<b>Total Per Semester</b>						20	18	4	2	24

Sem	Seq	Course Code	Course Title	Prerequisites	Equivalents	No. of Units				
						C.u	Lec	Lab	Tut.	Con
2	1	ENG 124	English for Specific Purposes-1	ENG 105		4	4	0	2	6
	2	CMT 102	Advanced Computer Application	CMT 101		2	0	4	0	4
	3	MAN 101	Printing skills in Arabic	CMT 101		3	0	6	0	6
	4	MAN122	Office Management and Technology	MAN104		4	2	4	0	6
<b>Total Per Semester</b>						13	6	14	2	22

Sem	Seq	Course Code	Course Title	Prerequisites	Equivalents	No. of Units				
						C.u	Lec	Lab	Tut.	Con
3	1	ISL 102	Islamic Culture-2	ISL 101		2	2	0	0	2
	2	ENG 224	English for Specific Purposes-2	ENG 124		4	4	0	2	6
	3	MAN 201	Printing skills in English	CMT 101		3	0	6	0	6
	4	MAN124	Secretarial Procedures - 1	MAN104		4	2	4	0	6
<b>Total Per Semester</b>						13	8	10	2	20

Sem	Seq	Course Code	Course Title	Prerequisites	Equivalent	No. of Units				
						C.u	Lec	Lab	Tut.	Con
4	1	MAN225	Human Resources Management	MAN104		4	3	2	0	5
	2	MAN226	Secretarial Procedures - 2	MAN104		4	2	4	0	6
	3	MAN227	Dealing Skills	MAN104		3	3	0	0	3
	4	STA171	Introduction To Statistics			4	4	0	0	4
	5	ECO271	Principles Of Economics			4	4	0	0	4
<b>Total Per Semester</b>						19	16	6	0	22

Sem	Seq	Course Code	Course Title	Prerequisites	Equivalent	No. of Units				
						C.u	Lec	Lab	Tut.	Con
5	1	ETH 101	Professional Ethics and Communications Skills			2	2	0	0	2
	2	MAN228	Total Quality Management	MAN104		6	6	0	0	6
	3	MAN229	Time Management	MAN104		6	6	0	0	6
	4	MAN231	Management Information System	MAN104		4	2	4	0	6
<b>Total Per Semester</b>						18	16	4	0	20

Sem	Seq	Course Code	Course Title	Prerequisites	Equivalent	No. of Units				
						C.u	Lec	Lab	Tut.	Con
6	1	MAN299	Co-operative Training			4	0	0	0	0
<b>Totals Per Semester</b>						4	0	0	0	0

<b>Total Per Plan</b>						No. of Units				
						C.u	Lec	Lab	Tut.	Con
						<b>87</b>	<b>64</b>	<b>38</b>	<b>6</b>	<b>108</b>

<b>Total training hours of the program (108×13+ 420)</b>	<b>1824</b>
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<b>Department</b>	Management Technology	<b>Major</b>	Office Management
<b>Course title</b>	Printing skills in Arabic	<b>Code</b>	MAN 101
<b>Pre-requisites</b>	101 CMT		

Course description:

This course informs the trainee with the Arabic Key Board and the PC components. The trainees are trained 6 hours a week.

<b>Semester</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Credit Hours</b>		<b>3</b>			
<b>Contact Hours (Hour/week)</b>	<b>Lectures</b>				
	<b>Practice sessions</b>	<b>6</b>			
	<b>Exercises</b>	<b>-</b>			

course objectives:

**The trainee should be able to:**

- Write all the letters without looking at the key board.
- Write all the numbers without looking at the key board.

<b>Detailed Curriculum (Theory)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
A theoretical introduction to Typing skills - Arabic program: Requirements for typewriting practice. - Calculating how fast it is. - How to work on every row alone. - How to work on all the rows at the same time. -	Direct control and practical training	5
Under trainer supervision the trainee learns row with high key.	Direct control and practical training	15
Under trainer supervision the trainee learns third row.	Direct control and practical training	5
Under trainer supervision the trainee learns first row with high key.	Direct control and practical training	15
Under trainer supervision the trainee learns fourth row.	Direct control and practical training	15
Under trainer supervision the trainee learns row with high key.	Direct control and practical training	5
Under trainer supervision the trainee learns fourth row with high key.	Direct control and practical training	5
Under trainer supervision the trainee learning row with high key.	Direct control and practical training	5
Under trainer supervision the trainee learns vowelization.	Direct control and practical training	5
Under trainer supervision the trainee learns fast practicing.	Direct control and practical training	5
Under trainer supervision the trainee learns articles.	Direct control and practical training	10

<b>Department</b>	Management Technology	<b>Major</b>	Office Management
<b>Course title</b>	Office Management and Technology	<b>Code</b>	MAN122
<b>Pre-requisites</b>	101 Sel		

Course description:

This course is designed to provide the trainees with skills of office management and Technology. The course includes the basics that enable the trainee to organize the office and its technologies. The trainees are trained 6 hours a week.

