

وزارة التعليم العالي والبحث العلمي

جامعة الفرات الأوسط التقنية

المعهد التقني كربلاء

قسم تقنيات ادارة المكتب

محاضرات في مادة

قراءات انكليزية متخصصة

Specialist Reading in English

المرحلة الاولى

إعداد

م.م حسن هادي كهو

مدرس المادة

The curriculum

عدد الساعات الاسبوعية وعدد الوحدات				السنة الدراسية الاولى	تقانة المعلومات	باللغة العربية	اسم المادة
عدد الوحدات	المجموع	العملي	النظري		SPECIALIST READINGS IN ENGLISH	باللغة الانكليزية	
8	4	2	2		الانكليزية	لغة التدريس	

The general Target : Introduce Student to the English terminology in the field of the study plan of the department, as well as, enable them to understand the Vocabulary used in different fields.

The Specific Target : Enable the Student to read the topics related to his competence and provide an opportunity to connect with what posed by foreign English books, magazines and research in the field of his competence.

ت	Week	Details of Curriculum
1	First	Introduce English Vocabulary related to the main topics competence in the department of office Management: Management office, Management, Time Management, the culture of archive, correspondence, Information Technology and Organizations Ceremony, and Shorthand.
2	Second	Readings of selected topics in the field of management
3	Third	Practical uses for different terms in the field of management.
4	Forth	Conversation inside classroom about the field of management.
5	Fifth	Readings selected topics in the field of Time management.
6	Sixth	Practical uses of terms in office management.
7	Seventh	Conversation inside classroom about the field of Office management.
8	Eighth	Readings selected topics in the field of Time management.
9	Nineth	Practical uses of terms in the field of Time management.
10	Tenth	Conversation inside the classroom about the field of .time management.

11	Eleventh	Readings selected topics in the field of the culture of Archives.
12	Twelfth	Practical using of terms in the field of the culture of Archives.
13	Thirteenth	Conversation inside the classroom about the field of culture of Archives.
14	Fourteenth	Readings of Selected topics in the field of correspondence
15	Fifteenth	Practical uses of different terms in the field of correspondence.
16	Sixteenth	Conversation inside the classroom about the field of correspondence
17	Seventeenth	Readings of Selected topics in the field of technique and system of information
18	Eighteenth	Practical uses of terms in the field of technique and system of information
19	Nineteenth	Conversation inside the classroom about the field of technique and system of information.
20	Twenty	Readings of selected topics in the field of ceremony.
21	Twenty-First	Practical uses of different terms in the field of ceremony.
22	Twenty-Second	Conversation inside the classroom about the field of ceremony.
23	Twenty-Third	Reading of selected topics in shorthand writing
24	Twenty-Forth	Practical uses of terms in the field of shorthand .
25	Twenty-Fifth	Conversation inside the classroom about the field of shorthand
26	Twenty-Sixth	Reading of selected topics in the field of Internet and computer.
27	Twenty-Seventh	Practical uses for different terms in the field of Internet and computer.
28	Twenty-Eighth	Conversation inside the classroom about the field of Internet and computer.
29	Twenty-Nineth	Reading of selected topics in the field of writing report.
30	Thirty	Practical uses for Vocabulary and Conversation about selected topics in the field of writing report.

First week

Introduce English Vocabulary related to the main topics competence in the department of office Management: Management office, Management, Time Management, the culture of archive, correspondence, Information Technology and Orgenazations Ceremony , and Shorthand.

Firstly / Basic English Terms

- | | |
|---------------|-----------------|
| 1- Definition | 20- Interview |
| 2- Objectives | 21- Staffing |
| 3- Types | 22- Cooperation |
| 4- Form | 23- Answer |
| 5- Level | 24- Question |
| 6- Purpose | 25- Instruction |
| 7- Terms | 26- Translate |
| 8- Branches | 27- Meaning |
| 9- Element | 28- Mach |
| 10- Notice | 29- Complete |
| 11- Main | 30- Brief |
| 12- Basic | |
| 13- Selection | |
| 14- Internal | |
| 15- External | |
| 16- Skills | |
| 17- Roles | |
| 18- Processes | |
| 19- Operation | |

Secondly / Basic Terms Of Office Management Department

- | | |
|----------------------------------|------------------|
| 1- Office Management | 25- Environment |
| 2- Management | 26- Manager |
| 3- Archives Management | 27- Productive |
| 4- Information Technology | 28- Subordinates |
| 5- Human Resources Management | 29- Supervise |
| 6- Reports Writing | 30- Innovation |
| 7- Office Organization | 31- Personality |
| 8- Time Management | 32- Culture |
| 9- Service Legislations | 33- Wages |
| 10- Correspondence in English | 34- Incentives |
| 11- Ceremonies Management | 35- Performance |
| 12- Authority and Responsibility | |
| 13- Evaluation | |
| 14- Division of work | |
| 15- Office procedures | |
| 16- Centralization | |
| 17- Decentralization | |
| 18- Delegation of Authority | |
| 19- Decision Making | |
| 20- Organization Structure | |
| 21- Top Management | |
| 22- General Management | |
| 23- Middle Management | |
| 24- First Line Management | |

Second, Third, and Fourth week

Reading of selected topics in the field of management, Practical using for different terms in the field of management, Conversation inside classroom about the field of management.

