Administrative Office Systems Management

Eleanor Hollis Tedesco, Robert B. Mitchell

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Offering comprehensive, even-handed coverage of all aspects of management, for prospective and practising managers, this book covers the knowledge and skills they need to run today's office efficiently and effectively. The book integrates office management concepts with such practical skills as motivating, supervising and communicating with others; selecting and applying appropriate decision-making techniques; obtaining and analyzing data for improving job performance; and instituting change in operations. The book also gives specific information on planning and organizing the physical facilities of the office, including spacial planning, furniture, equipment and lighting. This edition is thoroughly updated to reflect current technology and management techniques, with revised decision-making activities and new lists of references at the end of each chapter.

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