



**DEPARTMENT OF BUSINESS AND
OFFICE ADMINISTRATION**

COURSE OUTLINE – FALL 2017

OA 1215 A2 CANADIAN OFFICE PROCEDURES - 3 (3-0-2) 75 HOURS

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CALENDAR DESCRIPTION:

This modularized course covers the essential fundamentals of working in a professional office including: human relations, filing and records management, email records in Outlook, management of work, time and resources, Outlook Tasks and Calendar, organizational office structure and office layout, telephone and front-line reception, scheduling using Outlook Calendar, Tasks and Journalizing using Outlook, reprographics; meetings and conferences, Outlook Contacts and Meetings, in-coming and out-going mail, volunteerism, professional development; and employment strategies and job success skills.

PREREQUISITE(S)/COREQUISITE:

None

REQUIRED TEXT/RESOURCE MATERIALS:

- 1) O'Neil and Chapman, ***Your Attitude is Showing*** 12th Edition, Pearson Prentice Hall, 2008.
- 2) Kilgour et al. ***Administrative Procedures for the Canadian Office (Specialized)***. 9th Edition. Prentice Hall NOTE: Selected chapters will be available for purchase.
- 3) Stewart & Trent, ***Quick Filing Practice*** 5th Edition, McGraw Hill, 2015
- 4) Rechoum, Naziha, ***Outlook 2016– Simple & Easy***, 2nd Edition. Logitell Publishing Inc.

REQUIRED COMPUTER HARDWARE:

This course requires students to have access to a computer with Windows 10, high-speed internet access, Microsoft Word and Outlook 2016 and a client e-mail account with attachment capabilities.

CREDIT/CONTACT HOURS:

3 credits/75 contact hours

DELIVERY MODE(S):

The employability skills module of this course will be team taught. Active Learning.

COURSE OBJECTIVES:

This modularized course will be team taught and will teach and allow you to practice and master the essential fundamentals of working in a professional office. This course will teach you:

1. human relations skills
2. filing and records management skills, systems and practices
3. work, time and resources management systems and practices using traditional procedures and office technology organizational structure and office layout systems
4. telephone and front-line reception skills and best practices
5. reprographics equipment operation and effective reprographic systems
6. effective meetings and conference planning, management and follow-up skills and systems
7. electronic and traditional mail handling including Outlook
8. volunteerism and professional development as part of the office professional's duties
9. employment strategies and job success skills including resume and cover letter preparation, mock interviews and creation of a critical employability skills portfolio

LEARNING OUTCOMES:

Human Relations – *YOUR ATTITUDE IS SHOWING*

Chapter 1 YOU CAN'T ESCAPE HUMAN RELATIONS

After completing this chapter you will:

-  Understand that the importance of human relations should never be underestimated—a good reason to continue to improve your human relations throughout life.
-  Appreciate the value of a positive attitude for yourself and others around you.
-  Recognize that, in addition to productivity expectations, all jobs have a human-relations responsibility and present challenges.
-  Understand that management views your work contribution as part of a team's productivity.

Chapter 2 HUMAN RELATIONS CAN MAKE OR BREAK YOU

After completing this chapter you will:

-  Understand that self-confidence and other important factors make human relations more than just common sense.
-  Appreciate the power of human relations as a dimension of your experience and competence.
-  Consider how developing and practicing good human relations can contribute to your career opportunities.
-  Recognize that high academic performance does not guarantee good human relations but a good attitude will enhance learning (and vice versa).
-  Appreciate the symbiotic relationship between personality and attitude—factors that personify your human relations in achieving success.

Chapter 3 – HOLD ON TO YOUR POSITIVE ATTITUDE:

After completing this chapter you will:

-  Understand the importance of communicating a positive attitude and how your perspective (either positive or negative) influences how you are perceived.
-  Identify several ways you can build and protect your positive attitude for it to become a valuable career asset.
-  Recognize the significance of making frequent self-assessments for initiating attitude improvement.
-  Appreciate the value of a serendipitous attitude—an attitude you control—and how it can be contagious.