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Concept of Management and functions

1- Management :-

- Is a function used for carrying out duties by others who achieve special objectives.

- Management is a science and art . It is a science because it depends on principles and scientific methods. It is an art because it depends on personal and human skills . So science and art complete each other.

Management is important in organizations and the societies specially in growing countries . The development of any country now doesn't depends only on human and material resources but on how to manage these resources.

Management Functions:



1- Planning:-

It is forecasting the future and preparing for it. And it's a group of activities which doing by the managers or supervisors.

2- Organizing :-

It is to arrange the works needed to achieve the objectives and to limit the authority and responsibility for each management to achieve these works.

3- Directing :-

It is a set of activities lead to direct the efforts of the employees to achieve the objectives of the organization. It includes:

A. Motivation : It is the process to know the needs of the workers, their aims, wishes, to a care of them, encouraging and rewarding them in order to achieve their aims .

B. Leadership : It is the person's ability to influence other's behaviors and guide them in order to make them co-operative and to motivate them to work efficiently to achieve aims.

C. Communication : It is the process to transport information from one person to another.

Communication elements :

1. Sender.
2. Receiver
3. Message
4. Means (ways)

Communication Direction:

1. Vertical Communication: It is divided into;-
 - A. Downward Communication
 - B. Upward Communication
2. Horizontal Communication.

4- Controlling :-

It is to be sure that what is achieved is done according to the plans made .

(It is to compare between what is planned and what has been achieved and to know the deviation to correct it) .

Enterprise functions :

- 1- Production.
- 2- Marketing
- 3- Purchasing
- 4- Finance
- 5- Personnel
- 6- Public Relations

1- Production:

It is to get the elements of production and use them in industry to create new goods or give useful service.

Elements of production:

1. Human Resources
2. Buildings
3. Tools
4. Materials

2- Marketing :

It is to direct the goods from the producer to the consumer. It include transportation, storage, advertisement , etc.

3- Purchasing:

Is to prepare the needs of materials and goods used in the factory for production or selling them again.

4- Finance:

Is to supply money to buy lands, tools, raw materials, pay the wages and salaries.

5- Personnel:

Is to take care of Human Resources and take care of human relationships inside the enterprise.

6- Public Relations:

It is a planned activity aiming to achieve satisfaction and understanding exchanged between the organization and the public inside or outside the organization. This is done through policies and programs which depend on undertaking the principle of social responsibility .

The relationship between management functions and organizational functions

There is a strong relationship between the management functions and the functions of the organization represented by the functions of the organization as a field for the practice of management functions, where the functions of planning, organizing, directing and controlling are exercised to accomplish each of the functions of the organization with high efficiency. It also needs to organize workers in a coordinated manner to ensure that each of them knows his role and the limits of his powers at work. There is a need to guide workers on how to do their work and motivate them to increase production, finally, work performance must be monitored to ensure that plans are achieved and any deviation is corrected.

Management application fields

The fields of administrative work can be divided into three sections:

1- Enterprises: objective to achieve a financial or economic return from their operations, and they are found in any economic sector. The management that is practiced to accomplish the functions of these organizations and achieve their goals is called business management.

2- Non-profit organizations: They are not aim to achieve a financial or economic return from providing their services to society generally, but rather aim to provide services efficiently.

3- Other fields: These are located between Enterprises and Non-profit organizations, such as associations, unions, etc. The management is practiced in these fields to achieve its goals for which it was established, there are different names for the management that is practiced in these fields, such as the management of charitable societies, and the management of cooperative societies

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Some Important Definitions

1- Organizational Structure:

It means a building or a framework which shows managerial divisions in the organization showing formal relations, authority lines, communication channels and span of control.

2- Span of Control:

It is the number of subordinates supervised by one person and they must obey his authority.

3- Authority:

Is the right to give orders and power to force others to carry out these orders

4- Responsibility:

It is the obligation or the commitment of the employees to carry out the duties given by their managers to achieve special objectives.

5- Delegation of Authority:

It is to give others the right of act and to take decisions in limited fields to achieve the objectives.

6- Centralization:

It is to limit the authority in top management in the project. Top management has right to undertake all the decisions away from other executive the levels in the project.

7- Decentralization :

It is to distribute the authority between the manager and his assistants the manager delegates apart of his authority to a suitable assistant.

8- Organizational Chart:

It is a mean to explain the special structure in the organization

Types of organization Charts:

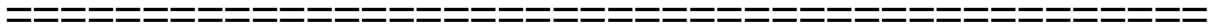
1. Vertical chart
2. Horizontal Chart.
3. Circular Chart.

9- Decision making :

It is choosing the best alternative among the available ones.

Decision making stages

- 1- Recognizing and identifying the problem
- 2- Gathering information and data
- 3- Identifying alternatives or possible solutions
- 4- Determine the expected results
- 5- Choose the most suitable alternative
- 6- Putting the alternative into practice
- 7- Follow up on the implementation of the decision



Fifth, Sixth and Seventh week

Reading selected topics in the field of Time management.

Practical using of terms in Time management.

Conversation inside classroom about the field of .time management.



