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INFO 924-81 Virtual Office Management

Lisa Hughes

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Virtual Office Management

Syllabus

Course Numbers: INFO 924-81 and MGMT 924-81

Credit Hours: 2

Faculty: Lisa R. Hughes

Classroom: CBA 4

Office Hours: By appointment face-to-face, telephone, and e-mail

Addresses: Telephone: 469-9093

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Xavier: 5th floor Schott Hall mailbox

U.S. Postal: 12173 Crestfield Court, Cincinnati, Ohio 45249

Participation: Class meets on Monday and Wednesday from 6:00 p.m. to 9:35 p.m.

Dates: 5/21; 5/23; 5/30; 6/4; 6/6; 6/11; 6/13

Face-to-face sessions: 5/21; 6/4; 6/13

Virtual sessions: 5/23; 5/30; 6/6; 6/11

Attendance: You will be expected to attend all class sessions.

Overview

This course examines virtual office management concepts and structures. It provides a study of the movement toward virtual office environments. Participants will gain an understanding of virtual office implementation strategies and management issues using class discussion, cases, and team exercises. They will assess the impact of virtual office structures on business functions and results.

Objectives:

1. Define various virtual office environments.
2. Identify economic, social, political, technological aspects of virtual office management.
3. Analyze opportunities, challenges, and risks associated with virtual office work structures.
4. Compare and contrast virtual office management with traditional office management.
5. Describe key issues and concerns of virtual office managers and employees.
6. Understand how to adapt different management styles to virtual office management.
7. Describe how communication, trust, motivation, and teamwork change when working in virtual office environments.
8. Organize a virtual office management plan.

Virtual Office Management Syllabus

Grading Guidelines:

A	98 -- 100
A-	95 -- 97
B+	94 -- 96
B	91 -- 93
B-	88 -- 90
C+	85 -- 87
C	82 -- 84
C-	79 -- 81

Basis for Evaluation:

Evaluation of your performance is related to your demonstrated achievement of course outcomes through individual, group, and project work.

Group interaction is evaluated on the quantity and quality of responses to the faculty member and fellow students.

You are expected to be an active participant in the class, contribute new and relevant information to discussions, comment in a positive manner, and build on the remarks of fellow students.

Individual work will be graded on its relevance to the assignment, comprehensiveness of information presented, specificity of application, clarity of reporting, and analytical skills used.

Final grades will be determined as follows:

Class participation	25% of final grade
Book Review	25% of final grade
Team interaction and Final Project	50% of final grade

Materials Fee: \$41.00

Assignments:

- Attend class and participate in discussions and activities.
- Read and review one book related to your interest in Virtual Office Management using the Book Review format hand-out. You may select a book from the list or choose your own.
- Read one article per week, related to Virtual Office management as input to team work and class discussion.
- Work in teams to develop a case and alternative solutions for virtual office. Base your case on one or more course objectives. Relate the case and objective(s) to situations and experience of your organization. Use the Case Development handout provided by the faculty to prepare a paper and a 30-minute presentation. Give the faculty the name of your team members and case description by the end of the second week of class.

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Syllabus

Book List:

- Bredin, Alice. 1996. **The Virtual Office Survival Book**. New York: John Wiley & Sons Inc.
- Crandall, N. Fredric and Marc J. Wallace. 1998. **Work & Rewards in the Virtual Workplace : A 'New Deal' for Organizations & Employees**. AMACOM.
- Dennis, Anita. 1997. **Creating a Virtual Office : Ten Case Studies for CPA Firms**. American Institute of Certified Public Accountants.
- Dziak, Michael J. and Gil Gordon. **Telecommuting Success : A Practical Guide for Staying in the Loop While Working Away from the Office**. 2001.
- Duarte, Deborah L and Nancy Tennant Snyder. 1999. **Mastering Virtual Teams : Strategies, Tools, and Techniques That Succeed**. Jossey-Bass Publishers.
- Edwards, Paul and Sarah Edwards. 1999. **Working from Home : Everything You Need to Know About Living and Working Under the Same Roof**
- Fisher, Kimball and Maureen Duncan Fisher. 2000. **The Distance Manager: A Hands On Guide to Managing Off-Site Employees and Virtual Teams**.
- Fisher, Kimball et al. 1997. **The Distributed Mind : Achieving High Performance Through the Collective Intelligence of Knowledge Work Teams**. AMACOM.
- Garber, Peter R. 1999. **Managing by Remote Control : How to More Effectively Manage People and Resources When You Can't Always Be There**. CRC Press - St. Lucie Press
- Grenier, Raymond and George Metes. 1995. **Going Virtual : Moving Your Organization into the 21st Century**. Prentice Hall Computer Books.
- Gray, Mike, Noel Hodson, Gil Gordon. 1993. **Teleworking Explained**. Chichester: John Wiley and Sons.
- Hawryszkiewicz, Igor. 1997. **Designing the Networked Enterprise (Artech House Technology Management and Professional Development Library)**. Artech House.
- Haywood, Martha. 1998. **Managing Virtual Teams : Practical Techniques for High-Technology Project Managers (Artech House Professional Development Library)**. Artech House, Amer Society for Quality.
- Igbaria, Magid and Margaret Tan. 1998. **The Virtual Workplace (Series in Information Technology Management)**. Idea Group Publishing.
- Jackson, Paul J. 1998. **Teleworking : International Perspectives : From Telecommuting to the Virtual Organization**.
- Johnson, Nancy J. 2001. **Telecommuting and Virtual Offices : Issues and Opportunities**.
- Kostner, Jaclyn. 1994. **Knights of the Tele-Round Table / Virtual Leadership**. New York: Warner Books.