<b>Semester</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Credit hours</b>			<b>3</b>		
<b>Contact Hours (Hour/week</b>	<b>Lectures</b>		<b>2</b>		
	<b>Practice sessions</b>		<b>2</b>		
	<b>Exercises</b>				

The course objectives:

**The trainees should be able to:**

- Control the work time of the employees.
- Distribute the work tasks.
- Organize the employees vacation.
- Prepare the employees performance reports.

<b>Detailed Curriculum (Theory)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
<p><b>Nature of office management:</b>            Definition of office management. -            Importance of office management. -            Jobs of office management. -                Office concept. -                Office activities. -</p>	Oral and written test	4
<p><b>The Office manager:</b>            Jobs of the office manager. -            Tasks of the office manager. -            Organizational relations of the office manager. -            Office manager's skills. -</p>	Oral and written test	4
<p><b>Office Organization:</b>            Concept and importance of office Organization. -            Characteristics of a good office Organization. -                Office Organization steps. -            Reorganization of the office. -</p>	Oral and written test	6
<p><b>Designing the office:</b>            Concept and importance of office designing. -                Principals of office designing. -            Office types (open – closed - mixed). -</p>	Oral and written test	4

<b>Detailed Curriculum (Theory)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
<p style="text-align: center;"><b>Office physical environment:</b></p> <p>Effects of physical environment on employees and customers. -</p> <p style="padding-left: 40px;">Factors of physical environment. -</p> <p style="padding-left: 40px;">Factors to choice office furniture. -</p> <p style="padding-left: 40px;">The office furniture types. -</p> <p style="text-align: center;"><b>Office needs of materials:</b></p> <p style="padding-left: 40px;">Task of materials supply. -</p> <p style="padding-left: 40px;">The required materials. -</p> <p style="padding-left: 80px;">Quantity order. -</p> <p style="padding-left: 40px;">Quantity order procedures. -</p> <p style="padding-left: 80px;">Receiving the order. -</p> <p style="padding-left: 80px;">Storage. -</p>	Oral and written test	6
<p style="text-align: center;"><b>Office technology:</b></p> <p style="padding-left: 40px;">Computer. -</p> <p style="padding-left: 40px;">Photocopier. -</p> <p style="padding-left: 80px;">Fax. -</p> <p style="padding-left: 40px;">Printer. -</p> <p style="padding-left: 40px;">Scanner. -</p> <p style="padding-left: 40px;">Central. -</p> <p style="padding-left: 40px;">Data show. -</p> <p style="padding-left: 40px;">Paper minor. -</p>	Oral and written test	6

<b>Detailed Curriculum (practical)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
<p><b>Field visit and workshop</b> Under trainer' supervision the trainees visit a firm and write a reports about the office manager's activities. Then the reports are discussed in a workshop.</p>	Oral test and evaluation of reports	4
<p><b>Field visit and workshop</b> Under trainer' supervision the trainees visit a large firms and know the types of different offices and write a reports about the advantages and disadvantages of each type. The reports are discussed in a workshop.</p>	Oral test and evaluation of reports	4
<p><b>Field visit and worksho</b> Under trainer' supervision the trainees visit a large firms and know the types of different offices and write a report about physical environment and office furniture in these firms. The reports are discussed in a workshop.</p>	Oral test and evaluation of reports	4
<p><b>Field visit and workshop</b>  Under trainer' supervision the trainees visit an office technology shopping centers and know the new office technologies and write a reports. Then the reports are discussed in a workshop.</p>	Oral test and evaluation of reports	8
<p><b>Field visit and workshop</b> Under trainer' supervision the trainees use the available office training labs in the college.</p>	Oral test and evaluation of reports	10

<b>References</b>	<ul style="list-style-type: none"> <li>- Mostafa Al-Shawnees, Office Management, Cairo, The House Egyptian Universities, 1998.□</li> <li>- Besheer Ebraheem, and Abdel-Hameed Redda, Office Devices, Cairo, Ein Shams Library, 2002.</li> </ul>
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<b>Department</b>	Management Technology	<b>Major</b>	Office Management																														
<b>Course title</b>	Printing skills in English	<b>Code</b>	MAN 201																														
<b>Pre-requisites</b>	101 CMT																																
<u>Course description:</u>																																	
<p>This course informs the trainee with the English Key Board and the PC components. The trainees are trained 6 hours a week.</p>																																	
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<b>Detailed Curriculum (Theory)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
<p>A theoretical introduction to Typing skills - Arabic program:</p> <ul style="list-style-type: none"> <li>- Requirements for typewriting practice.</li> <li>- Calculating how fast it is.</li> <li>- How to work on every row alone.</li> <li>- How to work on all the rows at the same time.</li> </ul>	Direct control and practical training	5
Under trainer supervision the trainee learns row with high key.	Direct control and practical training	15
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Under trainer supervision the trainee learns first row with high key.	Direct control and practical training	15
Under trainer supervision the trainee learns fourth row.	Direct control and practical training	15
Under trainer supervision the trainee learns row with high key.	Direct control and practical training	5
Under trainer supervision the trainee learns fourth row with high key.	Direct control and practical training	5
Under trainer supervision the trainee learning row with high key.	Direct control and practical training	5
Under trainer supervision the trainee learns vowelization.	Direct control and practical training	5
Under trainer supervision the trainee learns fast practicing.	Direct control and practical training	5
Under trainer supervision the trainee learns articles.	Direct control and practical training	10

<b>Department</b>	Management Technology	<b>Major</b>	Office Management
<b>Course title</b>	Secretariat Procedures - 1	<b>Code</b>	MAN124
<b>Pre-requisites</b>	101 Sel		

Course description:

In this course the trainee are trained to understand and know the information and skills of the secretary job as writing down letters, manage mail, phone calls, prepare managerial reports, and so on. The trainee are trained 6 hours a week.