Basic Terms and Definitions of Time Management

- | | |
|---------------------|---------------------------------|
| 1- Business | 10- Controlling time |
| 2- Over time | 11- Time record summary |
| 3- Executives | 12- Special time logs |
| 4- Delegation | 13- Simplification of Procedure |
| 5- Time Analysis | |
| 6- Self disciplines | |
| 7- Self Management | |
| 8- Planning time | |
| 9- Organizing time | |

Time Management:

Time management represents one of the available resources of management . It is accomplished by planning, organizing and supervising of the activities of the management . Time management improves the use of time and invests it to achieve the desired results and to avoid loss in time.

Now time management contributes in achieving more successes for the organization because of its positive reflections on quick performance, reducing cost, increasing production and reducing efforts. So it is possible to say that the importance of time management rises from the followings:

- 1. Achieving required results in available shortest time .**
- 2. Time management mean better investment of time resource in the execution of the activities of the organization.**
- 3. Time management participates in reducing cost.**
- 4. Time management helps reducing waste of time.**

Factors effecting time management:

- 1. Personal characteristics of workers.**
- 2. Organizational factors (like exaggeration of information secret , excess of records and documents and exaggeration in applying centralization or not delegation of authority) these factors cause waste of time.**
- 3. Technical factors in communication lead to time saving (telephone, e-mails, computers, internet)**
- 4. Others factors effect of time management efficiency Positively and negatively. (reception visitors and relatives and spending time in taking care of their personal matters, reading newspaper and magazines).**

Basic process of time management:-

1. Time planning .
2. Time organizing:
3. Time Controlling.

Time wasters and how to control it

Waste of time: It is a dynamic concept that changes with changing circumstances, times, places and people. It is an activity that takes unnecessary time, or uses time in an inappropriate manner, or that it is an activity that does not give a return commensurate with the time spent for it.

The overall view of (wasted) time requires paying attention to the following:

- 1- Any activity is considered a waste of time if you consider it and realize it as such.
- 2- Every waste of time is an inappropriate use of your time.
- 3- The reason for all (wasting time is you or others or you and others, time is not wasted alone, but needs someone to waste it.
- 4- Although all time wasters can be justified, such as saying “It is not my responsibility” or “Society imposes this.”

Factors lead to wasted time

1- Poor management and insufficient organization: Bad management leads to wasting the time of many workers, especially the manager’s time

2- Inflation of workers: Exceeding the number of workers from the appropriate limit leads to wastage of time.

3- Increasing the number of meetings more than the reasonable limit: The manager must be keen to reduce the number of meetings to the minimum, and he should invite only the concerned persons to participate in them.

4- Inadequate information and communication systems: Information is the cornerstone of the manager's work, and therefore, a great deal of time may be lost as a result of the delay in the arrival of information or as a result of the arrival of inaccurate information.

5- Sudden visits, unsuccessful meetings, hesitation in making decisions, fear of making mistakes, incorrect delegation, poor order of priorities, interruptions during work, compliments and social interaction within the organization.

6- Excessive phone calls and reading newspapers and magazines.

7- Starting the implementation of any task before thinking about it and planning for it, moving to a new task before completing the previous task, and paying attention to routine issues of less importance.

Control of time wasters

Effective time management depends on skipping time and on the manager's ability to take positive action to face (wasted) time. Thus, planning time if it is not accompanied by taking positive measures to prevent wasting it, becomes meaningless.

Accurate identification of goals is the first step to overcoming time wasters, because without specific goals there is no time wasters, because every activity becomes like other activities. The goals and what the manager wants to reach are the ones that point the finger of accusation that this activity is a waste of time or not, in other words that there is no absolute definition of wasting time, it is a relative matter, so what is a waste of time for one person may not be the same for another And (wastes of time) can be divided into two parts: - external (wastes) and internal ones. Either external (wastes) come from people (family, customers) or things (such as reading and writing letters, memos and reports), which are in any case beyond the manager's control. Internal wastes have an internal source and are difficult to overcome, and they usually include procrastination, meetings, poor planning, and the inability to say ((No)).

Every manager wastes time, but they are not equal. There is a manager who achieves results and another who achieves nothing. Many managers do not want to recognize (wastes of time in order to get rid of them, because this matter requires change and change is not easily done, as it requires a review of personal and functional habits.

The basic steps of the proposed approach to controlling time wasters

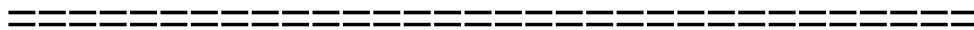
1- **Data collection:** Understanding the nature (wastes) of time requires collecting the necessary information. It is not enough to admit that visitors, for example, represent a problem, but rather it is necessary to know their number, the reasons for the visit and its circumstances.

2- **Identifying the possible causes:** It is necessary to identify the possible causes for each of these wastes. Is it the manager himself, the others, or the environment?

3- **Develop possible solutions:** This requires discussing each waste of time separately and developing possible solutions to eliminate it.

4- **Choosing the most feasible solutions:** This is done by evaluating each of the possible solutions for each waste of time to choose the best and most effective of these solutions.

5- **Implementation of the chosen solution:** When choosing the best solution, it must be put into practice, and then evaluate this solution in order to identify its suitability and its effectiveness in solving the problem.