Chapter 4 – WHEN PEOPLE STEP ON YOUR ATTITUDE

After completing this chapter you will:

-  Anticipate the fact that people will step on your attitude.
-  Understand and explore some of the techniques for “bouncing back” quickly from ego-deflating encounters with others.
-  Learn to be sensitive and respectful of others if you expect to deserve the same consideration.
-  Appreciate the true value of your attitude and treat it as your most prized possession.

Chapter 5 – VERTICAL AND HORIZONTAL WORKING RELATIONSHIPS

After completing this chapter you will:

-  Recognize the differences in relationships that are created by being near people as well as by working and communicating with people.
-  Understand the importance of building vertical working relationships.
-  Understand the importance of building horizontal working relationships.
-  Appreciate why good communication is needed for consciously creating, building, and maintaining relationships in all directions in the workplace.

Chapter 6 - YOUR POTENTIAL AND PRODUCTIVITY—A CLOSER LOOK

After completing this chapter you will:

-  Realize that productivity measurement, whether by scientific measures or by management judgment, is important to an organization.
-  Understand that people seldom reach their individual productivity potentials; that is, a gap exists between what you can do and what you actually do.
-  Appreciate the importance of group productivity and why it is an extension of individual productivity.
-  Recognize that both supervisors and workers have responsibility to help close individual and group productivity gaps.

Chapter 7 - THE WINNING COMBINATION

After completing this chapter you will:

-  Understand why a positive correlation exists between good human relations, worker satisfaction, and productivity.
-  Identify ways personal productivity can be increased by giving attention to a good balance of work skills.
-  Recognize the characteristics, actions, and expertise of the four “plus” factors that management seeks in employees.
-  Appreciate how productivity ultimately involves quality, a service attitude, and customer satisfaction.
-  Understand the four quality issues valued by organizations that strive to improve services and products.

Chapter 8 - YOUR MOST IMPORTANT WORKING RELATIONSHIP

After completing this chapter you will:

-  Appreciate the role of your supervisor and how you can learn from her or him.
-  Identify the types of working climates supervisors create and ways to work within them.
-  Understand the two basic supervisor styles and how you can be productive in different environments.
-  Recognize ten tips for maximizing your relationship with your supervisor with the climate he or she creates.
-  Practice good ethical behavior, especially to make your most important working relationship—working with your supervisor—as strong as possible.

Chapter 9 - UNDERSTANDING THE NATURE OF RELATIONSHIPS

After completing this chapter you will:

-  Understand the importance of the mutual-reward theory in creating, maintaining, and repairing relationships.
-  Recognize that every person has his (her) own value system.
-  Appreciate how diversity and ethnic demographics have contributed to the changing international workplace.
-  Recognize the dangers and implications of sexual overtones and harassment.
-  Appreciate the value and significance of building relationships with people of all age levels.
-  Learn to develop tolerance, but also correct irritating habits and manners that can damage relationships.

Chapter 10 - YOUR SUCCESS AS A TEAM PLAYER

After completing this chapter you will:

-  Understand the importance of teams and the three essential requirements for team membership.
-  Identify the elements that contribute to harmony and success of teams with diverse membership.
-  Appreciate the value of the mutual-reward theory in creating effective, productive work teams.

Chapter 11 - EMOTIONAL INTELLIGENCE: MANAGING STRESS, FRUSTRATION, AND AGGRESSION

After completing this chapter you will:

-  Understand the causes of stress and frustration as well as appropriate ways to harmlessly release tension.
-  Determine the roots and forms of aggression as well as the factors to help you avoid the pitfalls of aggressive behavior.
-  Explain the frustration-aggression hypothesis and how you can put the hypothesis into practice.
-  Appreciate the value of developing good emotional intelligence.

