

GRANDE PRAIRIE REGIONAL COLLEGE  
OFFICE ADMINISTRATION  
COURSE OUTLINE

3.97

OA210~~0~~ - PROFESSIONAL COMMUNICATIONS

Instructor: Gail Sherman, A313A

Office Hours: Monday to Friday 13:00 - 14:00 or by appointment

Telephone: 539-2002 (w) 568-4153 (h)

Instruction Assistants: Grace Walton, 539-2965,

Liz Jacobs, 539-2059

**TEXT:** Your Attitude is Showing: A Primer of Human Relations, 7<sup>th</sup> ed,  
Elwood N. Chapman

A Self-Paced Exercise Guide to accompany Your Attitude Is  
Showing: A Primer of Human Relations, 7<sup>th</sup> ed, Elwood N.  
Chapman

**SUPPLIES:** Notebook, good quality resume paper, and as may be  
requested by the instructor

**PREREQUISITE:** OA1030 and OA1040, or OA2040,

**COURSE DESCRIPTIONS:** Emphasizes job search techniques, attitude, nonverbal  
communication, listening skills, role and function of meetings,  
employability skills, and the development of a positive career  
philosophy.

**COURSE OBJECTIVES:** The students will increase personal skills and competencies in  
dealing with the human relations aspects of business and of  
personal behaviors.

The students will develop employability skills as outlined by the  
Canada Council.

The students will practice techniques of job search, job  
interview, and employee recruitment.

**COURSE POLICY:**

1. Attendance is mandatory, if you are ill you must notify your  
instructor by telephone (539-2002).
2. Assignments are due (15:30 p.m.) on the dates set by the  
instructor. Assignments may be handed in early; but 5  
marks will be deducted for each day the assignment is late.

3. Academic dishonesty - refer to page 19 of the college calendar.

All major assignments must be completed in order to complete this course

**GRADING:**

Special Project	30%
Theory tests	30%
Recruitment/Selection Project	30%
Participation/attendance	10%

**RECRUITMENT/SELECTION PROJECT:** Evaluation will be based on the average of the group mark and the individual mark.

- a) The group mark will be based on the accuracy of the documents requested to be prepared by the group and by following instructions in the process of putting the required documents in a binder.
- b) The individual mark will be based on the accuracy of the cover letter and resume, attendance at the interview, preparation of notes to each interviewee, completion of self-evaluation, and average of the interview assessments by the interviewers.

**SPECIAL PROJECT:**

- a) Each member of a team will evaluate each other plus him or herself. Each student will be individually evaluated based on the average score of self and peer evaluations.
- b) Each member of a team will prepare:
  - i) a "Notice of Meeting and Agenda" for one of its team meeting and
  - ii) "Minutes of Meeting" for a different team meeting.

A copy of each of these two documents will be submitted for a mark.

**MISCELLANEOUS:**

In order to reach the goals of this course, each of us must be responsible, dependable, and work as a team member, respecting each other's abilities and being tolerant of each other's shortcomings.