<b>Semester</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Credit hours</b>				<b>3</b>	
<b>Contact Hours (Hour/week (hrs per week)</b>	<b>Lectures</b>			<b>2</b>	
	<b>Practice sessions</b>			<b>2</b>	
	<b>Exercises</b>				

Course objectives.

**The students should be able to:**

- Manage mail.
- Manage phone calls prepare.
- Manage managerial reports.
- Manage writing down letters.
- Manage and setting appointments.

<b>Detailed Curriculum (Theory)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
<b>Nature of Secretariat</b> <ul style="list-style-type: none"> <li>- Concept and importance of secretariat.</li> <li>- Types of secretariat.</li> <li>- Secretariat tasks.</li> <li>- properties of secretary.</li> </ul>	Oral and written test	4
<b>Managerial letters</b> <ul style="list-style-type: none"> <li>- Concept of letters.</li> <li>- Importance of letters.</li> <li>- Types of letters.</li> <li>- Official requirements of letters.</li> <li>- Objective requirements of letters.</li> </ul>	Oral and written test	8
<b>Mail works</b> <ul style="list-style-type: none"> <li>- Concept of mail.</li> <li>- Importance of mail.</li> <li>- Mail in.</li> <li>- Mail out.</li> <li>- Control.</li> </ul>	Oral and written test	4
<b>Managerial reports</b> <ul style="list-style-type: none"> <li>- Concept and importance of reports.</li> <li>- Types of reports.</li> <li>- Steps of preparing reports.</li> </ul>	Oral and written test	8
<b>Managerial forms</b> <ul style="list-style-type: none"> <li>- Concept and importance of forms.</li> <li>- Types of forms.</li> <li>- Steps of preparing forms.</li> </ul>	Oral and written test	4
<b>Phone calls communications</b> <ul style="list-style-type: none"> <li>- Concept and importance of phone calls communications.</li> <li>- Phone calls in.</li> <li>- Phone calls out.</li> </ul>	Oral and written test	2

<b>Detailed Curriculum (practical)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
<p><b>Practical training</b> Under trainer' supervision the trainees are trained to write a different letters in accurate and correct way.</p>	Oral test and evaluation of reports	4
<p><b>Field visit and workshop</b> Under trainer' supervision the trainee visit a large firm and know the types of different mail in and mail out and write a report. The report are discussed in a workshop.</p>	Oral test and evaluation of reports	4
<p><b>Field visit and workshop</b> Under trainer' supervision the trainee visit a large firm and know the types of different reports and write a report. The report are discussed in a workshop.</p>	Oral test and evaluation of reports	4
<p><b>Practical training</b> Under trainer' supervision the trainee are trained to prepare and design a different forms for many purposes.</p>	Oral test and evaluation of reports	8
<p><b>Practical training</b> Under trainer' supervision the trainee are trained to dial up and receive some phone calls as a role playing.</p>	Oral test and evaluation of reports	10

<b>References</b>	<ul style="list-style-type: none"> <li>- Mostafa Al-Shawnees, Office Management, Cairo, The House Egyptian Universities, 1998.□</li> <li>- Besheer Ebraheem, and Abdel-Hameed Redda, Office Devices, Cairo, Ein Shams Library, 2002.</li> </ul>
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<b>Department</b>	Management Technology	<b>Major</b>	Office Management
<b>Course title</b>	Human Resources Management	<b>Code</b>	MAN225
<b>Pre-requisites</b>	101 SEL		

Course description:

In this course the trainee should acquire the skills and information about HRM. The course discusses the nature of HRM, describing jobs, organizing HRM, recruitment, choosing, hiring, training, wages, motivations, promotions, evaluating the performance of employees, and methods of working in the KSA. Training is held in 6 hours a week.

<b>Semester</b>		1	2	3	4
<b>Credit hours</b>				3	
<b>Contact Hours (Hour/week)</b>	<b>Lectures</b>			2	
	<b>Practice sessions</b>			2	
	<b>Exercises</b>				

Course objectives.

**Trainee should be able to:**

- describe jobs.
- Plans HR.
- Chooses and hires suitable persons.
- Solves employees problems and motives them.
- Suggests ways of developing employees performance.
- Follow up employees performance.
- Evaluates employees performance.

