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INFO 924-81 Virtual Office Management

Lisa Hughes

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Hughes, Lisa, "INFO 924-81 Virtual Office Management" (1999). *Management Information Systems Syllabi*. 839.

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Virtual Office Management Syllabus

- Course Numbers:** INFO ⁹²⁴~~924~~-811 and MGMT 924-811
- Credit Hours:** 2
- Faculty:** Lisa R. Hughes
- Classroom:** CBA4
- Office Hours:** By appointment face-to-face, telephone, and e-mail
- Addresses:** Telephone: 576-0930
e-mail: worklife@worklifeassoc.com
Xavier: 5th floor Schott Hall mail box
U.S. Postal: 414 Pinebluff Drive, Loveland, Ohio 45140
- Participation:** Class meets on Mondays and Wednesdays from 6:15 p.m. to 9:30 p.m. on May 17, 19, 24, 26, June 2, 4, 7, 9
- 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. Develop 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 member of 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 books 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. 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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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.
- Duarte, Deborah L and Nancy Tennant Snyder. 1999. **Mastering Virtual Teams : Strategies, Tools, and Techniques That Succeed**. Jossey-Bass Publishers.
- Fisher, Kimball et al. 1997. **The Distributed Mind : Achieving High Performance Through the Collective Intelligence of Knowledge Work Teams**. AMACOM.
- 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.
- Kostner, Jaclyn. 1994. **Knights of the Tele-Round Table / Virtual Leadership**. New York: Warner Books.
- 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.
- 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.
- Niles, Jack M. 1994. **Making Telecommuting Happen** New York: Van Nostrand Reinhold.
- 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.
- 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 17: Welcome, introductions, administrative activities, and expectations.

1. Define various virtual office environments.

Observe your organization – which environments are present or planned?

May 19

2. Identify economic, social, political, technological aspects of virtual office management.
3. Analyze opportunities, challenges, and risks associated with virtual office work structures.

Speaker: Ron Harris, Cincinnati Consultants Network

- Bring examples of virtual office from your organization, the media, other sources.
- Identify project teams and pick topic for case analysis.

May 24

4. Compare and contrast virtual office management with traditional office management
5. Describe key issues and concerns of virtual office managers and employees.

Speaker: Francis Culbert, GE Medical Systems

May 26

6. Describe how communication, trust, motivation, and teamwork change when working in virtual office environments.
7. Identify and analyze issues of trust, motivation, and teamwork which are unique to virtual office management.

June 2

6. Understand how to adapt different management styles to virtual office management.

Speaker: Peter Bock, Mentor Graphics

June 4

8. Develop a virtual office management plan.

Speaker: Colleen Shannon, Mentor Graphics

June 7

Review cases prior to presentation.

Speaker: Mike Hughes, AT&T

June 9

Final project presentations

Course evaluations, Wrap-up, Thank you