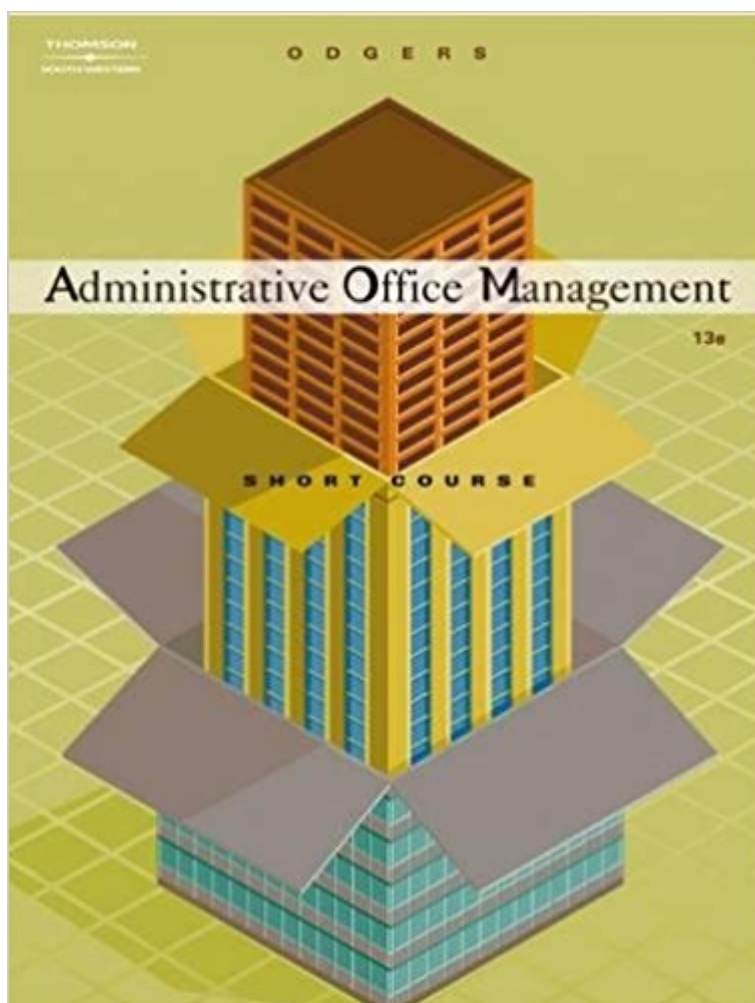


The book was found

Administrative Office Management, Short Course



Synopsis

Administrative Office Management continues to provide students with the most up-to-date information reflecting contemporary management thinking, issues, and trends that every office employee needs to know. The text provides a strong management-based background while utilizing a humanistic approach for managing and supervising staff in an office environment. The Short Course contains 15 chapters, as opposed to 20 chapters in the Complete Course.

Book Information

Series: Administrative Office Management (Short Course)

Paperback: 432 pages

Publisher: South-Western Educational Pub; 13 edition (April 21, 2004)

Language: English

ISBN-10: 0538727691

ISBN-13: 978-0538727693

Product Dimensions: 1 x 8.2 x 9.5 inches

Shipping Weight: 1.5 pounds (View shipping rates and policies)

Average Customer Review: 3.7 out of 5 stars 14 customer reviews

Best Sellers Rank: #610,015 in Books (See Top 100 in Books) #155 in [Books > Business & Money > Processes & Infrastructure > Office Automation](#) #160 in [Books > Business & Money > Processes & Infrastructure > Office Management](#) #2136 in [Books > Textbooks > Business & Finance > Management](#)