<b>Detailed Curriculum (Theory)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
<b>Nature of HRM</b> <ul style="list-style-type: none"> <li>- Concept and importance of HR.□</li> <li>- Objectives of HR management.</li> <li>- HR management environment.□</li> <li>- HR management jobs.</li> </ul>	Oral test, written, and training cases.□	2
<b>Job description</b> <ul style="list-style-type: none"> <li>- Concept of job description.</li> <li>- Objectives of job description.</li> <li>- -Steps of job description.</li> </ul>	Oral test, written, and training cases.	2
<b>Planning HR</b> <ul style="list-style-type: none"> <li>- Concept of planning HR.</li> <li>- Importance of planning HR.</li> <li>- - Steps of planning HR.</li> </ul>	Oral test, written, and training cases.	2
<b>Recruitment, choosing &amp; hiring</b> <p><b>a- Recruitment</b></p> <ul style="list-style-type: none"> <li>- Concept of recruitment.</li> <li>- Methods of recruitment</li> <li>- Factors affecting recruitment.</li> <li>- Sources of HR.</li> </ul> <p><b>b-Choice</b></p> <ul style="list-style-type: none"> <li>- Concept of choice.</li> <li>- Stages of choice.</li> <li>- Methods of choice.</li> </ul> <p><b>c-Hiring</b></p> <ul style="list-style-type: none"> <li>- Concept, aims and restrictions.</li> </ul>	Oral test, written, and training cases.	4
<b>Training</b> <ul style="list-style-type: none"> <li>- Concept of training</li> <li>- Approaches of training</li> <li>- Types of training programs.</li> <li>- Stages of training.</li> </ul>	Oral test, written, and training cases.	4

<b>Detailed Curriculum (Theory)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
<b>Wages</b> <ul style="list-style-type: none"> <li>- Concept of wages.</li> <li>- Evaluating jobs.</li> <li>- ways of evaluating jobs</li> </ul>	Oral test, written, and training cases.	4
<b>Motivation</b> <ul style="list-style-type: none"> <li>- Concept of motivation.</li> <li>- Types of motivations.</li> </ul>	Oral test, written, and training cases.	2
<b>Promotion</b> <ul style="list-style-type: none"> <li>- Concept of promotion.</li> <li>- In firm promotion.</li> <li>- Out firm promotion.</li> <li>- Promotion programs.</li> </ul>	Oral test, written, and training cases.	2
<b>Performance evaluation</b> <ul style="list-style-type: none"> <li>- Concept of performance evaluation.</li> <li>- Advantages of workers performance evaluation.</li> <li>- Problems of performance evaluation.</li> <li>- Stages of performance evaluation.</li> </ul>	Oral test, written, and training cases.	4
<b>Work systems in KSA</b> <ul style="list-style-type: none"> <li>- Work and workers systems.</li> <li>- System of civil service.</li> </ul>	Oral test, written, and training cases.	4

<b>Detailed Curriculum (practical)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
<p><b>Field visit and workshop</b> Under trainers supervision the trainees make a field visit to some firms to know ways and systems of recruitment, choosing, hiring, also wages systems used and write reports. The reports are discussed in a workshop supervised by the trainer.</p>	Oral test and evaluation of reports	6
<p><b>Field visit and work shop</b> □ Under trainers supervision the trainees make a field visit to some firms to know ways and methods of training and write reports. The reports are discussed in a workshop supervised by the trainer</p>	Oral test and evaluation of reports	6
<p><b>Field visit and work shop</b> □ Under trainers supervision the trainees make a field visit to some firms to know ways of employee motivation in the firm and write reports. The reports are discussed in a workshop supervised by the trainer.</p>	Oral test and evaluation of reports	6
<p><b>Field visit and work shop</b> □ Under trainers supervision the trainees make a field visit to some firms to know ways and methods of workers performance evaluation and write reports. The reports are discussed in a workshop supervised by the trainer.</p>	Oral test and evaluation of reports	6
<p><b>Field visit and work shop</b> □ Under trainers supervision the trainees make a field visit to each of Ministry of civil service and a branch of Work and Workers Office to know the rules and laws that regulate the relation between the employer and the employees and write reports. The reports are discussed in a workshop supervised by the trainer.</p>	Oral test and evaluation of reports	6

<b>References</b>	<ol style="list-style-type: none"> <li>1. Arther, M., Career Theory Handbook, N.J., Prentice-Hall, 1991. □</li> <li>2. DeCenzo, David, and Stephen Robbins, Human Resources Management, N.Y., John Wiley &amp; Sons, 1999.</li> <li>3. Wayne, Casio, Applied Psychology in Personnel management, N.J., Prentice-Hall, 1991</li> </ol>
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<b>Department</b>	Management Technology	<b>Major</b>	Office Management
<b>Course title</b>	Dealing Skills	<b>Code</b>	MAN227
<b>Pre-requisites</b>	101 SEL		

Course description

This course has been designed to provide trainee with both theoretical and practical skills necessary to do a good dealing with others like managers, employees, and visitors. The trainees are provided with knowledge of communications, human behavior, and study of personality, perception, groups, attitudes, negotiations, and job conflict. The trainee should be trained 4 hours a week.

<b>Semester</b>		1	2	3	4
<b>Credit hours</b>					2
<b>Contact Hours (Hour/week)</b>	<b>Lectures</b>				2
	<b>Practice sessions</b>				
	<b>Exercises</b>				

Course objectives

**The trainee should be able to:**

- Describe the elements of effective communications.
- Practice communications properly.
- Know how to deal with others.
- Make good negotiations with visitors.
- Minimize the conflict.

