

Instructor's Manual

**Certified Professional Secretary<sup>®</sup> (CPS)**

**and**

**Certified Administrative Professional<sup>®</sup> (CAP)**

**Examination Review Series**

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**ADVANCED ORGANIZATIONAL  
MANAGEMENT**

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## Proposed Course Outlines

### I. Four-Week Course Format

Week #	Course Topics
1	Course Intro Chapter 1: Critical Thinking and Decision-Making Processes Chapter 2: Strategic Planning—Mission and Values Chapter 3: Allocating Resources
2	Chapter 4: Mentoring and Training Chapter 5: Conducting Research Chapter 6: Organizational Leadership
3	Chapter 7: Team Building and Team Leading Chapter 8: Solving Problems and Resolving Conflict Chapter 9: Conducting Meetings
4	Chapter 10: Communication Chapter 11: Legal Issues in Communication Chapter 12: Professional Protocol

### II. Eight-Week Course Format

Week #	Course Topics
1	Course Intro Chapter 1: Critical Thinking and Decision-Making Processes Chapter 2: Strategic Planning—Mission and Values
2	Chapter 3: Allocating Resources Chapter 4: Mentoring and Training
3	Chapter 5: Conducting Research Chapter 6: Organizational Leadership
4	Chapter 7: Team Building and Team Leading
5	Chapter 8: Solving Problems and Resolving Conflict Chapter 9: Conducting Meetings
6	Chapter 10: Communication
7	Chapter 11: Legal Issues in Communication
8	Chapter 12: Professional Protocol, Practice Exam

### III. Twelve-Week Course Format

Week #	Course Topics
1	Course Intro Chapter 1: Critical Thinking and Decision-Making Processes
2	Chapter 2: Strategic Planning—Mission and Values
3	Chapter 3: Allocating Resources

4	Chapter 4: Mentoring and Training
5	Chapter 5: Conducting Research
6	Chapter 6: Organizational Leadership
7	Chapter 7: Team Building and Team Leading
8	Chapter 8: Solving Problems and Resolving Conflict
9	Chapter 9: Conducting Meetings
10	Chapter 10: Communication
11	Chapter 11: Legal Issues in Communication
12	Chapter 12: Professional Protocol, Practice Exam