Eighth and Ninth week

Reading selected topics in the field of office management.

Practical uses of terms in office management.

Conversation inside the classroom about the field of office management.



Basic Terms and Definitions of the Office Management

1- Private Secretariat

4- Privacy

2- Specialized Secretariat

5- Memorandum

3- General Secretariat

6- Telegrams

- | | |
|------------------------------------|----------------------|
| 7- Secretary | 18- Office Layout |
| 8- General Secretary | 19- Flow of Work |
| 9- Private Secretary | 20- Kinds of Callers |
| 10- Types Offices | 21- Appointment |
| 11- Open Offices | 22- Report |
| 12- Private Offices | 23- Office Work |
| 13- Meetings | |
| 14- Types of Meeting | |
| 15- Elements of meeting | |
| 16- Importance of Meeting | |
| 17- Information Desk and Reception | |

The Office

It is any place in which all official works are done.

Elements of Office Management:

1. Planning the office place, personnel, material and equipment used.
2. Selecting personnel and developing abilities.
3. Organizing individuals and distributing business.
4. Directing individuals and achieving the works entrusted to them.
5. Controlling individuals, business and materials to Ensure that the progress of work is done according to the plan.

Qualities of a good office:-

1. Simple and specialized in the different official works.
2. Guarantees the flow of works.
3. Flexible and subject to changes.

4. Using machines of office equipment perfectly.
5. Follows the steps of good work.

Centralization in the official work: It is to limit official activities in one management.

Advantages of Centralization:

1. Specialization in official works.
2. Reducing the cost.
3. Prevention of duality in the work.
4. Combining the standards and principles.
5. Improving official work management.
6. Simplicity of supervising, following-up and controlling.

Disadvantages of Centralization:

1. Delay in work achievement.
2. Submitting all the departments to specialized works which may disagree with the needs of other departments.
3. Separating official and specialized functions.
4. Loss of secret.

Decentralization in the official work:-

It is practicing official works by different departments which belong to the enterprise within the activity of that department and the keeping information and data inside the special department

Advantages of Decentralization: -

1. achieving the work quickly.
2. Introducing better services to the office department knowing the duties of workers.

Disadvantages of Decentralization:

1. Using more workers than needed for the official works.
2. Duality of works and keeping information in different directions.
3. Following different ways by the department in the work .

Types of Offices:

1. Open-Plan offices: It is a big hall including most of official managements. Nothing separates these managements walls. Sometimes they use cabinet or blocks made of aluminum or plastics to separate them.

Advantages of the open office:

- The economy in spatial space as a result of the absence of barriers and walls to separate the departments from each other.
- Ease of supervising employees.
- Ease of communication of employees with each other.
- Achieving a uniform appropriate level of heating, lighting and ventilation for all employees.
- Ease of making any modifications or changes to the office.

2. Private Office: It is a place specialized for the employee to work a lone away from others.

There are indicators that are taken into consideration when deciding to give a specific employee his own office. These indicators are:

- If the position requires allocating a special office to give him the necessary prestige.
- B. If the position requires a special atmosphere free of noise and inconveniences.
- If the nature of the work requires some kind of confidentiality.

There is almost unanimity among the specialized scholars on the necessity of limiting the phenomenon of this type of offices, unless there is an extreme necessity that calls for that, and this is due to several reasons, including:

- Direct supervision by the division or department official is not available if it is in a separate office.
- The private office requires more space.
- Private offices obstruct the workflow on a regular basis.
- Private offices need additional channels for air conditioning and lighting.
- Private offices are expensive for the department.

Main functions of the office:

1. Receiving information.
2. Recording information.
3. Providing information.
4. Participating in the protection of enterprise ownerships.

Organizational Functions of the office:

1. Following the function management .
2. Analyzing the official work systems and to put the proper systems to achieve the work.
3. Arranging and designing the official forms.
4. Arranging and choosing the official equipment.
5. Selecting and training the workers in the office.

The Secretary

Duties of the secretary: -

1. Writing different kinds of Correspondence.
2. Preparing for the meeting (typing, writing the subjects of the meeting).
3. Receiving visitors.
4. Receiving and sending mail related to(his, her) chief .
5. Scheduling the appointments of the chief.
6. Following the special telephone calls to the chief.
7. Typewriting in two languages.
8. Keeping and classifying the special letters of the chief.
9. Summarizing newspapers and magazines and presenting them to the chief .
10. Using and operating office equipments.
11. Writing letters in short hand and translating them accurately.
12. Preparing the traveling needs of the chief.

Secretary and the meeting:

Before the meeting:

1. Preparing the agenda.
2. Making sure that the meeting room is equipped with the necessary needs.
3. Preparing all details related to the meeting.
4. Collecting information related to the meeting.

During the meeting:

1. Attending early the meeting room and making sure that all the needs required are available.
2. Registering names of members attending and the absentees.
3. Reading the items of the previous meeting.
4. Helping the chief by providing any information or earlier correspondence during the meeting.
5. Registering details of the discussions conducted in the meeting

After the meeting:

1. Turning back the earlier correspondence to its resources.
2. Writing a draft record of the meeting.
3. Submitting the draft record of the meeting to the chief in order to be checked.