Chapter 12 - RESTORING INJURED RELATIONSHIPS

After completing this chapter you will:

-  Appreciate the power and significance of communication in restoring a damaged relationship.
-  Understand both the importance of repairing an injured relationship as quickly as possible and the negative consequences of not doing so.
-  Identify four basic principles that can assist you in restoring a damaged relationship.
-  Identify why relationship restoration strategies are based on “rebuilding willingness” and why there still may be challenges and risks associated with repair efforts.
-  Evaluate the attitude factors needed by team members and the ways team membership contributes to relationship building

Chapter 13 - ATTITUDES AMONG CULTURALLY DIVERSE CO-WORKERS

After completing this chapter you will:

-  Recognize that team synergy is dependent, to a large degree, on the cultural comfort zones of the individual team members.
-  Identify three ways in which you can improve your attitude toward all coworkers, including culturally diverse coworkers.
-  Understand that attitudes are mental sets either for or against those from cultures other than your own.
-  Suggest several ways cultural diversification in the workplace can contribute to productivity.

Chapter 14 - SUCCEEDING IN A NEW JOB OR ASSIGNMENT

After completing this chapter you will:

-  Understand the value of having organization and balance in your life for making a smooth and effective transition to a new work role.
-  Recognize the importance of the learning factor for success in your new job or assignment.
-  Understand why organizations develop manuals of work policies and procedures.
-  Realize that taking a “good common sense” approach to your job assignment is smart on your part—and is expected by your employer.
-  Appreciate how much a commitment to your positive attitude contributes to the success of all your interactions.

Chapter 15 - INITIATION RITES—COPING WITH TEASING AND TESTING

After completing this chapter you will:

-  Appreciate that teasing and testing frequently are ways of helping a new employee to become an accepted member of the group.
-  Recognize that the purpose of organizational testing usually comes with the territory of being a new employee.
-  Understand the purposes and consequences of personal testing.
-  Identify several acceptable ways to address prolonged or negative testing.

Chapter 16 - ABSENTEEISM AND HUMAN RELATIONS

After completing this chapter you will:

-  Understand that absenteeism and lateness are very problematic for management.
-  Appreciate the accepted conditions for absenteeism that are included in most organizations’ absenteeism policies.
-  Recognize the challenges of absenteeism and lateness faced by employees in building relationships and a work career.
-  Identify nine tips to help you avoid abusing your company’s attendance requirements and to help you build good working relationships.

Chapter 17 - AVOIDING SIX COMMON HUMAN-RELATIONS MISTAKES

After completing this chapter you will:

-  Understand why a failure to listen, the first of six common human-relations mistakes that people make, can seriously damage your communication skills.
-  Recognize that underestimating others, a second common human-relations mistake that people make, is an assumption that can be hurtful to you and others.
-  Recognize that a failure to report and admit a mistake, a third common human-relations mistake that people make, can turn a minor problem into a big one.

-  Appreciate why the failure to provide your own motivation, a fourth common human-relations mistake that people make, can affect your personal and career progress.
-  Consider why permitting others to turn you into a victim, a fifth common human-relations mistake that people make, will negatively impact your positive attitude.
-  Appreciate why falling prey to negative drift, a sixth common human-relations mistake that people make, can drag you down to where you lose focus on what is important to you.

Chapter 18 - BUSINESS ETHICS, RUMORS, AND THE CONFIDENCE TRIANGLE

After completing this chapter you will:

-  Understand that your ethical behavior is seen in your attitude and actions—that is, your ethics are reflected in the way you live your life.
-  Evaluate the impact and influences of rumors, rumor mills, and the grapevine.
-  Identify six factors that contribute to high ethical standards and good relationship building—factors that help management and you.
-  Understand the implications and consequences associated with two types of rumors and confidence triangles.

Chapter 19 - GOAL SETTING AND YOUR ATTITUDE

After completing this chapter you will:

-  Understand why it is important to set realistic goals and how they contribute to your positiveness and expectations.
-  Recognize that meaningful reward provided at various intervals will boost your attitude and help you make progress toward your goals.
-  Appreciate the significance of developing a “goal pattern” or having a balance of goals to achieve a lifestyle that is satisfying and rewarding.
-  Realize that without goals and rewards that motivate you, you will lose a critical connection between your goals and a positive attitude.
-  Recognize why, for both career and lifestyle success, it is wise to have a time-management “goal.”

