



# Grande Prairie Regional College

## DEPARTMENT OF OFFICE ADMINISTRATION

OA2101 A2 PROFESSIONAL COMMUNICATIONS

3 (1.5 – 0 – 1.5)

COURSE OUTLINE

<b>Instructor</b>	Sharron Barr	<b>Phone</b>	539-2979 (office) 532-9236 (home)
<b>Office</b>	A313B or E309	<b>E-mail</b>	<a href="mailto:sbarr@gprc.ab.ca">sbarr@gprc.ab.ca</a>
<b>Office Hours</b>	Monday – Friday 2:30 – 3:30 Tuesday – Thursday 10:30 – 2:30	<b>Cell</b>	897-6676 (cell – text)

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### **Prerequisite(s):**

OA 1040 or OA 2040

### **Required Text/Resource Materials:**

O'Neil and Chapman, *Your Attitude is Showing* 12<sup>th</sup> Edition, Pearson Prentice Hall, 2008.

Grauer, *Exploring Microsoft Office PowerPoint 2007 Comprehensive*, Pearson, 2008

(NOTE: This text may be optional for those students wishing to challenge the PowerPoint Module in this course)

Sequin, Denise, *Microsoft Outlook 2007 on Windows Vista*, Paradigm, 2008.

### **Supplies**

Portfolio Binder, Laser Printer Labels, Protective Covers & Index Tabs

RW CD for Electronic Portfolio or Memory Stick

Good Quality Printing Paper for Resume and Portfolio

**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. Students will develop a Critical Employability Skills Portfolio and Electronic Portfolio. Students will also complete professional communication applications using Microsoft Outlook 2007 to compose, send, and respond to e-mail messages, including attachments, to schedule meetings and appointments and maintain monthly calendars, to manage contacts information and coordinate the data with e-mail and scheduling functions, to use Outlook's Task feature to track information jobs, and to customize Outlook to meet individual information and management needs. And the student will gain a comprehensive use of PowerPoint professional presentation software including the production of an electronic employability skills portfolio.

**Credit/Contact Hours:**

45 contact hours (3 credits)

Tuesday and Thursday 2:30 – 3:50

**Delivery Mode(s): Lecture/Lab**

Internet Delivery using Black Board

Lecture / Lab / Electronic Discussion Forum

**Objectives:**

The student will:

1. prepare a professional Employability Skills Portfolio and Electronic Portfolio that exhibits evidence of achievement of Canada Councils Critical Employability Skills.
2. work collaboratively and cooperatively as a member of a group project team (Selection and Recruitment Project).
3. apply and be interviewed for a simulated position as posted by the selection committee teams.
4. participate as member of a job recruitment and selection hiring committee
5. fully develop professional human relation skills and professionalism through participation in team work projects , assigned critical thinking, communication projects, electronic discussion forums, and community | college involvement.

**Grading Criteria:**

All work must be completed in order to receive a passing grade in this course.

**2<sup>ND</sup> YEAR DIPLOMA STUDENTS**

Employability Skills Portfolio & Electronic Diploma	40
Volunteer Projects –	
▶ Grande Prairie Women's Show 2 hour shift	
▶ Home Coming Weekend – special event 10 hours	20
Job Recruitment and Interview Project	20
Your Attitude is Showing Exams	
Chapter Exams	5
Final Exam	15

**INTENSIVE DIPLOMA STUDENTS**

Employability Skills Portfolio	30
Volunteer Projects –	
▶ Grande Prairie Women's Show 2 hours shift	
▶ President's Ball Volunteer work 5 hours	10
Job Recruitment and Interview Project	20
Your Attitude is Showing Exams	
Chapter Exams	5
Final Exam	15
PowerPoint Assignments & Electronic Portfolio Final Assignment	10
Outlook Projects and Exams	10

