# UCIRVINE | EXTENSION

# Administrative Management

# Certificate Program

## OVERVIEW

The changing role of the assistant or administrative professional demands a new set of skills and a broader scope of responsibilities. This program focuses on the current skills needed to succeed with confidence and ultimately prepares individuals to help their organization reach targeted goals. Mastery of the program objectives will enable participants to: communicate more effectively with all levels in an organization, lead and motivate team members in new and creative ways, resolve conflict through the attainment of negotiation skills, conduct productive meetings that achieve desired outcomes, and competently perform basic budgeting and financial analysis.

## WHO SHOULD ENROLL

Successful completion of course work in this program will develop the management, leadership and communication skills of administrative assistants, office managers, entry level supervisors and technical staff. Experienced supervisors seeking fresh approaches and creative solutions to management tasks will also benefit.

## CERTIFICATE REQUIREMENTS

To earn the certificate, participants must complete **four required courses and minimum three units of electives** each with a grade of "C" or better for a minimum of 150 hours of instruction. These requirements must be fulfilled within five years from the date of enrollment in the program. Although interested persons who are not certificate candidates may enroll in any or all of the courses, certificate candidates should apply for the Certificate Program before completing the third class in which he/she enrolls. Please see **Application for Candidacy**.

After you have completed all requirements, you may request to receive your official certificate by completing the **Request for Certificate Form** and returning it to our offices as noted on the form.

For more information about the program, please contact Kathy Amoroso at kamoroso@uci.edu or visit our website listed below.

http://unex.uci.edu/certificates/business_mgmt/mgmt_supervisory_skills/admin_mgmt/

## ACCELERATED FORMAT

Our Accelerated Format courses give you the same comprehensive and in-depth course of study as the traditional format. However, the accelerated courses expedite your learning experience, enabling you to achieve your educational, professional and organizational goals in a shorter time period.

## PROGRAM BENEFITS

- Increase your confidence and visibility as an administrator who can get the job done.
- Build competence in performing basic budgeting and financial analysis.
- Acquire effective negotiation and positive persuasion skills to reduce conflict and produce results.
- Increase your understanding of management styles, theories, and organizational systems.
- Obtain powerful presentation skills and learn to communicate effectively across all levels of the organization.
- Develop creative thinking and decision making skills to find new ways to solve problems.

## PROGRAM FEES

The following is only an estimate of program costs. Your total cost may vary substantially depending on the specific courses you choose.

| | |
|---|---|
| Course Fees | $2,400 |
| Candidacy Fee | $125 |
| Textbooks | $450 |
| Parking ($34 per quarter) | $136 |
| **Total Estimated Cost** | **$3,111** |

## LIST OF COURSES

| Course | REQUIRED COURSES | Units | W | SP | SU | F |
|---|---|---|---|---|---|---|
| Mgmt X490.1 | Essentials of Management | 4 | C | C,O | C | C |
| Mgmt X497.2 | Communication in the Business Environment | 2 | A,O | C | A,O | C |
| English X446.4 | Business Writing | 4 | C, O | O | C | C |
| Mgmt X434.3 | Building and Administering Budgets | 2 | | C | | |
| Course | ELECTIVE COURSES | Units | W | SP | SU | F |
| Human X490.2 | Presentation Skills Workshop | 1.5 | | C | | |
| Mgmt X493.9 | Problem Solving and Decision Making | 2.5 | C | O | C | O |
| Socecol X456 | Negotiation Skills | 2 | C | | | |
| Mgmt X497.3 | Ethics in the Workplace: Dilemmas and Decisions (Campus) or Business Ethics (Online) | 1 | O | C | O | C |
| Mgmt X497.17 | Dealing Tactfully with Difficult People | 1 | O | O | O | O |
| Mgmt X497.6 | Interviewing Within the Professional Context | 1 | O | O | O | O |
| Mgmt X450.92 | Navigating Organizational Politics | 1.5 | O | | O | |

For the most current schedule of classes, please go online to the UCI Extension catalog at www.unex.uci.edu

*Note: Schedules are subject to change*  W=Winter, SP=Spring, SU=Summer, F=Fall

A - Accelerated    C - Classroom   O – Online   H – Hybrid

For the online course, please visit http://learn.uci.edu for more information on how our online courses work.

## REQUIRED COURSE DESCRIPTIONS

### Essentials of Management
**Mgmt X490.1 (4 units)**
Are you a manager interested in increasing your effectiveness? A human resources professional? An individual looking to move into management? Now you can acquire an in-depth understanding of the basic concepts and theory of management, while exploring the manager's operational role in all types of organizations. Gain insight into the manager's responsibility in planning, organizing, leading, staffing and controlling within the workplace. Learn how to manage for success!