Chapter 20 - STRATEGIES FOR ADVANCING YOUR CAREER

After completing this chapter you will:

-  Evaluate the advantages and disadvantages of staying with one organization as a career-building strategy.
-  Evaluate the advantages and disadvantages of taking a zigzag approach by moving from one organization to another in building a career.
-  Identify seven important career-planning suggestions—suggestions relating to human-relations factors that should be considered in career planning.

 Consider the value of research that includes evaluating the working environment of a prospective employer.

 Understand how developing a Plan B and a personal business plan can significantly contribute to a positive attitude and career success

Chapter 21 - KEEPING A POSITIVE ATTITUDE THROUGH PLATEAU PERIODS AND REORGANIZATIONS

After completing this chapter you will:

 Understand why you will need to wear a "patience suit" during a plateau or waiting period in your career.

 Recognize that plateau periods and reorganizations are normal in all organizations.

 Contemplate six questions and answers that can help shorten plateaus or convert them into learning and preparation periods.

 Appreciate why a positive attitude is critical to the three plateau-related action steps that can help shorten or make it easier to cope with plateau periods.

Chapter 22 - WHEN YOU ARE TEMPTED TO SCRAMBLE

After completing this chapter you will:

 Understand that free people have considerable flexibility in how they approach career building, but there still are risks when making a career move.

 Recognize that while no general rule exists, you should resign when you have been unhappy and unproductive for a considerable period of time.

 Appreciate that because personality conflicts and human problems cause most resignations, it is wise to heed eight suggestions for resigning gracefully.

 Realize that moving on for the right reasons can be rewarding if you accept change and learn from your mistakes and past experiences.

 Identify four ways to protect your positive attitude when facing a layoff or other situation associated with a career change.

Chapter 23 - ATTITUDE RENEWAL

After completing this chapter you will:

 Recognize that, especially due to stress, everyone needs some type of attitude renewal from time to time.

 Appreciate the significance of humor in employing the "flip-side" technique to avoid attitudinal ruts (attitude-adjustment technique #1).

 Understand how rewards of thinking and talking about positive things capitalize on the technique of "playing your winners" (attitude-adjustment technique #2).

 Recognize why "giving your positive attitude away" is a very powerful technique (attitude-adjustment technique #3).

 Understand the importance of improving your image as a technique for “looking better to yourself” (attitude-adjustment technique #4).

 Appreciate why the technique of “accepting the physical connection” is critical to your attitude (attitude-adjustment technique #5).

Chapter 24 - LEADERSHIP/MANAGEMENT: YOUR CAREER ON THE MOVE

After completing this chapter you will:

 Recognize that the value of dual competency (good human-relations and technical skills) for employees is even more valuable for leadership/management roles.

 Consider some of the factors that may be problematic for you if you pursue management.

 Understand that there are many managerial and leadership essentials that are critical for success in a leadership/management position.

 Appreciate that you can be more successful in a management/leadership position if you continue to learn and grow.

Chapter 3 Management of Work, Time, and Resources

After completing this chapter you will:

➤ Define the concept of Quality approach

➤ Explain the difference between working efficiently and working effectively

➤ Outline methods for working efficiently.

➤ Explain the importance of taking time to think through problems and make valuable contributions.

➤ Assign priority to the tasks of an administrative assistant.

➤ Identify ways of overcoming the habit of procrastination.

➤ List the procedures that ensure accuracy with proofreading keyed work.

➤ Describe ways to avoid interruptions and to handle interruptions without wasting time.

➤ Understand the importance of preparing the next day’s work.

➤ Determine the normal working areas at a desk and the appropriate placement of equipment and supplies.

➤ State suggestions for organizing both the office supplies and the workstation.