<b>Detailed Curriculum (Theory)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
<b>Nature of human behavior</b> □ <ul style="list-style-type: none"> <li>- Definition of human behavior.</li> <li>- Characteristics of human behavior.</li> <li>- Motives of human behavior.</li> <li>- Human needs.</li> <li>- Patterns of human behavior.</li> <li>- Human behavior analysis.</li> </ul>	Oral and written test	2
<b>communication</b> <ul style="list-style-type: none"> <li>- Definition and importance of communication.□</li> <li>- Communication elements.</li> <li>- Types of communication.</li> <li>- Communication restricts.</li> </ul>	Oral and written test	2
<b>Personality</b> <ul style="list-style-type: none"> <li>- Concept of personality.</li> <li>- Personality limitations.</li> <li>- Characteristics of personality.</li> <li>- Motives of study of personality.</li> <li>- Types of personality.</li> </ul>	Oral and written test	2
<b>Perception</b> □ <ul style="list-style-type: none"> <li>- Concept of perception</li> <li>- Factors affecting perception</li> </ul>	Oral and written test	4
<b>Groups</b> <ul style="list-style-type: none"> <li>- Concept and importance of groups.</li> <li>- Definition of promotion.</li> <li>- Causes of group formation</li> <li>- Group size</li> <li>- Types of groups</li> <li>- Factors affecting the behavior and link between groups</li> <li>- Group decision</li> </ul>	Oral and written test	4
<b>Values and attitudes</b> □  <b>values:</b> <ul style="list-style-type: none"> <li>- Concept and importance of values</li> <li>- Components of values</li> </ul> <b>Attitudes:</b> <ul style="list-style-type: none"> <li>- Concept and importance of attitude.</li> <li>- Forming attitude.</li> <li>- Changing attitude.</li> </ul>	Oral and written test	4

<b>Detailed Curriculum (Theory)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
<ul style="list-style-type: none"> <li>- Measuring attitude.</li> </ul>		
<b>Listening</b> <ul style="list-style-type: none"> <li>- Concept and importance of listening.</li> <li>- Levels of listening.</li> <li>- Stages of listening.</li> <li>- Obstacles of listening.</li> </ul>	Oral and written test	2
<b>Conversation</b> <ul style="list-style-type: none"> <li>- Concept and importance of conversation.</li> <li>- Manners of conversation.</li> <li>- Conversation skills.</li> </ul>	Oral and written test	2
<b>Negotiation</b> <ul style="list-style-type: none"> <li>- Concept and importance of negotiation.</li> <li>- Goals of negotiation.</li> <li>- Steps of negotiation.</li> <li>- Affect of the personality on negotiation.</li> </ul>	Oral and written test	2
<b>Job function of job conflict</b> <b>Job function:</b> <ul style="list-style-type: none"> <li>- Concept and importance of the job function. <input type="checkbox"/></li> <li>- Complementary of job function.</li> </ul> <b>Job conflict</b> <ul style="list-style-type: none"> <li>- Concept and importance of studying job conflict.</li> <li>- Managing job conflict.</li> </ul>	Oral and written test	4

<b>Department</b>	Management Technology	<b>Major</b>	Office Management
<b>Course title</b>	Secretary Procedures - 2	<b>Code</b>	MAN226
<b>Pre-requisites</b>	101 SEL		

Course description:

This course is designed to provide the trainee with the necessary skills of secretary and office manager works by a group of theoretical and practical skills related to holding and managing meetings, traveling preparations, organizing appointments and visits and treating file organization. This takes place in four theoretical and two practical lectures weekly.

<b>Semester</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Credit hours</b>					<b>3</b>
<b>Contact Hours (Hour/week)</b>	<b>Lectures</b>				<b>2</b>
	<b>Practice sessions</b>				<b>2</b>
	<b>Exercises</b>				

Course objectives:

**The trainee should be able to:**

- Organize meetings.
- Welcoming the visitors.
- Arranging for travel.
- Organizing files.

<b>Detailed Curriculum (Theory)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
<b>Nature of meetings</b> <input type="checkbox"/> <ul style="list-style-type: none"> <li>- Concept and importance of meetings.</li> <li>- Objectives of meetings.</li> <li>- Types of meetings.</li> <li>- Expressions and terms.</li> <li>- Duties and responsibilities of the office manager in organizing meetings.</li> </ul>	Oral and written test	12
<b>Travel arrangements</b> <input type="checkbox"/> <ul style="list-style-type: none"> <li>- Concept of</li> <li>- Causes and motives of travels.</li> <li>- Who arrange travels?</li> <li>- Office manager responsibilities during traveling of the manager.</li> </ul>	Oral and written test	4
<b>Organizing appointments and receiving guests</b> <input type="checkbox"/> <ul style="list-style-type: none"> <li>- Concept and importance of public relations.</li> <li>- Scientific bases of receiving guests.</li> <li>- Office manager's role in receiving visitors and guests.</li> <li>- Method of organizing appointments</li> <li>- Classification of visitors.</li> <li>- Steps of completing meeting.</li> <li>- How to end a meeting.</li> <li>- How to cancel a meeting.</li> </ul>	Oral and written test	4
<b>Organizing records</b> <input type="checkbox"/> <ul style="list-style-type: none"> <li>- Concept and importance of records.</li> <li>- Goals of record unit.</li> <li>- Organizing methods of record units classification and encoding records.</li> <li>- Preparing the index.</li> <li>- Organizing of keeping and moving and records.</li> <li>- Sorting and destroying records.</li> </ul>	Oral and written test	10

