

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Title: Professional Development for Office Administration
Course No.: OADIOO
Program: Office Administration - Common, Office Administration - General
Semester: One
Author: Sheree Wright
Professor: Larry Little
Date: September 1998
Previous Outline Dated: New

Approved:

Director, School of Business,
Hospitality and Computer Studies

 Date J21J>/11

Total Credits: 3
Prerequisites: None
Length of Course: 3 Hours A Week for 16 Weeks
Total Credit Hours: 48

A

^^ JUN3019S9 L -
SAULT STE. MARIE, ONTARIO
SAULT STE. MARIE, ONTARIO

L COURSE DESCRIPTION

This course will provide the participant with an opportunity to improve and enhance interpersonal and job-search skills. The importance of human relations as a process and a tool will be stressed. In addition, a comprehensive job search package will be developed which will help students market themselves effectively.

II. LEARNING OUTCOMES AND ELEMENTS OF PERFORMANCE

A. LEARNING OUTCOMES

1. Improve the effectiveness of the organization through cooperation and positive human relations skills.
2. Apply customer service skills in a given scenario.
3. Participate effectively as a member of a team.
4. Outline the process of interpersonal communications as it relates to the development of positive human relationships.
5. Analyze individual strengths, values, and goals.
6. Outline key employment laws and describe their effect on employers and employees in the workplace.
7. Apply techniques to conduct an effective job search, including preparation of a cover letter **and** follow-up letters.
8. Produce an effective resume.
9. Apply strategies for interview success.

B. LEARNING OUTCOMES AND ELEMENTS OF PERFORMANCE

Upon successful completion of this course, the student will demonstrate the ability to:

Outcome 1 - Improve the effectiveness of the organization through cooperation and positive human relations skills.

Elements of Performance:

- Define human relations and organizational effectiveness.
- Describe aspects of human relations as they relate to customers, coworkers, supervisors, and individual employees.
- Compare and contrast management styles.
- List and describe principles of quality management.

This outcome represents 10% of the final mark.

Outcome 2 -Apply customer service skills in a given scenario.

Elements of Performance:

- Describe general principles and guidelines for satisfying customers.
- Outline strategies and tactics for dealing with customer dissatisfaction.

This outcome represents 5% of the final mark.

Outcome 3 -Participate effectively as a member of a team.

Elements of Performance:

- Identify key techniques to becoming a team member.
- Discuss the individual differences among people who work together.
- Demonstrate techniques for resolving conflicts and negotiating.

This outcome represents 5% of the final mark.

Outcome 4 -Outline the process of interpersonal communications as it relates to the development of positive human relationships.

Elements of Performance:

- Draw a model of the communication process.
- Demonstrate effective listening skills and an understanding of communication barriers and how to overcome them.
- Identify the differences between the formal and informal communication systems.
- Describe the importance of maintaining positive human relations skills when using electronic communications.

This outcome represents 5% of the final mark.

Outcome 5 -Analyze individual strengths, values, and goals.

Elements of Performance:

- Complete instruments which may be helpful guides to self-knowledge.
- Illustrate the valuing process and apply the process to values at work.
- Write short- and long-term goals.

This outcome represents 10% of the final mark.

Outcome 6 - Outline key employment laws and describe their effect on employers and employees in the workplace.

Elements of Performance:

- Describe the importance of the following laws as they relate to the employer-employee relationship:
 - Occupational Health and Safety Act
 - Ontario Human Rights Act
 - Employment Standards Act
 - Labour Relations Act

This outcome represents 10% of the final mark.

Outcome 7 -Apply techniques to conduct an effective job search, including preparation of a cover letter and follow-up letters.

Elements of Performance:

- Research employment opportunities both in the hidden and "regular" job market.
- Research and report on an employer or employer group of the student's choice.
- Research a position for employment to which to the student will apply as part of the job search project
- Compose and submit a cover letter.
- Compose and submit a follow-up letter.

i -

This outcome represents 25% of the final mark.

Outcome 8 - Produce an effective resume.

Elements of Performance:

- Determine a job objective.
- Develop a list of transferable skills.
- Develop and prepare an effective resume which "speaks to the ad."

This outcome represents 25% of the final mark.

Outcome 9 - Apply strategies for interview success.

Elements of Performance:

- Research job requirements.
- Identify strengths and weaknesses.
- Prepare responses to commonly asked interview questions.

This outcome represents 5% of the final mark.

III. REQUIRED RESOURCES, TEXTS, AND MATERIALS

Human Relations for Career Success, Fifth Edition, Egglund & Williams, South-Western Educational Publishing

Proven Resumes and Confidence Builders, Regina Pontow, Abrams & Smith Publishing

Manilla file folder (1) - letter-size

IV. EVALUATION PROCESSES/GRADING SYSTEM

Human Relations - Test #1	10%
Human Relations - Test #2	10%
Human Relations Assignments	15%
Employment Law Test	10%
The Job Search Project:	55%
Job Research/	- 25%
Cover Letter/Follow-up	
Letter	
Resume	- 25%
Interview Process	- 5%

Assignments must be submitted on the date and prior to the time specified. If you are unable to do so, an Extension form must be attached to a late assignment. If an assignment is late, 10 percent will be deducted automatically. The maximum extension is three calendar days. Failure to follow this procedure will result in a zero grade for the assignment.

In the event of extenuating circumstances (i.e. death in the family, acute illness) where the extension could not be anticipated and which does not allow you to submit the assignment on the due date, an extension will be granted if the student contacts the professor within a reasonable time period. Appropriate documentation may be requested by the professor to validate the extenuating circumstances.

If a student is not able to write a test because of illness, or a legitimate emergency, that student must contact the instructor prior to the end of the test and provide an explanation which is acceptable to the instructor (medical certificates or other appropriate proof may be required). The student will then be able to write the test and receive the grade he/she achieves. In cases where the student has contacted the instructor, and where the reason is not classified as an emergency, i.e. slept in, forgot, etc., a penalty of 15 percent will be deducted from the test grade. In cases where the student has not contacted the instructor, the student will receive a mark of "0" on that test.

Grade/Numerical Equivalencies

- A+ Consistently Outstanding (90%-100%)
- A Outstanding Achievement (80%-89%)
- B Above-Average Achievement (70%-79%)
- C Satisfactory Achievement (60%-69%)
- R Repeat - the student has not achieved the course objectives, and the course must be repeated.
- X A temporary grade limited to situations with extenuating circumstances, giving students additional time to complete course requirements.

V. SPECIAL NOTES:

All students should be aware of the Special Needs Office in the College. If you have any special needs such as being visually impaired, hearing disabled, physically disabled, or learning disabled, you are encouraged to discuss required accommodations confidentially with the professor and/or contact the Special Needs Office, Room E1204, Ext. 493, 717, or 491, so that support services can be arranged for you.

Your professor reserves the right to modify the course as he/she deems necessary to meet the needs of the students.

It is the responsibility of the student to retain all course outlines for possible future use in gaining advanced standing at other post-secondary institutions.

Students should refer to the definition of "academic dishonesty" in the "Statement of Student Rights and Responsibilities."* Students who engage in "academic dishonesty" will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course, as may be decided by the professor.

Each student will be required to keep a file in a designated classroom. This will facilitate the return of assignments, grades, and any messages the faculty need to relay to the students.