➤ Discuss the options and advantages of non-traditional work arrangements.

➤ Suggest methods for practising environmental consciousness in an office.

➤ Prepare a daily plan chart.

➤ Prepare and summarize a time distribution chart.

➤ Efficiently prepare requisitions to order office supplies.

Chapter 10 Information and Records Management Module

Upon completion of this module you will be able to:

- 📁 Discuss the challenges of the information explosion to records managers.
- 📁 Describe the importance of records Management to an organization.
- 📁 Describe how records are classified and used in businesses.
- 📁 Discuss relevant legislation that affect records management.
- 📁 Describe the management functions necessary to operate a records management program effectively.
- 📁 Identify possible careers in records management.

Alphabetic Indexing

- 📁 Explain the need for indexing rules in alphabetic storage of records and the importance of following these rules consistently.
- 📁 Index, code, and arrange personal and business names in indexing order of units.
- 📁 Index, code and arrange minor words and symbols in business names.
- 📁 Index, code, and arrange names with punctuation and possessives.
- 📁 Index, code, and arrange names with single letters and abbreviations.
- 📁 Apply alphabetic filing procedures.
- 📁 Prepare and arrange cross-reference for personal and business names.
- 📁 Sort personal and business names.
- 📁 Find information in database records.
- 📁 Index, code, and arrange personal and business names with titles and suffixes.
- 📁 Index, code, and arrange personal and business names with articles and particles.
- 📁 Index, code, and arrange business names with numbers.
- 📁 Apply alphabetic filing procedures
- 📁 Prepare and arrange cross-references for business names.

Electronic File Management

- 📁 Describe elements found in an electronic database.
- 📁 Find and sort data in an electronic database.
- 📁 Describe how databases can be used in records management and e-commerce.
- 📁 Describe the differences in how records are sorted manually and by computers.
- 📁 Describe the life cycle for electronic records.
- 📁 Describe and apply electronic file management.
- 📁 Chapter 6 Alphabetic Records Management, Equipment, and Procedures
- 📁 Explain terms used in correspondence records management systems.
- 📁 Identify the basic types of equipment and supplies for correspondence records storage.
- 📁 Explain considerations for selecting storage equipment and supplies and simulate purchase of same.
- 📁 Describe types of information that should be determined before selection and design of an alphabetic records system and design sample of same.
- 📁 Explain how color can be used in correspondence records storage.

- ☞ Apply procedures for storing correspondence.

Storing, Retrieving, and Transferring Records

- ☞ Explain the importance of develop and implementing a records retention program.
- ☞ List the four values of records, describe each value, and provide an example of each value.
- ☞ Discuss the records inventory, including what it is, why it is done, and what it includes.
- ☞ Describe a records retention schedule and explain its purpose.
- ☞ Discuss manual and automated retrieval procedures.
- ☞ List reasons for transferring records

Subject Records Management

- ☞ Define subject records management.
- ☞ List advantages and disadvantage of storing and retrieving records by subject.
- ☞ Compare and dictionary and encyclopedic subject file arrangements.
- ☞ Describe the guides, folders, and labels used for subject records storage and complete a practical assignment using electronic record for same.
- ☞ Describe four indexes and their use for subject records management.
- ☞ List the steps used when storing and retrieving records stored by their subjects.
- ☞ Use computer software to prepare an index for subject records.
- ☞ Store and retrieve records following subject records procedures.

Numeric Records Management

- ☞ Define numeric records management and list three reasons for its use.
- ☞ Describe the components of a consecutive numbering storage method and procedures for this method.
- ☞ Describe how to convert an alphabetic records arrangement to a consecutive numeric records storage.
- ☞ List advantages and disadvantages of consecutive numeric records storage.
- ☞ Compare and contrast consecutive, terminal-digit, and middle-digit numeric records storage.
- ☞ Define chronologic records storage and explain its use.
- ☞ Compare and contrast block-numeric, duplex-numeric, decimal-numeric, and alpha-numeric coding.
- ☞ Explain how computer indexes and database software can be used with numeric records management.