**Course Schedule/ Tentative Timeline:**

<u>Week</u>	<u>Topic &amp; Tasks</u>	<u>Required</u>
Week 1	<ul style="list-style-type: none"> <li>◆ Welcome and Introductory Lecture Empowerment</li> <li>◆ Course Outline, Course Schedule, Volunteer Work Schedule (Grande Prairie Women's Show, President's Ball and Home Coming Weekend) Review:               <ul style="list-style-type: none"> <li>◆ Review Employability Skills Portfolio <i>print Feedback Sheet</i></li> <li>◆ Canada Council Critical Employability Skills</li> <li>◆ Review The Job Recruitment and Interview Project                   <ul style="list-style-type: none"> <li>○ <i>Assignment Sheet</i></li> </ul> </li> <li>◆ Resumes, Cover Letters, Sample Job Descriptions,</li> <li>◆ Overview Textbook Lecture Series, CHAPTER TESTS and CHAPTER TESTS assigned.</li> </ul> </li> </ul> <p>☞ "The Heart of a Leader"</p> <p>☞ "FISH" end of lab</p>	<p>Read &amp; Complete CHAPTER TESTS Chapters 1, 2, &amp; 3 "Your Attitude is Showing" (YAIS) CHAPTER TESTS DUE: Monday, September 13, 9 P.M.</p> <p>Draft &amp; Submit Resume Due: Friday, September 10, 8 p.m.</p> <div style="border: 1px solid black; border-radius: 50%; width: 150px; height: 100px; margin: 20px auto; text-align: center; padding: 10px;"> <p>ENTER ALL SCHEDULE INTO OUTLOOK TOGETHER AS A CLASS</p> </div>

**Comment [SB1]:** ENTER THESE IMPORTANT DATES IN YOUR OUTLOOK ELECTRONIC CALENDAR WITH REMINDERS

**Comment [SB2]:** JANUARY 8, 2009, 8 P.M.

<p><b>Week 2</b></p>	<ul style="list-style-type: none"> <li>◆ Your Attitude is Showing Lecture II</li> <li>☞ “Whale Done”</li> <li>◆ Career Goals &amp; Collage (assigned)</li>   <li>■ <b>Job Search Module</b></li> <li><b>VOLUNTEER WORK ASSIGNMENT SHEET SIGN-UP</b></li> <li>▶ GP WOMEN’S SHOW</li> <li>▶ PRESIDENTS BALL</li> <li>▶ HOMECOMING WEEKEND &amp; SPECIAL EVENT</li>   <li>■ LAB</li> <li>■ Review PowerPoint Module <ul style="list-style-type: none"> <li>■ Print PowerPoint Assignment Grade Sheet</li> </ul> </li> <li>■ Review Electronic Portfolio <ul style="list-style-type: none"> <li>■ Print Electronic Portfolio Assignment Sheet</li> </ul> </li> <li>■ LAB</li> <li>■ Review PowerPoint Chapter 1 &amp; 2 Concepts</li> </ul>	<p>Read &amp; Complete CHAPTER TESTS Chapters 4, 5, &amp; 6  “Your Attitude is Showing” (YAIS)  Chapter Tests Due:  Monday, September 20, 9 P.M.</p> <p>Draft &amp; Drop Career Goals  Due: Friday, September 17, 8 p.m.</p> <p>Do PowerPoint Chapter 1  Due: Friday, September 17, 2010 3 p.m.  (see PowerPoint Grade Sheet)</p> <p>Do PowerPoint Chapter 2 Due: Friday, September 17, 2010, 3 p.m.  (see PowerPoint Grade Sheet)</p>
<p><b>Week 3</b></p>	<ul style="list-style-type: none"> <li>☞ “Getting Along”</li> <li>◆ Your Attitude is Showing Lecture III</li>   <li>■ Critical Employability Skills Statements</li>   <li>■ LAB</li> <li>■ Review PowerPoint Chapter 3 Concepts</li> </ul>	<p>Read &amp; Complete CHAPTER TESTS Chapters 7, 8, &amp; 9 “Your Attitude is Showing” (YAIS)  CHAPTER TESTS DUE:  MONDAY, September 27, 9 P.M.</p> <p>Do PowerPoint Chapter 3  Due: Friday, September 24, 2010, 3 p.m.  (see PowerPoint Grade Sheet)</p>

Comment [SB3]: JANUARY 8, 2009, 8 P.M.