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Book List:

- Kugelmass, Joel. 1995. **Telecommuting A Manager's Guide to Flexible Work Arrangements**. New York: Lexington Books.
- Langhoff, June. 1995. **Telecommuting Made Easy** Aegis Publishing Group.
- Langhoff, June. 1996. **The Telecommuter's Advisor: Working in the Fast Lane** Aegis Publishing Group. Ltd.
- Levy Pierre and Robert Bononno. 1998. **Becoming Virtual : Reality in the Digital Age** Plenum Press.
- Lipnack, Jessica and Jeffrey Stamps. 1997. **Virtual Teams**. New York: John Wiley and Sons.
- Mahfood, Phillip E. 1992. **Home Work: How to Hire, Manage & Monitor Employees Who Work at Home** Chicago: Probus Publishing Company.
- Makimoto, Tsugio and David Manners. 1997 **Digital Nomad**.
- Malhotra, Yogesh. 2000. **Knowledge Management and Virtual Organizations** Idea Group Publishing.
- Martin, Chuck and Charles L., Jr. Martin. 1998. **The Digital Estate : Strategies for Competing and Thriving in a Networked World**. McGraw-Hill.
- McInerney, Claire R. 1999. **Providing Data, Information and Knowledge to the Virtual Office** Special Libraries Assn.
- Niles, Jack M. 1994. **Making Telecommuting Happen** New York: Van Nostrand Reinhold.
- Nilles, Jack M. 1998. **Managing Telework: Strategies for Managing the Virtual Workforce**. John Wiley & Sons.
- Norton, Bob and Cathy Smith. 1998. **Understanding the Virtual Organization**. Barrons Educational Series.
- Olmsted, Barney, and Suzanne Smith. 1989. **Creating a Flexible Workplace: How to Select and Manage Alternative Work Options**. New York: AMACOM.
- Piskurich, George M. 1998. **An Organizational Guide to Telecommuting**
- Ramsower, Reagan Mays. 1997. **Telecommuting : The Organizational and Behavioral Effects of Working at Home**. Ann Arbor, Michigan: UMI Research Press
- Rheingold, Howard. 1993. **The Virtual Community**. Reading, Mass: HarperPerennial.
- Romm, Celia T. **Virtual Politicking : Playing Politics in Electronically Linked Organizations** 1999. The Hampton Press Communication Series.
- Savage, Charles M. 1996. **Fifth Generation Management : Co-Creating Through Virtual Enterprising, Dynamic Teaming, and Knowledge Networking** Butterworth-Heinemann.
- Tapscott, Don. 1996. **The Digital Economy**. New York: McGraw Hill.

Virtual Office Management Syllabus

Weekly Schedule

May 21: Face-to-Face

Welcome, introductions, administrative activities, and expectations.

Define various virtual office environments.

Observe your organization – which environments are present or planned?

May 23: Virtual

Identify economic, social, political, technological aspects of virtual office management.

Analyze opportunities, challenges, and risks associated with virtual office work structures.

May 30: Virtual

Compare and contrast virtual office management with traditional office management

June 4: Face-to-Face

Examine how to adapt different management styles to virtual office management.

June 6: Virtual

Describe how communication, trust, motivation, and teamwork change when working in virtual office environments.

Identify and analyze issues of trust, motivation, and teamwork that are unique to virtual office management

June 11: Virtual

Review key issues of virtual office managers and employees.

Review cases prior to presentation.

June 13: Face-to-Face

Final project presentations

Course evaluations, Wrap-up, Thank you