

GRANDE PRAIRIE REGIONAL COLLEGE  
OFFICE ADMINISTRATION  
COURSE OUTLINE

GRANDE PRAIRIE  
LIBRARY  
REGIONAL COLLEGE

JAN 27 1998

OA2101A3 - PROFESSIONAL COMMUNICATIONS

**INSTRUCTOR:** Sharron Barr  
B309A  
539-2979 (work) or 539-9216 (home)

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

A Self-Exercise Guide to accompany Your Attitude is  
Showing

Alberta Best Training Manual (to be purchased internally)

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

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

**COURSE  
DESCRIPTION:** This course 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:**

Learning Outcome	Evidence for Employability Skill Portfolio	C=the Skill is Learned In Content P=the Skill is Practiced A=the Skill is Assessed	Assessment
Compose messages, memos, letter, short reports, agendas and minutes, correctly applying the fundamental principles of spelling, grammar, and punctuation.	Printed records from assigned CCAA Men's Volleyball Championship Divisional Committee and assigned team work.	P A	Grade will be assigned to each students committee and/or team binder including: Tournament Guide Minutes and Agendas Letters and/or Memos Reports
Utilize active listening skills to accurately condense and record verbal information, instructions, and ideas.  Communicate verbally, using language that is appropriate to the intended audience.  Project a professional image	Divisional and Team evaluation of student's work.  Department of Office Administration Board of Governors Presentation letter of appreciation and program  Recruitment and Selection Project Binder	P A    P  C P A	A formative evaluation of each students work performance will be completed by the assigned CCAA Men's Volleyball Championship Divisional Committee chair and/or team coach or manager.          Group and instructor graded evaluation of each "company's" recruitment and selection binder

Learning Outcome	Evidence for Employability Skill Portfolio	C=the Skill is Learned in Content P=the Skill is Practiced A=the Skill is Assessed	Assessment
<p>Select, apply, and adapt computer software tools such as word processing, spreadsheet, data base, accounting, presentation, and desktop publishing, to business related skills.</p> <p>Transfer skills and knowledge of software, technology, and business systems from one situation to another.</p> <p>Achieve business standards for efficiency and quality of work.</p>	<p>CCAA Men's Volleyball Championships Tournament Guide</p> <p>CCAA Men's Volleyball Championships Tournament WEB Page</p> <p>1997 Minister's Forum Brochure Design</p> <p>1997 Minister's Forum PowerPoint Presentation Design</p>	<p>P</p> <p>A</p>	<p>Grade assigned to portfolio evidence.</p>
<p>Work collaboratively and cooperatively by applying a variety of team and communications strategies.</p> <p>Manage time effectively by setting goals, organizing, planning, and prioritizing, and scheduling activities, routines, and projects.</p>		<p>P</p> <p>A</p>	<p>A formative evaluation of each students work performance will be completed by the assigned CCAA Men's Volleyball Championship Divisional Committee chair and/or team coach or manager.</p>





<p>1 January 5 Department January Orientation and Advising</p>	<p>6 Department Advising F310 12:30 2:30 Course Outline Course Schedule Course Objectives Decum Chart Your Attitude is Showing Assignment Schedule Empowerment Day One</p> <ul style="list-style-type: none"> <li>● Introduction to Power and Self Management</li> <li>● Own Your Own Life</li> <li>● Be Open to Change</li> </ul>	<p>7 12:00 - 2:00 MBTI PERSONALITY TEST</p> <p>Empowerment Day Two</p> <ul style="list-style-type: none"> <li>● Deal with the Dilemma of Decisions Making</li> <li>● Handling Criticism</li> <li>● Mastering the Mystery of Memory</li> </ul>	<p>8 12:30 - 2:30 Empowerment Day Three</p> <ul style="list-style-type: none"> <li>● Memory Continued</li> <li>● Thrills and Chills or Stress</li> <li>● The Looking Glass</li> <li>● Predict Your Future by Making It</li> </ul>	<p>9 12:00 - 1:00 CCAA CHAMPIONSHIP COMMITTEE AND ADMINISTRATIVE GROUP MEETING - Chair, Barr</p> <p>1:00 - 1:30 Your Attitude Is Showing Chapter 1 - 6 Test Submit Workbook</p>
<p>12 12:00 - 2:00 MBTI FEED BACK MBTI TEAM BUILDING EXERCISES</p>	<p>13 12:30 - 2:30 Handling Anger and Conflict Day One</p>	<p>14 12:00 - 2:00 Handling Anger and Conflict Day Two</p>	<p>15 8:00 a.m. - 5:00 p.m. AB BEST TRAINING Trumpeter Motor Inn</p>	<p>16 12:00 - 3:00</p> <ul style="list-style-type: none"> <li>● Resumes</li> <li>● Interviewing</li> <li>● Cover Letters</li> <li>● Follow-up Letters</li> <li>● Grammar &amp; Style</li> <li>● Interviews</li> <li>● Recruitment and Selection Project and Project Deadlines</li> </ul>

19	20	21	22	23
	12:00- 12:30 Chapters 7 - 12 Test Your Attitude Is Showing Submit Workbooks		12:00 - 12:30 CCAA Championships Group and Administrative Committee Meeting	
26	27	28	29	30
			12:00 - 12:30 CCAA Championships Group and Administrative Committee Meeting	
February 2	3	4	5	6
	12:00 - 12:30 Chapter 13 - 24 Test Your Attitude Is Showing Submit Workbooks		12:00 - 12:30 CCAA Championships Group and Administrative Committee Meeting	
9	10	11	12	13
			12:00 - 12:30 CCAA Championships Group and Administrative Committee Meeting	
16	17	18	19	20
			12:00 - 1:30 CCAA Championship PRETOURNAMENT MEETING	
FEBRUARY 23 - 27 WINTER BREAK				
MARCH 2 - 7 CCAA MEN'S VOLLEYBALL CHAMPIONSHIPS				
APRIL 8				
RECRUITMENT AND SELECTION PROJECTS DUE				

<p style="text-align: center;">WEDNESDAY, APRIL 15  RECRUITMENT AND SELECTION PROJECT PRESENTATIONS  at  YEAR END WINE AND CHEESE RECEPTION AND AWARDS CEREMONY</p>
<p style="text-align: center;">FINAL EXAM - Comprehensive Theory Exam  TBA  During Final Exam Week</p>

**GRADING:**

<b>CCAA Men's Nationals Project</b>	
Tournament Guide	5%
Web Page	5%
Participation	20%
<b>Recruitment and Selection Project</b>	25%
<b>Your Attitude is Showing</b>	
Chapters 1 - 6 Exam	5%
Chapters 7 - 12 Exam	5%
Chapters 13 - 24 Exam	5%
Workbook Completion	5%
<b>Final Exam</b>	25%

**MISCELLANEOUS:**

In order to reach to goal of this course, each of us must be responsible, dependable, and work as a team member. We must actively respect each other's abilities and be tolerant of each other's shortcomings.