Geographic Records Management:

- ☞ Read lecture notes describing geographic records management.

The Records and Information Management Program

- ☞ List components of a records and information management (RIM) program.
- ☞ List responsibilities of a RIM program.
- ☞ Define and describe the purpose of a records audit.
- ☞ Explain the purpose of a records and information management manual.

- 📁 List guidelines for constructing a well-designed form.
- 📁 Explain the phases of a disaster recovery plan.

Electronic Mail Messages

[Manage the Outlook environment](#)

- Customize Outlook settings
 - Include original messages with all reply messages, change text formats for all outgoing messages, customize the Navigation pane, block specific addresses, configure views, manage multiple accounts, set Outlook options
- Automate Outlook
 - Change quoted text colors, create and assign signatures, use Quick Steps, create and manage rules, create auto-replies
- Print and save information in Outlook
 - Print messages, print calendars, save message attachments, preview attachments, print contacts, print tasks, save messages in alternate formats, create data files
- Search in Outlook
 - Create new search folders, search for messages, search for tasks, search for contacts, search calendars, use advanced find, use Search by Location
 - [Change what appears on the navigation bar](#)
 - [Print items in Outlook](#)

Chapter 6 Office Technology

After completing this chapter you will be able to:

-  Explain the administrative assistant's role in using a computer in the office
-  Identify digital communication devices used in business.
-  Identify possible methods of computer input and computer output that may be functional in the office.
-  Understand the importance of computer troubleshooting.
-  Describe the importance of accurate data input.
-  Define telecommunications.
-  Identify three call management services offered by local telephone company.
-  Identify office telephone equipment.
-  Research information for the most cost-effective, high-volume copier.

Chapter 11 Front Line Reception

After completing this chapter you will:

-  Practice skills to effectively communicate by telephone.
-  Practice proper internal and external telephone etiquette

- ☛ Understand how to use an automated and traditional time/date message system, a record of time, date, and initials must be recorded on all telephone messages and understand the legal implications involved.
- ☛ Become familiar with the time zones of Canada and the world in order to place calls at the most appropriate time of day. Use the phonetic alphabet to confirm the spelling of unfamiliar names when communicating with people of a foreign language.
- ☛ Learn how to be especially helpful to callers who are transferred to you. These people may have been transferred several times and may feel they are getting the run-around.
- ☛ Deal with long distance calls.
- ☛ Learn how to schedule ample time each day for placing and receiving telephone calls and Handle telephone calls is a major duty.
- ☛ Understand the distinction between types of calls, from which time zone they originate, and what services they represent. It is these details that determine the cost of telephone service.
- ☛ Use the internet is a powerful communications and research tool.
- ☛ Learn how to make and manage appointments in either the desk or electronic calendar.
- ☛ Learn how to, when scheduling appointments, leave time every day for doing other work and then how to manage follow-up work.
- ☛ Make business introductions.
- ☛ Handle a caller who is aggressive or rude.
- ☛ Build a positive relationship with international clients is highly desirable and worth achieving.

Chapter 12 Travel Arrangements

After completing this module you will be able to:

- 📖 List the travel services provided by the internet and travel agencies
- 📖 Indicate the information needed before contacting a travel agent about a proposed trip
- 📖 Describe the advantages of making online airline reservations
- 📖 Explain how jet lag can affect a business trip
- 📖 Read the 24-hour clock
- 📖 Describe the procedures for making flight, care, and hotel reservations
- 📖 Discuss the requirements for acquiring passports, visas, and immunizations.
- 📖 Describe the implications for the traveller of the need for increased security in airports.
- 📖 Discuss the differences in the status of women in business in different cultures.
- 📖 Prepare travel itineraries
- 📖 Make an airline reservation
- 📖 Prepare a travel fund advance.
- 📖 Prepare a travel expense voucher.
- 📖 Research destinations countries and compile information the traveller should know before departing.