### Communication in the Business Environment
**Mgmt X497.2 (2 units)**
Virtually everything that we do in business involves working with people. In today's, highly competitive business world, it is more important than ever to recognize and study the significant role communication plays in our lives. As managers and supervisors, how well we communicate in a large part determines how successful we will be on the job and our level of personal job satisfaction. This course is for individuals at all levels in all types of businesses who desire to polish and/or develop additional communication skills in formal and informal settings. Through interactive discussions, role plays and activities, the following areas are covered: conflict resolution, giving and receiving criticism, defensive communication, assertiveness, focused listening, non-verbal communication, team building and delegation, empowerment, small group dynamics, leadership, management and sales strategies, customer service, problem solving and negotiation, intercultural communication, interviewing, and power and authority.

### Business Writing Workshop
**English X446.4 (4 units)**
Effective writing is a powerful tool in the business environment. Learn how to articulate your thoughts clearly, concisely and with a style that gets your writing read. Improve your skill at using this powerful instrument by learning to select and use appropriate formats, use the correct medium and adjust your writing style accordingly, as well as identify your objective and communicate it clearly. You'll also learn to spot, avoid and correct the most common writing pitfalls and gain valuable experience analyzing, writing and revising a complete spectrum of business documents. From a simple inter-office memo to a twenty-page business proposal, learn how to put good writing to work for you.

### Building and Administering Budgets
**Mgmt X434.3 (2 units)**
Gain the competitive edge by developing your skills in financial analysis, and budgeting. Using financial statements of sample companies, you will acquire practical knowledge of the mathematics of asset valuation, pricing, cash flow, financial statement analysis, forecasting and ROI analysis. Learn to determine realistic goals and objectives for the budget and identify key components of the budget. Develop the ability to estimate expenses, project depreciation, estimate fixed and variable costs, and calculate break-even point.

## ELECTIVE COURSE DESCRIPTIONS

### Ethics in the Workplace: Dilemmas and Decisions
**Mgmt X497.3 (1 unit)**
This course will focus on the critical ethical implications of managerial decision making. The emphasis will be on the link between personal values, community values, and ethical standards in any decision-making situation. Organizational leaders will understand the ethical quandaries in which they can find themselves and learn how to handle them. Students will also learn how to identify and avoid ethical decision-making traps. The students will also explore the critical links between beliefs, values, and ethics and learn how make decisions when these decision-making elements don't align. Students will also have the opportunity to assess their own ethical perspective and learn how to collaborate and work with others who begin with a different perspective.

**Business Ethics Mgmt X497.3 (1.5)** Heighten your awareness and understanding of workplace ethical issues and the importance of developing tools for making ethical and effective business decisions. Recent financial scandals and subsequent regulations highlight the need to foster ethical behavior and avoid the slippery slope of an unethical business environment. This online course provides a conceptual frameworks and toolkit with practical information to apply in the workplace. Participants learn when and where ethical issues are most likely to surface and how to maintain their integrity; gain an understanding of the impact of cultural and organizational pressures to conform; explore a variety of ethical decisions-making models; develop solutions and evaluate their course of action.

Business experience and case studies create the basis for this highly interactive course.

## Presentation Skills Workshop
### Human X490.2  (1.5 units)
Does your public image do you justice? Dynamic presentation skills are a "must" for those in marketing, advertising and design management, public relations, fund-raising, sales and other careers that require the ability to communicate persuasively and with confidence. This course gives step-by-step techniques to polish skills, using video camera taping and private, individual replay. Students will learn to express themselves clearly and persuasively in a variety of situations, from one-on-one meetings to client presentations to large speaking engagements. Participants will learn how to organize information to appeal to your audience, gain confidence, handle questions, use audio-visuals for optimum impact, gain "stage presence" and win audience rapport.

## Problem Solving and Decision Making
### Mgmt X493.9  (2.5 units)
This course provides a conceptual framework for approaching problem solving and decision-making situations with clarity and confidence. Participants build competence in making effective decisions based on the accurate assessment of the problem and preparing creative alternative solutions. Students learn how to use analysis, synthesis, and positive inquiry to approach individual and organizational problems, develop and evaluate objectives, and assess likely consequences.  Using case studies and on-the-job situations encountered by the class, students explore successful models and proven methods that are readily transferable to their own situations.

## Negotiation Skills
### Socecol X456  (2 units)
Traditionally, the primary negotiation strategy utilized has been a competitive approach commonly referred to as "distributive bargaining."  Recently, a more cooperative approach has emerged fostering the term "win-win" negotiation.  This approach centers on interests rather than issues and attempts to create value for each side.  In an interest based negotiation, attention moves toward solution.  Explore the theory and practice of negotiating and the methodology of obtaining cooperative conflict resolution.  Business managers and professionals will benefit by examining positional bargaining, cooperative approaches to impasses and collaborative styles of negotiation techniques.