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Eleventh, Twelfth and Thirteenth week

Reading selected topics in Archives concept.

Practical uses of terms in the field of the culture of Archives.

Conversation inside the classroom about the field of Archives concept

Basic Vocabulary and Definitions Of The Archives Management

- | | |
|------------------------|------------------------|
| 1- Active records | 5- Records Maintenance |
| 2- Alphabetic Filing | 6- Index Record |
| 3- Alphanumeric Filing | 7- In Coming Mail |
| 4- Archives | 8- Outgoing Mail |

9- Arrangement

10- Classification

11- Coding

12- Collection

13- Decimal numbering

14- Document

15- Drawer files

16- Equipment

17- Geographic Filing

18- Guide Card

19- Sorting

20- Separate

21- Indexing

22- Individual Folder

23- Inactive Files

Filing:

Is to arrange and store the documents, records and letters following a certain system to ensure their safety and to get it easily and quickly when needed.

Source of archives:

1. From outside enterprise.
2. From inside enterprise.

Duties of the Filing :

1. Handling of incoming mail . Receiving , sorting, checking, recording and sending it to the specialized departments in the enterprise.
2. Handling of outgoing mail. Receiving it from the different departments in the enterprise, checking, recording and sending it to the specialized departments.
3. Setting up files for the subjects and names and keeping incoming correspondence and copies of the outgoing letters and memorandum in special files.
4. Controlling the movement of the circulation of the files.

5. Working on the maintenance of archives.
6. Continuous following-up of incoming mail.
7. Developing the work of managements towards the best either by raising the efficiency of workers or by providing them with the developed equipments.

Incoming mail: It is all letters arriving from outside the organization.

Out-going mail: It is all outgoing letters the organization sends to (people) whom it deals with.

Centralization: It means that there is one unit of archives in the organization.

Decentralization: It means that there are many general archives in the organization.

Factors taken into consideration while determining keeping and supervising the archives:

1. The age of the enterprise.
2. The size of the enterprise.
3. The nature of use.
4. The speed in using.
5. Areas.
6. Security.
7. Controlling.
8. Cost.
9. Employees.

Procedure of the incoming mail :

1. Receiving the mail.

2. Recording it in the incoming record.
3. Classifying it and earlier correspondence finding .
4. Directing.
5. Recording it in the follow up records..
6. Giving it to the managements and departments.

Procedure of the out-going mail

1. Receiving the mail from different departments.
2. Classification.
3. Giving it number and date.
4. Distribution.

Classification: It is the process of dividing mail , files in to groups . Every group has the same features.

Classification Methods: There are many ways to classify:

- 1- Objective classification: the topics are arranged on the basis of the relationship between them so that the location of each topic can be determined inside the classification and access it easily.
- 2- Accidental classification: A complementary means of Objective classification to aggregate material that examines topics specific to a particular geographic location
- 3- Formal classification: specific to the shape of the material such as pictures, films, tapes, and newspapers.
- 4- Alphabetical classification: The alphabetical order of the topics is used.

Arrangement:

It is the process of arranging archives after classifying them in order to get them easily and quickly.

Methods of arrangement:

1. The Alphabetical method: It depends on arranging names and subjects according to the Alphabetical letters.
2. The numeric method: It depends on numbers.
3. The Alphanumeric method: It depends on both Alphabetical letters and numbers.
4. The date (time) method: It depends on the date of document filed.

Indexing:

It is a process aiming at specifying the name of the person or subject that is going to be kept in the file.

Conditions that should be available in file system:

1. Simplicity.
2. Flexibility.
3. Suitable purpose.
4. coherence.
5. Simplicity to reach the document.
6. Security.

Kind of Archives:

1. Active archives.
2. Archives of middle value.
3. Archives with no value.

Procedure of the filing :

1. Separating mail in to groups.
2. Checking.
3. Indexing.
4. Coding.
5. Sending.

Filing System:

1. Alphabetic filing.
2. Numeric filing.
3. Objective (Subject) filing.
4. Geographic filing.
5. The date of filing.

archive and posting, consumption of archives

Reasons for posting:

- The accumulation of archives is a heavy burden on the enterprise
- Increasing costs for the tools you operate to save
- Increase space and effort
- Keep papers that may not be important

Posting methods:

1- permanent deportation (final): Permanent migration means migrating permanently inactive archives from master files to migration files

2- periodic relocation: It will be in three stages

- One-way patrol

- Two-stage cyclic method
- Periodic maximum and minimum limit method

Trading archives

The archives are handled by the different departments, so whoever uses this data must know how to request papers and files. And through the application form for papers or files, in which the following questions are answered: -

- 1- What are the extracted materials?
- 2- Who is the borrower?
- 3- When was the material extracted?
- 4- How long will the checked out material be out of file?
- 5- In what file will you save it when you return it?

Follow up on loaned files and papers

A specific policy should be established for the loan period of books and papers loaned outside the Archives:

- For papers, the period is between one week and ten days.
- For files, the period shall not exceed three days.