Chapter 13 Meetings and Conferences including Outlook

After completing this module you will be able to:

- ☐ Arrange a meeting for four or five managers by telephone can be time consuming. Find a time when all the managers are available is the difficult part of the task. Electronic calendaring makes the task much less difficult.
- ☐ Use voice mail and email to their fullest, when planning meetings and conferences.
- ☐ Take minutes for a formal and informal meeting.

- ☐ Plan for the necessary equipment and supplies for meetings and conferences, create a standard checklist that can be used at successive events. Use the list in the section called Planning for Supplies, Equipment, and Software as the foundation for customizing the list. **Note:** A copy of *Robert's Rules of Order* should be taken to all formal meetings.

- ☐ Plan for food and beverages is essential if the meeting or conference is to be successful. Refer to the Planning Refreshments and Food section in this chapter for a list of guidelines. Understand that an individual preferences can be accommodated if a variety of food and refreshments are offered.

- ☐ Know the difference between formal, informal, and casual meetings, as many students have a hard time differentiating between them.

- ☐ Use a facilitator at meetings will help participants to stay focused and thereby enjoy a much more productive meeting.

- ☐ Know how administrative assistants attending meetings are expected to participate in the meeting.
- ☐ Use the Cause and Effect tool to assist in the purpose of many meetings to solve problems.

- ☐ Use teleconferencing is a time-saving way to conduct meetings.

- ☐ Beware that trust and credibility are key qualities of ethical behaviour in meetings.

- ☐ Use Outlook to:
 - [Manage schedules](#)
 - Create and manage calendars
 - Adjust viewing details for calendars, modify calendar time zones, delete calendars, set calendar work times, use multiple calendars, manage calendar groups, overlay calendars, share calendars
 - Create appointments, meetings, and events
 - Create calendar items, create recurring calendar items, cancel calendar items, create calendar items from messages, set calendar item times, categorize calendar items, use the scheduling assistant, change availability status, schedule resources, utilize Room Finder
 - Organize and manage appointments, meetings, and events

- Set calendar item importance, forward calendar items, configure reminders, add participants, respond to invitations, update calendar items, share meeting notes
- Create and manage notes, tasks, and journals
- Create and manage tasks, create and manage notes, attach notes to contacts, create journal entries, update task status

Manage contacts and groups

- Create and manage contacts
 - Create new contacts, delete contacts, import contacts from external sources, edit contact information, attach an image to contacts, add tags to contacts, share contacts, manage multiple address books
- Create and manage groups
 - Create new contact groups, add contacts to existing groups, add notes to a group, update contacts within groups, delete groups, delete group members

Chapter 8 In-coming and Outgoing Mail including MS Outlook

After completing this module you will be able to:

-  Identify the benefits of electronic mail.
-  Compare different methods of technology-based mail.
-  Explain the procedures for processing incoming mail.
-  Describe the duties involved in answering mail when your employer is absent.
-  Discuss the privacy expectations that accompany your role as an administrative assistant.
-  Describe the special mailing services available from Canada Post (CP).
-  State what items are prohibited from being mailed.
-  List postal services for international mail.
-  Demonstrate proper envelope addressing.
-  Describe methods of deliver that are alternatives to those offered by CP.
-  Electronic Mail and Outlook:
 - Manage messages
 - Create a message
 - Create messages, forward messages, delete messages, add/remove message attachments, add Cc and Bcc to messages, add voting options to messages, reply to all, reply to sender only, prioritize messages, mark as private, request delivery/read receipt, redirect replies, delegate access
 - Format a message
 - Format text, insert hyperlinks, apply themes and styles, insert images, add a signature to specific messages, format signatures, create and use Quick Parts
 - Create a search folder

Chapter 16 Employment Strategies and Job Success Skills

After completing this module you will be able to:

-  Describe the role played by the Conference Board of Canada in helping people to be employable
-  Suggest methods for locating employment opportunities
-  Conduct a thorough and effective job campaign.
-  Prepare a personal resume that get attention.
-  Prepare an effective letter of application.
-  Complete an employment applications form.
-  Develop an employability skills portfolio that illustrating accomplishments and skills
-  Prepare for and participate in a successful job interview.
-  Answer behavioral and descriptive interview questions.
-  Analyze interview experiences.
-  Prepare employment follow-up letters such as thank-you, reminder, inquiry, and acceptance and refusal letters.
-  Use the internet as a valuable job search and recruitment tool.
-  Prepare and electronic resume.