## Dealing Tactfully with Difficult People
### Mgmt X497.17 (1 unit)
It has been stated that everyone is someone's difficult person. Almost daily, we come in contact with people we would characterize as difficult. They are the people we work with, sell to, depend on, and live with. There are intimidators, manipulators, analyzers, know-it-alls, overly friendly, accommodators, chronic complainers and whiners. Their actions consume time, energy and emotion at the expense of productivity and morale. This course provides fresh insights and immediately usable skills needed to quickly, confidently and assertively identify and deal with various types of people, difficult or not, in a variety of contexts while marinating your own self confidence.

## Interviewing Within the Professional Context
### Mgmt X497.6 (1 unit)
This course will examine the various forms of interviews focusing primarily on the employment or recruitment interview and the performance review. Elements of the interview process will be studied and will include: all forms of correspondence (cover letters, resumes, thank you letters), all phases of the interview process (what occurs prior, during and post interview), and verbal and nonverbal communication strategies for all forms of communication interactions within the interview context.

## Navigating Organizational Politics Mgmt X450.92 (1.5 units)
Want to learn how to secure your job, get promoted and excel in a world where hard work and talent aren't always enough? This course provides you with an understanding of organizational politics and strategies for success in the workplace. Topics include political styles, intuition, and compass; organizational climate and dealing positively with office politics; managing up, down, and sideways; group dynamics and facilitation skills. Instruction is interactive; participant focused and involves extensive group activities, case studies, and applications of learning in real time.

# Online Format FAQ's

**What is an online course?**
An online course utilizes the Internet and a web browser as a means of creating a learning environment outside of the traditional classroom. The lectures and discussions will take place on a Distance Learning Center Web site. You will be able to access your course lectures (text based) and communicate with your classmates and instructors through the use of a discussion forum (message board). The online courses follow a classroom structure of covering a lesson a week. You can access your course Web site anytime of the day and place where you have access to the Internet.

**Who can take online courses?**
Anyone can take an online course as long as they have access to a computer with Internet capabilities, have an active email account and have a basic understanding of how a computer works. An online student also has to be motivated to participate in discussion forums and regularly check the Web site and keep up with the course work.

**What happens if I fall behind or complete the course early?**
It is okay to be a week ahead or behind. You must remember that participation is a very important aspect of your final evaluated grade for the course. Active participation requires you to post and respond to your instructor and fellow classmates' comments on the discussion forum. If you are too far behind, posting to an old topic will be revisiting something that the majority of your classmates might have discussed.

**Are there specific dates that I need to log on to the Web site?**
There is a set beginning and end date for your online course. It is suggested that you logon at least 3 times a week to check the discussion forums, to read over assignments and lectures. This is the "asynchronous" aspect of the course.

There might be occasion when the instructor will set a chat time ("synchronous") where he/she assigns a specific date and time for all the students to try to meet in the chat room to ask questions.

All assignments, quizzes, exams, and projects must be completed within the time frame of the course. The instructor will set individual due dates for your assignments, projects and tests.

**How many hours a week do I have to devote to my online course?**
Just like a classroom course, to get the most out of any type of learning you must commit a certain amount of time to complete the course. You will most likely spend approximately 10 hours a week going over class lectures, doing assignments and spending time on the discussion forum. Time required for each course will vary.

**Will I be able to see my online instructor or communicate with him/her via telephone?**
Unless there is an extreme instance, all communications with your instructor will be done either through email, the discussion forums or the chat sessions. Please do not expect your instructor to telephone you.

**How do I communicate with my instructor?**
You communicate with your instructor by either email, discussion forums, or chat sessions. Students are highly encouraged to use these modes of communications, as faxed or mailed assignments are not accepted.

**What happens if I have trouble accessing the URL with my login and password?**
Contact the Distance Learning Center (DLC) office at unex-online@uci.edu or 949-824-7613 and we will assess and work to fix any problems in the most expeditious manner. In order to better serve you, please note the problem as it occurred.

**Will having a firewall at home or at work prevent me from working on my online course?**
Although, this very seldom occurs, your firewall may prevent you from posting to the discussion forum while allowing you to read the lectures and other resources.

**Do I need to have cookies enabled?**
Yes, it is necessary to have your cookies enabled. To best protect your computer it is suggested that you vary your cookie options to ensure the most secure level.

**Can I access my course from anywhere?**
You can access the course anywhere that you have Internet access. Some companies have firewalls that prevent you from participating in the chat sessions. Please check with your company before you attempt to access the course.

**I have enrolled and I entered my key, but it still won't let me in.**
Many of you will have enrolled prior to the course start date. Courses will not appear until the course start date. Please note that the first week is considered an orientation week where you can become familiar with the course tools. Always make sure to enter a category for the current quarter that you are signed up for. Many times, previous quarters will be available for past students.