The borrowing period can be determined according to the following considerations:

- The value of the loaned papers
- The importance of loaned papers
- Lots of stock trading

Planning and designing the place of archives

The design mean: put a plan showing the location and arrangement of departments, and locating employees, furniture and office machines within each department

A proper design should achieve the following:

- economy in time
- Creating interdependence between departments
- The number and location of the rooms is appropriate to the method of workflow
- Proximity to the departments that the archives department deals with

General principles for design

The following principles are taken into account in the design process:

- 1- The sequence of actions in one direction.
- 2- Flexibility of the design and ease of adjustment.
- 3- Create an appropriate work environment.
- 4- Economy in space.
- 5- Easy of supervision.
- 6- Provide security for archives.
- 7- Appropriate overall appearance.

Fourteenth, Fifteenth and Sixteenth week

Reading of Selected topics in the field of correspondence.

Practical uses of different terms in the field of correspondence.

Conversation inside the classroom about the field of correspondence

(Basic Terms and Definitions of the Correspondences)

1- Trade

18- Whole Sale Trade

2- Imports

3- Exports

4- Production

5- Business Units

6- Commercial Sector

7- Home trade

8- Foreign trade

9- Retail Trade

10- Bank

11- Insurance

12- Life Insurance

13- Accident Insurance

14- Advertising

15- Business Letter

16- Current Account

17- Deposit Account

Types of Correspondence:

1. Private letters: are exchange between relatives and friends on private and personal matters.

2. Official letters: are written from government office to another involving official matters.

3. Business letters: are used for the purpose of conducting commercial transactions. They are carried out between business firms, traders, agents, banks, transport companies, insurance companies etc.

It plays an important part in business thus they should be:

1. Clear.
2. Concise.
3. Well organized.

Parts of business letters

Main parts of the business letters include:

1. The heading.
2. The date.
3. The reference number.
4. The inside address.
5. The salutation.
6. The body .
7. The complimentary close.
8. The signature.

Types of letters:

The main kinds of letters and documents through which foreign business transaction is conducted are the followings:

1. Inquires.
2. Replies to inquiries.
3. Offer
4. The order.
5. Executing order.
6. Invoices.
7. Complaints.
8. Adjustments to complaints.

Types of business units:

The main types which exist in Iraq are

1. The Socialist enterprises.
2. The Private enterprises.
3. The Mixed enterprises.
4. The Co-Operative Societies.

Trade:

Trade is the process of buying and selling goods . Trade is of two kinds:

1. Home trade. Is divided into two kinds :
A. Retail trade. B. whole sale trade.
2. Foreign trade.

Home trade: It means internal trade in a country. It is of two kinds:

A. Retail trade: It means selling of goods in small quantities directly to the public.

B. Whole trade : It is concerned with buying of goods in large quantities from the producer and selling them in small quantities to the retailer.

Foreign trade: Is the external trade of a country carried out between the home country and various foreign countries. It is divided into :-

A. The import trade: means buying and transporting goods from foreign countries to home consumption.

B. The export trade: means selling the goods outside the country.

Seventeenth, Eighteenth, and Nineteenth week

Reading of Selected topics in the field of technique and system of information.

Practical uses of terms in the field of technique and system of information.

Conversation inside the classroom about the field of technique and system of information.

(Basic Terms and Definitions of The Information Technology)

1- Environment

6- Communication Channel

2- External environment

7- Dissemination of Information

3- Internal environment

8- The Information Revolution

4- Input Unit

9- Field

5- Output Unit

10- Inputs

11- Instruction

20- Outputs

12- Questionnaire	21- Hard Ware
13- Floppy Disk	22- Feed Back
14- Voice Mail	23- Open Review
15- Electronic Mail	24- Retrieving
16- Manual System	25- Raw Materials
17- Main Memory Unit	26- Data Base
18- Machinery System	27- Micro Film
19- Strategic Planning	28- Electronic Meeting System

Information Technology:

(IT) is the study design, development, implementation, support or management of computer-based information system, particularly **software** applications and computer hardware. (IT) deals with the use of electronic computers and computer software to convert, store, protect, process, transmit and securely retrieve information.

Data:

It is a raw material which needs a number of treatment operations to become of a certain indication and use to become valuable in function decision making.

The reasons for describing the data in this way are as follows :

1. Unclear.
2. Not suitable and is not related to the subject of decision making.
3. Surplus of need and does not add any thing about the subject.
4. Disagreeing and contradicting.

5. Incomplete and does not give answer about decision making.

6. Old.

Information:

It is Facts or statements or numbers ready to be used in decision making process without any changing procedure.

Document:

Is a material carrying scientific information? It is considered as a record designed to transfer this information and spread it across time and place then using it in social activities.

Kinds of information in organization life:

1. Programmed information (Routine): information carrying a high amount of certainty and a little amount of risk because of it's a availability and usage in the organization.

2. Not programmed information (not routine) : information carrying a high amount of uncertainty and more risk because of the exceptional usage of this information and unavailability . It is available in the environment of external organizations.

System: Is A number of connected elements forming one structure in order to achieve certain goal.

Basic Contains of system:

1. Inputs: Represent the needs of performance for the activities of the system.

2. Operations that represent activities which transferring inputs to outputs.

3. Out puts: Represent system goals.

4. Feedback: Represent exchanging relationship between outputs and inputs and determines the relationship between the system and its Environment.

