

**GRANDE PRAIRIE REGIONAL COLLEGE
ADMINISTRATIVE TECHNOLOGY
COURSE OUTLINE**



OA2101 A3 / M3 – Professional Communications (1.5) (2.5-0-0)

Instructor:	Sharron Barr A313B 539-2979 532-9236 (home) 831-9546 (cell) sbarr@gprc.ab.ca
Session Details:	Winter 2004 M and F 11:30 – 12:50 D308
Text:	M3 Section Chapman & O’Neil, Your Attitude is Showing, Prentice Hall A3 Section Assigned Readings
Supplies:	Portfolio Binder Protective Covers Labels Indexing Sheets RW CD for Electronic Portfolio Good Quality Paper Binder for Team Work Submissions Large Binder for Lecture Notes and handouts
Prerequisite:	OA1030, OA1040, OA2040 Recommended completion of five diploma courses
Delivery Mode:	Lecture / Group Work
Course Description:	This course could be defined as gaining personal success for career through the development of a positive attitude in all aspects of life. Real life and simulated activities are specifically designed to unlock the human relations potential of students.
Course Objectives:	To fully prepare an Employability Skills Portfolio (traditional and electronic) that exhibits evidence of achievement of Canada Council’s Critical Employability Skills. To work collaboratively and cooperatively as a member of a group project team. (Open House, Re-enrolment and Professional Image Day Student Conference) To work collaboratively and cooperatively as a member of a selection committee to successfully recruit a new employee for a simulated company. To apply and be interviewed for a simulated position as posted by the selection committee teams. To fully develop professional human relation skills and self-

Grading:

empowerment through participation in classroom seminar style activities.	
Employability Skills Portfolio	30%
Team Projects:	
A Section	
Open House	5%
Re-enrolment	15%
M Section	
Professional Image Day Conference	20%
Tests:	
M Section	
Your Attitude is Showing Test I	5%
Your Attitude is Showing Test II	5%
Your Attitude is Showing Test III	5%
A Section	
Readings Test I	5%
Readings Test II	5%
Readings Test III	5%
Job Recruitment and Interview Project	
Selection Committee Binder	20%
Individual Participation	10%
Final Exam	15%

4 Point Alpha Grading System:

A+	4.0	90-100
A	4.0	85-89
A-	3.7	80-84
B+	3.3	76-79
B	3.0	74-75
B-	2.7	70-72
C+	2.3	67-69
C	2.0	64-66
C-	1.7	60-63
D+	1.3	55-59
D	1.0	50-54
F	0.0	0-49

Course Schedule

The course schedule reflects the unusual nature of this course, in particular its emphasis on teamwork and learning through realistic activities. Students are entrusted to manage their time effectively by setting goals, organizing, planning, prioritizing, and scheduling activities, routines, and projects individually and in cooperation with their team members.

Students are expected to complete assigned reading materials on their own. The final exam will reflect topics covered in the class lectures and those concepts covered in the assigned readings.

January 2004

Wednesday	Friday
<p>7</p> <p>Course Outline Course Objectives Course Schedule Group Projects Overview Personal Collage Lecture One – <i>More Power To You</i> <i>This lecture focuses on accepting responsibility for your own life. It provides fresh and powerful perspective to help students focus on their strengths and assets.</i> Read Chapter 1 – Your Attitude is Showing Reading I – Assigned Material</p>	<p>9</p> <p>NO CLASS</p>
<p>12</p> <p>Lecture Two <i>Be Open to Change and Dealing with the Dilemma of Decision Making</i> <i>This lecture focuses on techniques and attitudes to accept change and grow. It also deals with how to get things done and explores strategies to make good decisions that get you from where you are to where you want to be.</i> Read Chapter 2 – Y AIS Reading II – Assigned Material</p>	<p>14</p> <p>Lecture Three <i>Handling Anger and Conflict</i> <i>This lecture focuses on the secrets that keep you cool, calm, and in control of your personal and professional life.</i> Read Chapter 3 – Y AIS Reading III – Assigned Materials</p>

