

**TEACHING MODULE**  
FOR  
**OST 181**  
**Introduction to Office Systems**

***INSTRUCTOR'S NAME AND COLLEGE NAME***

Joan F. Brown, M.ED, Instructor  
Durham Technical Community College

***COURSE TITLE AND NUMBER***

Introduction to Office Systems-----OST 131

***MODULE TITLE***

***“Preparing Non-International students to work successfully in an international environment.”***

1. International Politeness
2. Intercultural Communication

***DESCRIPTION OF MODULE***

Introduction to Office Systems is a course in the Office Systems Technologies Program. The course prepares students to compete effectively in office and business management.

This course introduces the skills and abilities needed in today's office. Topics include effectively interacting with co-workers, the public, global competition, processing simple financial and informational documents that prepare students to functions in today's offices.

This module will focus on two lecture/discussions, entitled “International Politeness” found in Chapter 10 and “Intercultural Communication” found in Chapter 12 from the textbook used for this course.

This module will focus on etiquette tips that should be followed when conducting international business. Students will also focus on ways to improve intercultural communication.

**Textbook: “Administrative Office Management” Complete Course, Odgers, Pattie, Ed.D; Copyright 2005 by South-Western, part of the Thomson Corporation.**

## *OBJECTIVES*

1. Identify the desired business etiquette and behavior relating to the work setting, meeting people, using telephone devices, and dining out.
2. Identify the reasons for appropriate standards of business attire and grooming for both men and women.
3. Identify tips that should be followed when conducting international business.
4. Identify way to improve intercultural communication.

## METHODOLOGY

### Lectures/Discussions:

The lectures/discussions will prepare the students to focus on the many different ways to be successful when working in the business world.

Critical thinking questions

Case Studies

Discussion Questions

Internet Research Activities

### Countries selected include:

China, Brazil, Latin America  
Germany, England, Australia,  
Africa, and Arab

### Assignments:

Divide students in to groups and discuss different cultural.  
Each student will do a CASE STUDY at the end of the chapters.  
Internet Activities

## Evaluation:

Based on **Two** written test (s), homework, Internet assignments, case study discussions and one project (Instructor's choice of project)

<b>TEST:</b>	40%
Internet/Project:	20%
Home-work:	20%
Case Studies:	20%

## RESOURCES:

**Textbook:** “*Administrative Office Management*” Complete Course, Odgers, Pattie, Ed.D; Copyright 2005 by South-Western, part of the Thomson Corporation.

“Manpower Inc. International Survey Confirms Employee Loyalty Is Alive and Growing, But Reveals Surprising Differences Across Demographic Groups,  
“*Business Wire*, May 27, 2002, p. NA.

Marc Diener, “Culture Shock: If you Don’t Learn To Bridge The Gap, You May Risk Alienating Potential Business Partners, “*Entrepreneur*, July 2003, p. 77

Michael Kelley, “Do you Feed Anti-Americanism? How You Deal With Foreign Clients and Colleagues Matters, *Advertising Age*, June 16, 2003, p.18

## Resources: Other

Power Point Presentation  
Instructor’s Resource CD