Kinds of systems:

1. Open system:

It is a system that reacts with external environment by taking energy, material and information. It always depends on external environment through its abilities in the environment. Systems are mostly Open reacts external environment through the inputs and what is sent to the environment as outputs.

2. Closed system:

It is system having strong and fixed limits, and is isolated from external environment.

Twenty, Twenty first, Twenty second week

Reading of selected topics in the field of ceremony.

Practical uses of different terms in the field of ceremony.

Conversation inside the classroom about the field of ceremony.

(Basic Terms and Definition of The Ceremonies Management)

1- Etiquette

2- Visitation

- 3- Invitation
- 4- Presidency
- 5- Conference
- 6- Protocol
- 7- Embassy
- 8- Arrive
- 9- Majesty
- 10- Ministry
- 11- Minister
- 12- Ministerial
- 13- Immunity
- 14- Diplomatic Corps
- 15- Diplomatic Language
- 16- Diplomatic Culture
- 17- Leave
- 18- Symposium
- 19- Key Word
- 20- Precedence
- 21- Reception

Ceremony:

It is an orderly expression of feelings appropriate of social situation.

Ceremony Management

It is the set of procedures, Systems and methods used in the rules of precedence, holding meetings, conferences, and Systems that must be observed in official occasions during which receptions, visits , parties and banquets are held inside or outside the country as well as official correspondence, written documents, indicative procedures and translation for foreign delegations.

Precedence

It means the right that a person enjoys that qualifies him to rise above others officially and socially.

Etiquette

refers to the principles in dealing that is characterized by art, flair and logic:

- 1- Etiquette of talking and listening**
- 2- Etiquette giving Gift**
- 3- Etiquette of dealing with others.**

Protocol

is the set of rules and norms observed in international and diplomatic relations to organize of official events.

Administrative specializations are represented as follows:-

1. Precedence and protocol.
2. Documentation.
3. Conferences.
4. Treaties.
5. International courtesies.
6. Immunities.

7. Exceptions.
8. Flags.
9. Banquets.
10. Invitations.
11. Receptions.
12. Visits.
13. parties
14. Medals

Characteristics of the Manager of ceremonies management

1. Scientific efficiency and knowledge of laws and rules of behavior a protocol and proprieties of behavior .
2. The Perfection of more than one language.
3. Acute, well organized and having strong memory.
4. Attractive and charming.
5. Believes in immediate measurements and personal supervision..
6. The ability of forecasting.
7. Accurate knowledge of important government persons. The history and heritage of his country.

Conditions must available of the workers in the executive levels:-

1. Believing in work.
2. Scientific vision.
3. Ability of responsibility bearing through facing managerial challenges.
4. Having enough information concerning with his job.
5. patience and equanimity and estimation condition of others.

6. caring about his appearance.

Kinds of Ceremony:

1. Enter and exit ceremonies.
2. Electric elevator ceremonies.
3. Walking on pavements ceremonies.
4. Walking in processions.
5. Receiving official visitors ceremonies.
6. Offering congratulations `ceremonies.

Ceremony Training:-

It is a continuous learning process aiming to give the trainer a set of customs which affect the delegate persons and visitors in such away that reveals the cases of welcome and honoring to them. This is done through fulfilling the requirements and contains of training case aiming to reinforce the diplomatic direction.

Training Fields:-

1. Training on the use of the priorities system rules.
2. Training on the proprieties of introducing , handshake and acquaintance
3. Training on receiving and farewell visitors and delegates.
4. Training on organizing and ordering banquet and invitations.
5. Training on organizing and preparing samples of invitation cards.
6. Training on how to use documents and records concerning ceremony management.
7. Training on the use of some of the common terms in the diplomatic language.

Twenty-third, Twenty-fourth, Twenty-fifth, Twenty-ninth, Thirty week

Reading of selected topics in shorthand writing.

Practical uses of terms in the field of shorthand.

Conversation inside the classroom about the field of shorthand.

Reading of selected topics in report writing.

Practical uses for terms in and Conversation about selected topics in the field of writing report

Basic Terms and Definitions of Reports Writing

- 1- Field sources
- 2- Census
- 3- Sample
- 4- Experience
- 5- Research
- 6- Finding Fact
- 7- Logical Reasoning
- 8- Complete Research
- 9- Scientific Method
- 10- Classification Data
- 11- Manual tabulation
- 12- Mechanical tabulation
- 13- Median
- 14- Mode
- 15- Standard Deviation
- 16- Correlation

Report:

Is to display the facts related to special subject or problem by analyzing them in a simple way and mentioning the suggestions which goes with the results reached through searching and analyzing.

Types of reports:

1. Annual reports.
2. Statistical reports.
3. Informative reports.
4. Financial reports.
5. Administrative reports.
6. Periodical reports.
7. Analytical reports.
8. Descriptive reports.

Main Features of a good report:

1. The contents of the report must be confident.
2. The report must be firm in style and easy to read and free from mistakes.
3. The report must be concise.
4. The report must be written in a clear language.