Volunteerism and Professional Development Module Learning Outcomes

Upon completion of this module you will be able to:

- Discuss the benefits of volunteering as part of professional development.
- Understand how to work and cope as a member of a volunteer team.
- Appreciate the value to service to community as part of professional development.
- Add volunteer activities to your resume.

GRADING CRITERIA:

Employability Skills		30%
Search and Selection Team Project	15%	
Resume, Cover Letter and Portfolio	15%	
Your Attitude is Showing		20%
Workbook assignments	5%	
Chapter Quizzes (Moodle)	10%	
Records and Information Management Module		20%
Quick Filing Practice Quizzes and Assignments	10%	
Records Information Management Manual	10%	
Incoming and Outgoing Mail including Outlook		15%
Volunteer Work		5%
Telephone and Reception Module		2.5%
Minutes and Meetings Module		2.5%
Reprographics Module		2.5%
Travel		2.5%

Alpha Grade	4-point Equivalent	Percentage Guidelines	Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	90-100	C+	2.3	67-69
A	4.0	85-89	C	2.0	63-66
A-	3.7	80-84	C-	1.7	60-62
B+	3.3	77-79	D+	1.3	55-59
B	3.0	73-76	D	1.0	50-54
B-	2.7	70-72	F	0.0	00-49

STUDENT RESPONSIBILITIES:

To read, understand and comply with GPRC academic policies.

**Note: all Academic and Administrative policies are available at

<https://www.gprc.ab.ca/about/administration/policies/>

STATEMENT ON PLAGIARISM AND CHEATING:

Refer to the College Policy on Student Misconduct: Plagiarism and Cheating at

https://www.gprc.ab.ca/files/forms_documents/Student_Misconduct.pdf

COURSE SCHEDULE/TENTATIVE TIMELINE:

Week	Topic	Reference & Readings
1	Human Relations Module – Human Relations Module	Get to know your Course Moodle Page Introductions Volunteering Assignment Your Attitude is Showing Ch. 1-4
2	Human Relations Module	Your Attitude is Showing Ch. 5-8
3	Human Relations Module Management of Work, Time and Resources	Your Attitude is Showing Ch 9 -12 Kilgour Chapter 3
4	Human Relations Module Office Technology Meetings & Conferences	Your Attitude is Showing Ch 13 - 16 Kilgour Chapter 6 Kilgour Chapter 13
5	Human Relations Module Travel Arrangements	Your Attitude is Showing Ch17-20 Kilgour Chapter 12
6	Front Line Reception	Kilgour Chapter 11
7	Incoming and Outgoing Mail	Kilgour Chapter 8
	Electronic Mail – Outlook 2016	Outlook
8	Electronic Mail – Outlook 2016	Outlook
9	Filing/Records Management Module	Filing and Records Management Lectures and Assignments Kilgour Chapter 10 Quick Filing Practice
10	Filing/Records Management Module	Filing and Records Management Lectures and Assignments Quick Filing Practice
11	Filing/Records Management Module	Filing and Records Management Lectures and Assignments Quick Filing Practice Filing Practice
12 - 15	Human Relations Module Employment Strategies & Job Success Skills	Your Attitude is Showing Ch. 20-24 Kilgour Chapter 16

COURSE POLICIES:

Exams: Any missed quizzes and exams will result in a grade of 0%

No Late Assignments will be permitted. Assignment links will be closed at midnight of the due date.

ALL ASSIGNED WORK MUST BE COMPLETED TO GAIN CREDIT IN THIS COURSE.