<p><b>Week 4</b>    ♦ Your Attitude is Showing Lecture IV                    ☞ Johnny the Bagger”</p> <p>■ LAB         ■ Review PowerPoint Chapter 4 Concepts</p>	<p>Read &amp; Complete CHAPTER TESTS          Chapters 10, 11, &amp; 12          “Your Attitude is Showing” (YAIS)          CHAPTER TESTS DUE:          MONDAY, October 4, 2010, 9 P.M.</p> <p>Critical Employability Skills Statements Draft          I due Friday, October 1, 2010</p> <p><b>Do PowerPoint Chapter 4</b>  <b>Due: Friday, October 1, 2010, 3 p.m.</b>  <b>(see PowerPoint Grade Sheet)</b></p>
<p><b>Week 5</b>    ♦ A Quick Word on Chapters 13 – 15 YAIS</p> <p>■ Employability Skills Portfolio         ■ Job Search and Selection Project</p> <p>■ LAB         ■ Review PowerPoint Chapter 5 Concepts</p>	<p>Read &amp; Complete CHAPTER TESTS          Chapters 10, 11, &amp; 12 “Your Attitude is          Showing” (YAIS)          CHAPTER TESTS DUE:          MONDAY, October 11, 2010, 9 P.M.</p> <p>Critical Employability Skill Portfolio          Submission I – Title Pages, Tabs, Resume,          Cover Letter, Goals, Employability Skills          Statements</p> <p><b>Do PowerPoint Chapter 5</b>  <b>Due: Friday, October 8, 2010, 3 p.m.</b>  <b>(see PowerPoint Grade Sheet)</b></p>

<p><b>Week 7</b></p>	<ul style="list-style-type: none"> <li>◆ A Quick Word on Chapters 16 – 18 YAIS</li>   <li>● Job Search and Selection Project</li> <li>● Company Name, Company Logo, Company Mission Statement, Job Description</li> <li>● Effective Recruiting and Interviewing Techniques Lecture</li> <li>● Interview Techniques Lecture</li>   <li>🔗 "TBA – Interviewing &amp; Recruiting Skills"</li>   <li>■ LAB</li> <li>■ Review PowerPoint Chapter 6, 7, 8 Concepts</li> </ul>	<p>Read &amp; Complete CHAPTER TESTS Chapters 16, 17,18          "Your Attitude is Showing" (YAIS)          CHAPTER TESTS DUE:          MONDAY, October 18, 2010, 9 P.M.</p> <p><b>LOOK</b> → <b>Submit Company Logo, Company Mission Statement, Job Description, Recruitment Ad Due: RECRUITMENT AD MUST BE POSTED BY 12 NOON, FRIDAY, OCTOBER 22 IN A313 AND ON COMPANY ENVELOPE IN A313B</b></p> <p>Do PowerPoint Chapter 6, 7, 8          Due: Friday, October 15, 3 p.m.          (see PowerPoint Grade Sheet)</p>
<p><b>Week 8</b></p>	<ul style="list-style-type: none"> <li>◆ A Quick Word on Chapters 19 – 21 YAIS</li>   <li>◆ Present Collages</li>   <li>● Job Search and Selection Project</li> <li>● Effective Interviewing Continued</li> <li>🔗 "TBA – Interviewing to Get the Job"</li>   <li><b>LAB:</b> Outlook Overview and Assignments</li> </ul>	<p>Read &amp; Complete CHAPTER TESTS Chapters 19, 20, 21          "Your Attitude is Showing" (YAIS)          CHAPTER TESTS DUE:          MONDAY, October 25, 2010, 9 P.M.</p> <p><b>LOOK</b> → <b>APPLICANTS Sign-up Wednesday, October 27, 12 noon</b>  <b>APPLICANTS Submit Resume &amp; Cover Letter into Company Envelope Wednesday November 3, 12 noon</b></p> <p><b>INTENSIVE DIPLOMA STUDENTS – OUTLOOK FULL OVERVIEW CHAPTERS 1 – 5 ASSIGNED Chapters 1 and 2 Due: Wednesday, October 27</b></p>

<p><b>Week 9</b></p>	<ul style="list-style-type: none"> <li>◆ A Quick Word on Chapters 22 - 24</li> </ul> <ul style="list-style-type: none"> <li>● Job Search and Selection Team Reports and discussion the next stage of the project</li> </ul> <p><b>LAB:</b> Outlook Overview and Assignments</p>	<p>Read &amp; Complete CHAPTER TESTS Chapters 22, 23, 24 "Your Attitude is Showing" (YAIS) CHAPTER TESTS DUE MONDAY, November 1, 2010, 9 P.M.</p> <p>APPLICANTS Submit Resume &amp; Cover Letter into Company Envelope Wednesday, November 10, 12 noon</p> <p><b>INTENSIVE DIPLOMA STUDENTS – OUTLOOK Assigned Chapters 3 and 4 Due: Wednesday, November 3</b></p>
<p><b>WEEK 10</b></p>	<ul style="list-style-type: none"> <li>● Job Search and Selection Work Week</li> </ul> <p><b>LAB:</b> Outlook Overview and Assignments</p>	<p>Applicants Complete and Submit Resumes Work on Electronic Portfolios Due: November 24 Work on Employability Skills Portfolio Due: November 24</p> <p><b>INTENSIVE DIPLOMA STUDENTS – OUTLOOK Assigned Chapters 5 and Final Exam Due: Wednesday, November 10</b></p>
<p><b>Week 11</b></p> <p><b>WORK WEEK - November 15, 17</b> <b>Portfolios!</b></p>		
<p><b>Week 12</b></p>	<ul style="list-style-type: none"> <li>● <b>JOB SEARCH AND SELECTION PROJECT</b></li> </ul> <p><b>INTERVIEWS WEEK 1</b></p>	<p><b>IN PROGRESS: INTERVIEWS</b></p> <p><b>INTERVIEWS - November 25 - December 3</b></p>