Customer Reviews

Part I. Identifying Basic Concepts and Trends 1. The Evolution of Management Practices 2. Handling Administrative Management Challenges 3. Administrative Management Activities in the Workplace 4. Emerging Elements Impacting Administrative Management Practices 5. Managing Information, Technology, and Training in the Workplace Part II. Managing Human Resources in the Workplace 6. Staffing Practices: Employment Laws and Job Analysis 7. On-the-Job Employee Practices 8. Employee Compensation, Recognition, and Company Policies 9. Health-Related and Other Workplace Issues 10. Work Ethics and Business Etiquette Issues Part III. Practicing Leadership and Communication Skills 11. Leadership, Motivation, and Problem-Solving in Organizations 12. Group Dynamics, Teamwork, and Conflict Issues Part IV. Managing Essential Administrative Services 13. Office Design, Space, and Health Issues 14. Managing Workplace Safety 15. Other Workplace Productivity Systems

For more than 30 years, Dr. Pattie Gibson has taught a variety of highly successful courses in computer applications and business systems to high school, community college, and university students in Arizona and overseas in West Berlin and Stuttgart, Germany. Dr. Gibson is currently an assistant professor in educational leadership at Northern Arizona University. She has written and co-authored several textbooks addressing office management and office skills as well as customer service. Dr. Gibson received her undergraduate and master's degrees from Arizona State University and her doctorate from Northern Arizona University.

I purchased this book to use to do training sessions for CAP certifications on a volunteer basis. I contacted the company on the website provided in the book for access to the Instructor material, never received a response. Very disappointed because that is why I purchased this book for the activities. If somehow I do get access later I will revise this. I gave it four stars because of the non-response for Instructor access. As far as a study guide it is excellent covers a lot of areas and I like the activities for the students online.

The book arrived in great shape! I would recommend this book to anyone looking into a profession as an office manager!

Was all I expected. ... :)

Good!

Needed for a College class & this was exactly what was needed.

this is an excellent book for class. very easy to understand and well laid out. i needed it for class, and i was able to find it here for much less than my school was offering. very happy.

Great condition

The book is okay.

[Download to continue reading...](#)

Administrative Office Management, Short Course Your Office: Microsoft Office 2016 Volume 1 (Your

Office for Office 2016 Series) Value Stream Management for the Lean Office: Eight Steps to Planning, Mapping, & Sustaining Lean Improvements in Administrative Areas How to Start a Family Office: Blueprints for setting up your single family office (Family Office Club Book Series 3) Your Office: Microsoft Access 2016 Comprehensive (Your Office for Office 2016 Series) Your Office: Microsoft Excel 2016 Comprehensive (Your Office for Office 2016 Series) Microsoft Office 365 Home and Business | iPhone Microsoft Office 365 , Excel, Word, PowerPoint, OneNote, Outlook, Access, Project, Visio.: Desktop And iPhone Using Full Course The Administrative Professional: Technology & Procedures (Advanced Office Systems & Procedures) Delmar's Comprehensive Medical Assisting: Administrative and Clinical Competencies (with Premium Website Printed Access Card and Medical Office Simulation Software 2.0 CD-ROM) Administrative Management: Setting People Up for Success The Electronic Health Record for the Physician's Office: For Simchart for the Medical Office, 2e 5 SECRETS OF HEALTHY LIFE IN THE OFFICE: Easy Way to Be Healthy and More Productive Working at Home or at the Office Single Family Office: Creating, Operating & Managing Investments of a Single Family Office The Single Family Office: Creating, Operating & Managing Investments of a Single Family Office Exploring Microsoft Office Excel 2016 Comprehensive (Exploring for Office 2016 Series) Exploring Microsoft Office Access 2016 Comprehensive (Exploring for Office 2016 Series) Enhanced Microsoft Office 2013: Introductory (Microsoft Office 2013 Enhanced Editions) Shelly Cashman Series Microsoft Office 365 & Office 2016: Advanced MyITLab with Pearson eText -- Access Card -- for Your Office: Microsoft Office 2016 GO! with Microsoft Office 2016 Integrated Projects (GO! for Office 2016 Series)

[Contact Us](#)

[DMCA](#)

[Privacy](#)

[FAQ & Help](#)