Important items of the report:

1. The subject.
2. The writer.
3. The reader.
4. The structure of the report
5. The objectives.

Report Structure:

1. The title page.
2. Thanks and Appreciation page.
3. Contents.
4. Introduction.
5. Report structure.
6. Summary.
7. Results, finding.
8. Recommendations.
9. Appendix.
10. References

Importance of report

Reports writing is great importance in all organizations, whether production or service, including the following:

- 1- Reports considered one of the effective means of written communication inside and outside organizations, as without them it would be difficult for management to control the events and activities taking place inside and outside the organization.
- 2- A means of assistance that can be relied upon in developing plans within the organization based on the information contained in these reports.
3. It enables the administrative base or the administrative leader to make the right decisions because it depends on the largest possible of facts and information.
- 4- Reports one of the effective control means because through it the management can criticize the decisions that are taken.
- 5- The reports help the superiors to identify the views of the subordinates to know the problems and information related to the work and the proposed solutions for that.

6- The reports are easily saved in special files that can be referenced when needed.

7- Reports provide to top management summary of the costs of all activities of the organization.

8- Reports provide an opportunity for discussion and exchange of information and views on matters relating to discussion.

Objectives of report writing for the organization

1. Description of phenomena: This means collecting, classifying and arranging data related to phenomena and objectives, for example preparing the unemployed. It should be noted that the description itself is not the ultimate goal of scientific research, but rather the first step that paves the way for achieving other goals.

2 - Interpretation of phenomena: It includes the discovery of the causes that led to the occurrence of phenomena. It relies on analysis, comparison and linking between the various elements in order to arrive at a knowledge of the causes and relationships that link phenomena, for example knowing the causes of the high unemployment rate.

3. Forecasting the phenomena: that is, trying to predict what the situation will be like in the future, through the explanations and instructions that have been reached. Forecasting unemployment rates is based on knowledge of the factors that govern them, such as the volume of investments, economic recovery, education and vocational training systems...etc. .

4- Controlling the phenomena, which means controlling the factors that control the phenomena and lead to their occurrence or prevent them from occurring.

Twenty-sixth, Twenty-seventh, Twenty-eighth week

Reading of selected topics in the field of Internet and computer.

Practical uses for different terms in the field of Internet and computer.

Conversation inside the classroom about the field of Internet and computer.

Basic Definitions of Computer and Internet

Computer: -

It is an electronic device consists of a huge number of electronic circuits and chips. It has the ability of dealing with data and information supplied to the computer and processing it and giving the results in a very short time.

Computer = Hardware and Software

- Hardware = the physical parts of the computer
- Software = the instructions the computer follows.

Hardware:

1. Input unit: Such as:

Keyboard and Mouse, Cd, Disk, scanner, Digital camera, Microphone, etc.

2. CPU Unit : Central Processing Unit.

3. Output unit: Such as

Printer, Cd, Disk, Monitor, Speaker, Projector, Fax machine, etc

4-Storage Devices

- There are three types of storage devices in the computer
 - Hard Drive = Magnetic Disk
 - Floppy Drive = Magnetic Disk
 - DVD/CD Drive = Optical Disk

Importance of Computer :

- 1.Speed.
- 2.Accuracy.
- 3.Efficiency.
- 4 .Storage.
5. Repeatability.

Internet:

The internet is a network that involves millions of computers which are integrated and connected with each other over the world.

Its function is to make connection among millions of computers so it is considered a world-wide network.

The name Internet is derived from words (international network) . It is a world-wide net that connects different computers and networks with others in order to exchange information, So it is considered as net of networks.

The internet depends in its organization on the structures of server / customers. The function of the server is storing pages of information which the organization desires to display to customers with in

the internet. The customer may be a computer or terminal or any other server.

The system of internet or what is called internet protocol , is considered a common ownership and is supported by all manufacturing companies who design all devices that are used for the internet.

One of the important characteristics of the internet is being an open system, that means the acceptance of any type of computer .

The internet is a word consist of two parts (International – Net) . It consists of many small nets spreaded all over the world, The main functions of internet is to exchange letters and messages by the aid of these small electronic devices. It is a mean of general communication which facilitate what you need to see or read without any obligation or obstacles.

In the Near future internet will be viewed via TV. By using portable (decoder) that can be put on a television.

Available services on the internet are:

1. The E-mail : It is used to send and receive electronic messages from any person all over the world and has a log-in membership. It is also used to exchange files, photo, movies etc.
2. WWW (World wide web): It facilitates viewing different sites about all types of information, booking hotels , airplanes, maps, stock, trade etc.
3. Down load: To down load All types of free available information on the net.
4. Chatting: To talk people all over the world via direct conversation or by typewriting messages.
5. News Groups: Displays most important different news.

Acronyms

- 1- IT / Information Technology
- 2- ICT / Information Communication Technology
- 3- CIO / Chief information officer
- 4- EMPL / Employees
- 5- CRM / Customer relationship management
- 6- CFO / Chief financial officer
- 7- GC / General counsel
- 8- HR / Human resources
- 9- HRD - Human Resource Department
- 10- HRO - Human Resources Officers
- 11- HRP - Human Resources Planning
- 12- TM - Time management
- 13- PR / Public relations
- 14- PM / Project manager
- 15- R&D / Research and development
- 16- BD / Business development
- 17- CSR / Corporate Social Responsibility
- 18- ORG / organization
- 19-CEOs / (chief executive officers)
- 20- CFOs / (chief financial officers)
- 21- MGR / Manager

The End

best wishes for you