<b>Week 14</b>	<ul style="list-style-type: none"> <li>● <b>JOB SEARCH AND SELECTION PROJECT</b> <b>INTERVIEW WEEK 2</b></li> </ul>	<b>IN PROGRESS: INTERVIEWS</b> Companies to submit successful candidate names December 3, 12 noon  <h2 style="text-align: center;">INTERVIEWS - November 25 - December 3</h2> <p style="text-align: right; color: red;">Electronic Portfolios Due: November 24</p>
<b>Week 15</b>	<ul style="list-style-type: none"> <li>● Electronic Portfolios Presentations</li> <li>● <b>JOB SEARCH AND SELECTION PROJECT</b> COMPANY BINDERS &amp; SELECTIONS SUBMITTED</li> </ul>	<b>Complete Search and Selection Letters of Regret and Offer</b> <b>Submit Search and Selection Binder Monday, December 6, 2009</b>  PowerPoint MOS Testing
<b>Week 15</b>	<ul style="list-style-type: none"> <li>● Company Group Presentations at Christmas Tea Tuesday, December 7, 2010</li> </ul>	
<b>Week 16</b>	<b>FINAL EXAM – YAIS AND LECTURE MATERIAL TBA</b>	

**Statement on Plagiarism:**

The instructor reserves the right to use electronic plagiarism detection services.

**Grading Conversion Chart**

<b>Alpha Grade</b>	<b>4-point Equivalent</b>	<b>Percentage Guidelines</b>	<b>Designation</b>
<b>A<sup>+</sup></b>	<b>4</b>	<b>90 – 100</b>	<b>EXCELLENT</b>
<b>A</b>	<b>4</b>	<b>85 – 89</b>	
<b>A<sup>-</sup></b>	<b>3.7</b>	<b>80 – 84</b>	<b>FIRST CLASS STANDING</b>
<b>B<sup>+</sup></b>	<b>3.3</b>	<b>76 – 79</b>	
<b>B</b>	<b>3</b>	<b>73 – 75</b>	<b>GOOD</b>
<b>B<sup>-</sup></b>	<b>2.7</b>	<b>70 – 72</b>	
<b>C<sup>+</sup></b>	<b>2.3</b>	<b>67 – 69</b>	<b>SATISFACTORY</b>
<b>C</b>	<b>2</b>	<b>64 – 66</b>	
<b>C<sup>-</sup></b>	<b>1.7</b>	<b>60 – 63</b>	
<b>D<sup>+</sup></b>	<b>1.3</b>	<b>55 – 59</b>	<b>MINIMAL PASS</b>
<b>D</b>	<b>1</b>	<b>50 – 54</b>	
<b>F</b>	<b>0</b>	<b>0 – 49</b>	<b>FAIL</b>

**Cell Phone Policy:**

Users of cell phones and other personal electronic devices must be attentive to the needs, sensibilities and rights of other members of the College community. The use of these devices must not disrupt the functions of the College overall and its classrooms and labs. Instructors have the right to have strict individual policies related to cell phones in order to provide and maintain a classroom environment that is conducive to learning and the respect of others.

Cell phones, PDA's and pagers **must be turned off and placed out of sight in classrooms and computer labs during instructional time.** Devices can only be turned on and set to silent mode with the expressed consent of individual instructors. Sending or receiving text messages or gaming on a cell phone during class is not acceptable. In addition, cell phones and other personal electronic devices incorporating cameras must be turned off and out of sight in any area in which individuals have reasonable expectations of privacy. This includes classrooms and computer labs.

**Some instructors may have penalties for violations. If cell phones, pagers, calculators, recorders, digital cameras, PDA's MP3 players or other personal electronic devices are used inappropriately for the purposes of cheating or academic dishonesty, then students who do so will be penalized appropriately under the Academic Honesty policy of Grande Prairie Regional College.**