<b>Detailed Curriculum (practical)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
<p><b>Practical training</b> <input type="checkbox"/></p> <p>The trainer divides the trainees into groups that make a role playing of the responsibilities and duties of the office manager before, during and after meetings.</p>	Oral test and evaluation of reports	8
<p><b>work shop</b> <input type="checkbox"/></p> <p>Under trainers supervision the trainees write a report about the necessary steps for suppository travel arrangement for the manager to attend a conference outside the kingdom. The reports are discussed in a workshop supervised by the trainer.</p>	Oral test and evaluation of reports	4
<p><b>work shop</b> <input type="checkbox"/></p> <p>The trainer divides the trainees into groups that make a role playing of organizing and receiving visitors with writing down some positive and negative notes. The reports are discussed in a workshop supervised by the trainer.</p>	Oral test and evaluation of reports	6
<p><b>Practical training</b> <input type="checkbox"/></p> <p>Under trainers supervision the trainees practically apply the process of classification and encoding records. The trainees are discussed in a workshop supervised by the trainer.</p>	Oral test and evaluation of reports	4
<p><b>Practical training</b> <input type="checkbox"/></p> <p>Under trainers supervision the trainees practically apply the process of preparing different indices The trainees are discussed in a workshop supervised by the trainer.</p>	Oral test and evaluation of reports	4
<p><b>Practical training</b> <input type="checkbox"/></p> <p>Under trainers supervision the trainees practically apply the process of sorting and destroying records The trainees are discussed in a workshop supervised by the trainer.</p>	Oral test and evaluation of reports	4

<b>References</b>	<ol style="list-style-type: none"> <li>1. Al-Shaweesh, Mostafa, Office Management, Cairo, Workbook Egyptian Universities, 2002. <input type="checkbox"/></li> <li>2. Abdu-Elbaki, Abdu-elrahman, Secretary and Office Organizing, Cairo, Ein Shams bookshop, 1998.</li> </ol>
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<b>Department</b>	Management Technology	<b>Major</b>	Office Management
<b>Course title</b>	Management Information System	<b>Code</b>	MAN231
<b>Pre-requisites</b>	101 SEL		

Course description

In this course the trainees are trained to acquire the knowledge and skills of management information system. This course includes the concept of data and information, its importance, and source, and the components of the computer, operating programs, concept of data base, decision support system. This takes place in four theoretical and two practical lectures weekly.

<b>Semester</b>		1	2	3	4
<b>Credit hours</b>					3
<b>Contact Hours (Hour/week)</b>	<b>Lectures</b>				2
	<b>Practice sessions</b>				2
	<b>Exercises</b>				

course objectives

**The students should be able to:**

- Collect data.
- Classify data.
- Analyze data.
- Prepare reports.
- Know management information system.
- Enumerate features of management information system.
- Know the main concepts of data and information.
- Enumerate the components of the computer.
- Understand computer operating programs.
- Understand the data base.
- Understand office information systems.
- Determine customer complaints and deal with them.
- Know the economics of service providing.
- know the services needed by the customers.
- know customer complaints.
- know how to provide services to treat complaints.

<b>Detailed Curriculum (Theory)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
<b>System approach</b> <ul style="list-style-type: none"> <li>- Concept of the system.</li> <li>- Elements of the system.</li> <li>- General theory of systems.</li> </ul>	Oral and written test	4
<b>Nature of management information system</b> <ul style="list-style-type: none"> <li>- Concept of management information system.</li> <li>- Importance of management information system</li> <li>- Features of management information system.</li> </ul>	Oral and written test	4
<b>Data and information</b> <ul style="list-style-type: none"> <li>- Difference between data and information.</li> <li>- Sources of data and information.</li> <li>- Good data and information.</li> <li>- How to convert data into information.</li> </ul>	Oral and written test	4
<b>Information technology</b> <ul style="list-style-type: none"> <li>- Historical view.</li> <li>- Components of the computer.</li> <li>- Input unit.</li> <li>- Central treatment unit.</li> <li>- Output unit.</li> </ul>	Oral and written test	2
<b>Computer operating programs</b> <ul style="list-style-type: none"> <li>- What are operating programs?</li> <li>- Types of operating programs.</li> <li>- Programming languages generations.</li> <li>- New types of programming languages.</li> <li>- Programs in practical application.</li> </ul>	Oral and written test	2
<b>Data base</b> <ul style="list-style-type: none"> <li>- Concept of data base.</li> <li>- Forming and organizing files.</li> <li>- Nature and characters of database.</li> <li>- Data base Management systems.</li> </ul>	Oral and written test	2
<b>Decision support systems</b> <ul style="list-style-type: none"> <li>- Nature of decision support systems.</li> <li>- Concept of decisions.</li> <li>- Definition of decision support systems.</li> <li>- Components of decision support systems.</li> <li>- Characters of decision support systems.</li> <li>- Outputs of decision support systems</li> </ul>	Oral test, written, and training cases	2