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<p>21</p> <p><i>Handling Anger and Conflict continued.</i> Read Chapter 4 – YAIS Reading IV – Assigned Material</p>	<p>23</p> <p>Lecture Four <i>How to Work with People</i> <i>Teamwork can be tough – especially when conflicts, misunderstandings and communication breakdowns leave people frustrated and unable to work together. This lecture focuses on developing qualities to become a member of a winning team.</i> Read Chapter 5 – YAIS Reading V – Assigned Material Non-verbal communications group assignment.</p>
<p>27</p> <p>Lecture Five <i>Critical Communication Skills</i></p> <p><i>This lecture focuses on listening, non-verbal communications, and communications within an organization.</i> Non-verbal communications presentations. Overview of Test I Read Chapter 6 – YAIS Assigned Reading VI</p>	<p>29</p> <p>Test One – YAIS and Assigned Reading</p>
February 2004	
<p>4</p> <p>A SECTION Open House Group Project Date: Monday, February 9, 2004 Time: 8 a.m. – 6 p.m. Theme: ALL STAR OFFICE LINEBACKERS MMIV Organizational Session / Personal video/PowerPoint all star Presentation (Be prepared to set-up and work on Monday, February 9 8 a.m. to 6 p.m. in lieu of the Friday, February 13 class. You will be excused from classes on Monday, February 9.) Recruitment and Re-enrolment Project Group Assignment and Organizational Session Readings – Test II</p>	<p>6</p> <p>M Section Professional Image Day Conference Group Project Date: March 17, 2004 Time: 9 a.m. – 2 p.m. Administrative Technology Professional Image Day A student conference designed to help you realize your potential through projecting a professional image. Committee Assignments Invitation and Registration Committee Fashion Show Committee Make-up and Hair Committee Professional Image Session Committee Alumni Panel Committee Logistics Committee Follow-up Committee Read Chapters 7 - 12</p>

Wednesday	Friday
<p>10 Lecture Six Professionalism in the Office <i>This lecture will provide you with the tools you need to assessing and refining your professional image and with techniques to help you commit to a positive change that will benefit you and your organization.</i></p> <p>Lecture Seven Appraisals, Promotions and Dismissals <i>Students will participate in a practical exercise designed to simulate a performance appraisal.</i></p>	<p>13 Personal Appraisals Continued</p>
<p>25 Lecture Seven The Basics of Business Etiquette <i>Techniques that will make a tremendous difference in knowing the right thing to do and say to help you and your company reach its goals.</i></p>	<p>27 Lecture Eight How to develop an Outstanding Employability Skills Portfolio</p> <p><i>This lecture will focus on developing a personal mission statement, three personal goals, and three critical employability skills statements. The lecture will then go on to provide samples and instruction on the development of your employability skills portfolio.</i></p> <p>SELECTION AND RECRUITMENT PROJECT – OVERVIEW & Group Assignments</p>
<p>March 2004</p>	
<p>3 SELECTION AND RECRUITMENT PROJECT – OVERVIEW & Group Company Name and Mission Presentation Lecture Nine Interviewing Techniques <i>How to conduct an effective interview and how to sell yourself in an interview situation.</i></p>	<p>5 Test II YAIS and Assigned Reading</p> <p>SELECTION AND RECRUITMENT PROJECT Group Work Day One Read Chapters 13 – 24 Assigned Readings – Test III</p>
<p>10 SELECTION AND RECRUITMENT PROJECT Group Work Day Two</p>	<p>12 SELECTION AND RECRUITMENT PROJECT DEADLINES 4 p.m. Company Profile Company Mission Statement Company Goals Full Job Description File in A313B Job Posting A306 WINDOW</p>

Wednesday	Friday
<p>17</p> <p>PROFESSIONAL IMAGE DAY CONFERENCE & SELECTION AND RECRUITMENT PROJECT DEADLINE Application Sign-up Noon</p>	<p>19</p> <p>SELECTION AND RECRUITMENT PROJECT DEADLINE RESUME AND COVER LETTER SUBMISSION 4 p.m.</p>
<p>24</p> <p>SELECTION AND RECRUITMENT PROJECT Selection Committee Interviews & Re-enrolment Lunches</p>	<p>26</p> <p>SELECTION AND RECRUITMENT PROJECT Selection Committee Interviews & Re-enrolment Lunches</p>
<p>31</p> <p>SELECTION AND RECRUITMENT PROJECT Selection Committee Interviews & Re-enrolment Lunches</p>	
April 2004	
	<p>2</p> <p>SELECTION AND RECRUITMENT PROJECT Selection Committee Interviews</p>
<p>7</p> <p>SELECTION AND RECRUITMENT PROJECT Candidate Selection and Binder Completion</p>	<p>9</p> <p>SELECTION AND RECRUITMENT PROJECT DEADLINE Candidate Selection and Binder Submission 12 noon</p> <p>PORTFOLIO SUBMISSION 12 noon</p>
<p>14</p> <p>Test III – YAIS and Assigned Readings</p>	<p>16</p> <p>Year End Awards and Presentations</p>
<p>Final Exam TBA</p>	