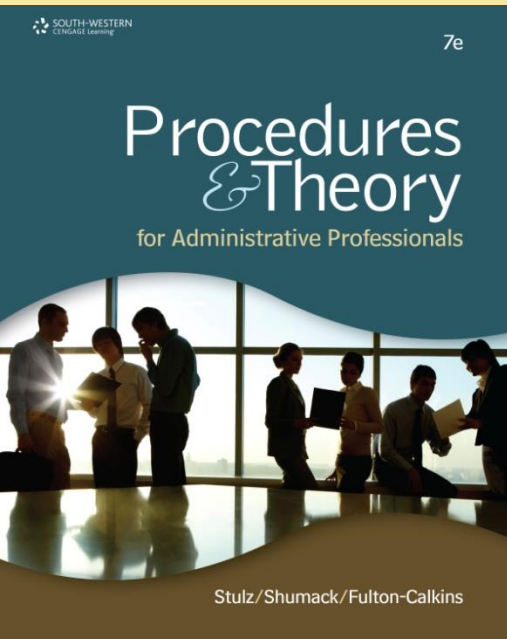


CHAPTER

# 1

# The Workplace— Constantly Changing



- 1 The Dynamic Workplace
- 2 Workplace Organization
- 3 Administrative Professional Qualifications

# The Dynamic Workplace

- Economic globalization
- Changing technology
- Workplace diversity
- Job outlook
- Changing workweek
- Physical workspace

# Economic Globalization

- For businesses:
  - Seeking partners and customers globally
  - Outsourcing
  - Cost-saving measures
- For employees:
  - More job change
  - More and different responsibilities

# Other Changes

- Changing technology
  - Increased productivity
  - More managerial job responsibilities
- Workplace diversity
  - Increased cultural diversity
  - More older workers

# Office Administration

- The demand for administrative professionals (APs) is strong and growing.
- Both women and men choose office administration as
  - A career
  - A means of advancing within a company or field

# Typical Responsibilities

- Conduct Web research
- Research and recommend equipment
- Train and support new APs
- Research, prepare, and give presentations
- Supervise APs
- Prepare presentation materials

# Typical Responsibilities

- Store and retrieve computer materials
- Organize and maintain paper and electronic files
- Create spreadsheets, manage databases, and create reports
- Arrange conference calls and web seminars

# Typical Responsibilities

- Work in teams with other APs
- Research and prepare statistical reports
- Review journals
- Write and post job vacancies
- Order supplies
- Prepare letters, memos, and e-mail
- Schedule appointments



# Job Outlook

- One of the largest U.S. occupations
- Will add many jobs in coming years
  - Jobs in expanding areas of U.S. economy
    - ➔ Health care
    - ➔ Social services
    - ➔ Legal services
  - Expanding roles (work once done by other professionals)

# Job Outlook

Projected Growth 2008–2018			
Occupational Title	Employment 2008	Number Change	Percent Change
Secretaries and administrative assistants	4,348,100	471,600	11
Executive secretaries and administrative assistants	1,594,400	204,400	13
Legal secretaries	262,600	48,400	18
Medical secretaries	471,100	125,500	27
Secretaries, except legal, medical, and executive	2,020,000	93,300	5

# Job Outlook

Employment by Specialty	
Secretaries, except legal, medical, and executive	46%
Executive secretaries and administrative assistants	37%
Medical secretaries	11%
Legal secretaries	6%

# Other Changes

- Changing workweek
  - Compressed workweek
  - Flextime
  - Job sharing
- Physical workplace
  - Virtual office
  - Mobile office
  - Home office

# Varying Job Titles

- Administrative assistant
- Administrative associate
- Secretary
- Executive secretary
- Office manager
- Executive assistant



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# The Work World

- Organizational culture
- Types of organizations
- Formal organizational structures

Learning about the culture, structure, and management of your company will help you perform your job better.

# Types of Business Organizations

- Sole proprietorships
- Partnerships
- Limited liability companies
- Corporations
- Nonprofit corporations
- Governmental entities

# Organizational Structure

- Stockholders
- Board of directors
- Management



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# Administrative Professional Qualifications

- Communication
- Interpersonal relations
- Time management
- Critical thinking
- Decision making
- Creative thinking



# Success Qualities

- Openness to change
- Initiative and motivation
- Integrity and honesty
- Dependability
- Confidentiality
- Commitment to observing and learning