<b>Detailed Curriculum (Theory)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
<p><b>Group decision support systems</b></p> <ul style="list-style-type: none"> <li>- Concept of group decision support systems.</li> <li>- Components of group decision support systems.</li> <li>- Patterns of using group decision support systems.</li> </ul>	Oral test, written, and training cases	2
<p><b>Office information systems</b></p> <ul style="list-style-type: none"> <li>- Concept of office information systems.</li> <li>- New development in office information systems.</li> <li>- Benefits of office information systems.</li> <li>- Applications of office information systems.</li> <li>- Documents management systems.</li> <li>- Remote seminar systems.</li> <li>- Office support systems.</li> </ul>	Oral test, written, and training cases	4
<p><b>Systems of dealing with transaction and managerial reports</b></p> <p><b>Systems of dealing with transaction:</b></p> <ul style="list-style-type: none"> <li>- Concept of systems of transaction.</li> <li>- Jobs of systems of dealing with transaction.</li> <li>- Subsystems of dealing with transaction.</li> <li>- Reports of Systems of dealing with transaction.</li> </ul> <p><b>Systems of managerial reports:</b></p> <ul style="list-style-type: none"> <li>- Concept of managerial reports systems.</li> <li>- Development in managerial reports systems.</li> <li>- Characters of managerial reports systems.</li> <li>- Outputs (reports) of managerial reports systems.</li> <li>- Features of the contents of managerial reports systems.</li> </ul>	Oral test, written, and training cases	4

<b>Detailed Curriculum (practical)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
<p><b>Practical training (information technology)</b> Under trainer supervision the trainees practically identifies the components of the computer and the different operating programs.</p>	Oral test, written, and training cases	6
<p><b>Practical training (data base)</b> Under trainer supervision the trainees build schedules, models, inquiries, and reports using one of the data base programs.</p>	Oral test, written, and training cases	6
<p><b>Practical training (applications of managerial information systems)</b> Under trainers supervision the trainees apply office information systems, systems of dealing with transaction, and managerial reports using one of the managerial information system programs.</p>	Oral test, written, and training cases	18

<b>References</b>	<p>□</p> <ol style="list-style-type: none"> <li>1. Sultan, Ibrahim, Management Information Systems, Alexandria, University House, 2005.</li> <li>2. Essayed, Ishmael, Management Information Systems for Managerial Decision Making, New Arab Bookshop, 2002.</li> <li>3. Alhosnia, Selim, Management Information Systems, Amman, Alwarrac House, 1997.</li> </ol>
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<b>Department</b>	Management Technology	<b>Major</b>	Office Management
<b>Course title</b>	Total Quality Management	<b>Code</b>	MAN228
<b>Pre-requisites</b>	101 SEL		

Course description

In this course the trainee is trained to acquire the knowledge and skills of total quality management. The course deals with the nature of quality management, international quality characters, different types of quality management, planning, designing, documenting, and applying quality management. along with models of total quality management applications. Trainees are trained in four lectures weekly.

<b>Semester</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Credit hours</b>					<b>4</b>
<b>Contact Hours (Hour/week)</b>	<b>Lectures</b>				<b>4</b>
	<b>Practice sessions</b>				
	<b>Exercises</b>				

Course objectives

**The students should be able to:**

- Know the concept and bases of total quality management.
- Know how to plan, design, document, and apply total quality systems.
- Know the effecting parties on the work quality.
- Participate in planning total quality management.
- Participate in designing total quality management.
- Participate in documenting total quality management.
- Applying total quality management systems.
- Know the International quality characters.
- Know some models of total quality management.

<b>Detailed Curriculum (Theory)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
<b>Nature of total quality management</b> <ul style="list-style-type: none"> <li>- Concept of total quality.</li> <li>- Definition of total quality management.</li> <li>- Development of total quality management</li> <li>- Activities of total quality.</li> <li>- Difference between traditional management and total quality management.</li> </ul>	Oral and written test	2
<b>International characters of quality</b> <ul style="list-style-type: none"> <li>- ISO 9000 quality system. □</li> <li>- ISO 9000 quality systems and TQM.</li> <li>- Difference between TQM and QMS.</li> </ul>	Oral and written test	4
<b>Leadership</b> <ul style="list-style-type: none"> <li>- Concept of leadership.</li> <li>- Role of top management.</li> <li>- Quality council.</li> <li>- Building work teams.</li> </ul>	Oral and written test	2
<b>Customer satisfaction</b> <ul style="list-style-type: none"> <li>- Concept of customer satisfaction.</li> <li>- Customer quality management.</li> <li>- Feedback.</li> <li>- Treatment of customer complaints. □</li> <li>- Measuring customer satisfaction level.</li> <li>- Publicize of quality culture.</li> </ul>	Oral and written test	4
<b>Employees empowerment</b> <ul style="list-style-type: none"> <li>- Concept of Employees empowerment □</li> <li>- Motivations.</li> <li>- Employees' empowerment.</li> <li>- Communications between employees.</li> <li>- Appreciation and rewards.</li> </ul>	Oral and written test	6
<b>Continuous improvement of processes</b> <ul style="list-style-type: none"> <li>- Concept of continuous improvement.</li> <li>- Activities supporting continuous improvement.</li> </ul>	Oral and written test	2