**When is the last day to drop the course?**
The last day to drop a course follows the standard provided in the UCI Extension catalog. There will be an administrative fee accessed for any withdrawals within the allowable period. Please refer to the Extension website at http://unex.uci.edu/services/registration/drops for more information.

**What happens if I can't finish a course?**
We understand that certain situations can occur. Please refer to the UCI Extension catalog for procedures, etc.

**How do I know which online courses can take the place of classroom courses?**
Please visit our website at http://unex.uci.edu for more information about our certificate programs and course offerings.

**How do online courses work?**
Once you begin your course, you will find that with the use of the course tools, you will be able to navigate from the lecture to the discussion forums or to the weekly outline. You will be able to maneuver through the Web site to post/read assignments and to download/upload files from your instructor. Your instructor will primarily be contacting you by email or through the discussion forum. Once you begin your course, you will find that with your instructor's help, you will find the benefits of taking a course online.

Help files are found on the Distance Learning Center website with instructions on accessing your online course with information about tools use.

**Do I need to purchase books or any additional items?**
Some courses do require that you purchase books or software. Please contact the UCI Bookstore for more information about the books for your courses at (949) 824-7810.

**What happens after I sign up for a course, how do I get started?**
If you enroll through the Web site at http://unex.uci.edu you will receive a confirmation email from our Student Services office with information regarding the steps needed to create your login and password, URL to access your course, and the enrollment key to enter your course.

If you have faxed or telephoned your enrollment, you will receive by U.S. mail a confirmation of your course enrollment. On that confirmation you will find the information regarding access to your online course.

**I signed up for this quarter's term and I can't fine my online course!**
Your online course will not be available until the actual course start date. The first week of the course is an orientation week, you will have this time to review the syllabus and become familiar with the course tools.

**What is an enrollment key?**
An enrollment key is required only for the first time that you enter your online course. Your enrollment key will be given at the same time as the information regarding your course access.

**Will the platform for online courses be changing continually every quarter?**
There will be changes periodically. Changes occur mainly as a result of student and instructor feedback to our Web site. This is done to maximize the tools.

**Is my online course an instructor led course?**
Like a traditional course, your online course has an instructor that will conduct the course by giving assignments, answering questions, leading discussions and assigning grades.

**Can I get a degree online?**
At this time, you can only receive a Master's Degree in Criminology, Law and Society.

Students intending to transfer UC Irvine Extension course credit for a degree at another college or university should verify acceptance of the course with that institution.

**What kind of grade options do I have?**

The grading options are exactly the same as that of classroom courses.

**Who do I contact if I am having problems with the instructor?**

Please contact the DLC office at (949) 824-7613 or unex-online@uci.edu. Your instructor should be very explicit on the course syllabus or welcome message as to their availability. If the instructor is going out of town or will be away from the computer for an extended period of time, he/she must notify the class.

**Why do I get emails of the discussion forum postings?**

If you are receiving emails from the discussion forums, you are subscribed to that particular forum. You can change this option by going to the forums sections on the left side of the course site under Activities. By selecting forum, you will be able to see all the forums created and to turn on/off the subscription function. There may be a forum that you will not be able to change. More than likely, that will be a place where the instructor will post announcements.

**I like getting the forum subscribed emails, but the responses I made are not on the course Web site.**

If you prefer to receive the subscribed emails from the forum, please do not reply to the email directly, but post your reply to the specific forum where the posting originated. This will ensure that others, including your instructor, will see your reply or comment.

**I am confused and frustrated, I can't seem to find my way around the Web site. What can I do?**

Call us at (949) 824-7613. We will be happy to walk you through the tools and show you everything you need to know.

# UNIVERSITY OF CALIFORNIA, IRVINE
## UNIVERSITY EXTENSION

## APPLICATION FOR CANDIDACY
### Certificate Program in Administrative Mangement

This form must be submitted, along with a filing fee of $125, prior to completion of the third course in the Program.

NAME ☐ Mr. ☐ Mrs. ☐ Ms. _____

HOME ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE: DAY _____ EVENING _____

EMAIL _____

SOCIAL SECURITY OR STUDENT ID NUMBER _____

JOB TITLE _____

EMPLOYER _____

EMPLOYER ADDRESS _____

### *Payment must be included with application.*

☐ MY CHECK FOR $125 IS ENCLOSED (Payable to Regents of University of California).
   CANDIDACY FEE IS NONREFUNDABLE AND NONTRANSFERABLE.

☐ CHARGE TO: ☐ VISA ☐ MASTERCARD ☐ AMERICAN EXPRESS

ACCOUNT NUMBER _____ EXP DATE _____

AUTHORIZED SIGNATURE _____

***Mail or Fax To:***
University of California, Irvine
University Extension
PO Box 6050, Irvine, CA 92616-6050
(949) 824-2090

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