

# **COURSE OUTLINE**

## **BMGT-117 Managing Successful Client Interactions 1 Semester Hour**

### **HOWARD COMMUNITY COLLEGE**

#### **Description**

This course provides the bases for the Professional Office Manager to prepare office staff in the elements of customer service function. Skills will include establishing effective and efficient interpersonal relations with current and potential clients. Functions such as initiating contact, providing clear information, determining level of client need and understanding, and incorporating office routines will be emphasized. Maintaining practices which are in alignment with legal regulations will be analyzed in light of the office goals. (1 hour weekly)

#### **Overall Course Objectives**

Upon completion of this course, the student will be able to:

1. Identify interpersonal relationship skills needed by the front-line worker in the practice setting.
2. Establish techniques designed to translate these skills to office orientation and training.
3. Construct a framework for training.
4. Determine level of skills attained by the staff and gaps in their skill levels.
5. Evaluate the established training program and initiate improvements in its implementation.

#### **Major Topics**

- I. Introduction to Customer Services
- II. Contact and Interpersonal Relationship Skills
- III. Maintenance of Work Ethics
- IV. Attaining and Exceeding Client Expectations
- V. Collaboration and Team Functioning
- VI. Information Sharing
- VII. Legal Frameworks that Impinge on the Practice
- VIII. Establishing Office Practices that Coincide with Legal Parameters
- IX. Tools for Service Excellence
- X. Critical Thinking in the Practice Setting
- XI. Adjustment to and Management of Change

#### **Course Requirements**

Grading/exams: The grading guidelines will be distributed at the first class session. At least two exams and a pertinent project will be incorporated into the course grade.

Each student will complete an applied project which is appropriate to the setting in which he/she practices. Guidelines for the project will be distributed and discussed.

**Other Course Information**

Faculty-led presentations and discussions will be among the formats for the course. Inter-student discussions and problem solving will also form a substantial portion of the learning activities. Approximately one-third of the course content and student work will be directed to the specific employment area in which the student is involved. These areas will include health care office, legal office, accounting, and financial management.