<b>Detailed Curriculum (Theory)</b>		
<b>Contents</b>	<b>Evaluation</b>	<b>Hours</b>
<b>Relationship with suppliers</b> <ul style="list-style-type: none"> <li>- Concept and importance of the relationship with suppliers.</li> <li>- Choosing suppliers.</li> <li>- Evaluating suppliers.</li> <li>- Improving the relationship with suppliers.</li> </ul>	Oral and written test	2
<b>Quality planning</b> <ul style="list-style-type: none"> <li>- Concept of quality planning.</li> <li>- Quality plan.</li> <li>- Flow charts.</li> <li>- JTT timing.</li> </ul>	Oral and written test	4
<b>Designing quality systems</b> <ul style="list-style-type: none"> <li>- Concept of designing quality systems.</li> <li>- Requirements of quality systems.</li> <li>- Quality systems in the service sector.</li> </ul>	Oral and written test	
<b>Quality system documentation</b> <ul style="list-style-type: none"> <li>- Concept of documentation.</li> <li>- Quality manual.</li> <li>- Quality information systems.</li> </ul>	Oral and written test	
<b>Quality system implementation</b> <ul style="list-style-type: none"> <li>- Concept of quality implementation</li> <li>- Requirements of Quality system implementation.</li> <li>- Stages of Quality system implementation.</li> <li>- Leadership and performance indicators.</li> <li>- Obstacles of applying total quality management.</li> </ul>	Oral and written test	
<b>Models of total quality management application</b> <ul style="list-style-type: none"> <li>- Deming's model for quality.</li> <li>- Gordon's model for quality.</li> <li>- Shohart's model for quality.</li> <li>- Ishakawa's model for quality.</li> <li>- Tagoshi's model for quality.</li> </ul>	Oral and written test	4

**References**

1. Al-Selmy, Ali, Total quality management and requirements of ISO 9000, Cairo, Gharib House Publication, 2006.□
2. Oakland, John, Total quality management, New Delhi, Butterworth-Heinemann, 1999.

<b>Department</b>	Management Technology	<b>Major</b>	Office Management
<b>Course title</b>	Time Management	<b>Code</b>	MAN229
<b>Pre-requisites</b>	101 SEL		

Course description

In this course the Trainees acquire the knowledge and skills required to manage time. This course includes the concept of planning, distributing, organizing time and knowing how could be wasted, and the role of the pressures the person experiences in effecting time and the role of technology in time management. Training is in four theoretical lectures weekly.

<b>Semester</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Credit hours</b>				<b>4</b>
<b>Contact Hours (Hour/week)</b>	<b>Lectures</b>			<b>4</b>
	<b>Practice sessions</b>			
	<b>Exercises</b>			

course objectives

**The students should be able to:**

- Know the time and its importance.
- Plan the time.
- Distribute the time according to work priority.
- Organize the time.
- Know the causes of time wasting.
- Use technology in saving time.

Detailed Curriculum (Theory)		
Content	Evaluation	Hours
<b>Nature of time management</b> <ul style="list-style-type: none"> <li>- Concept and importance of time.</li> <li>- Types of time.</li> <li>- Characteristics of time.</li> <li>- Importance of time management.</li> </ul>	Oral and written test	6
<b>Time planning</b> <ul style="list-style-type: none"> <li>- Concept and importance of time planning.</li> <li>- Determining activities.</li> <li>- Determining goals.</li> <li>- Determining priorities and their order.</li> </ul>	Oral and written test	4
<b>Time distribution</b> <ul style="list-style-type: none"> <li>- Concept and importance of time distribution.</li> <li>- Steps of time distribution</li> </ul>	Oral and written test	4
<b>Organize and recording time</b> <ul style="list-style-type: none"> <li>- Concept and importance of time Organization.</li> <li>- Steps of time distribution.</li> <li>- Recording and analyzing time.</li> </ul>	Oral and written test	4
<b>Time wasting</b> <ul style="list-style-type: none"> <li>- Concept time wasting.</li> <li>- Causes of time wasting.</li> <li>- Methods of controlling time wasting.</li> </ul>	Oral and written test	6
<b>Time management and life pressures</b> <ul style="list-style-type: none"> <li>- Concept of life pressures.</li> <li>- Causes of life pressures.</li> <li>- Sources of life pressures.</li> <li>- Results of life pressures.</li> <li>- Methods of life pressures management</li> </ul>	Oral and research test	4
<b>Technology and life pressures</b> <ul style="list-style-type: none"> <li>- Information technology and time saving</li> <li>- E-mail and Voice-mail and their role in time saving.</li> <li>- Electronic offices and time saving</li> </ul>	Oral and research test	4

<b>References</b>	<ol style="list-style-type: none"> <li>1. Al-Hosini, Abdu-Allah, Life pressures: Causes and protections, Riyadh, Ashbilia Publication House, 2000.□</li> <li>2. Roy, Alexander, Essentials of time management, Amman, Riyadh, Greer Publication House, 2005.</li> <li>3. Olian, Rebhi, Time management: Theory and applications, Amman, Greer Publication House, 2005.</li> </ol>
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