



# Grande Prairie Regional College

## DEPARTMENT OF OFFICE ADMINISTRATION

### OA2101 A3 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 9:00 – 10:00 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

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)  
Monday's 11:30 – 2:30

**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	25
Volunteer Projects –	
▶ Grande Prairie Women's Show 2 hours shift	
▶ Arctic Winter Games Chef d' Mission Office support 35 hours	40
Job Recruitment and Interview Project	20
Your Attitude is Showing Exams	15

**INTENSIVE DIPLOMA STUDENTS**

Employability Skills Portfolio	25
Volunteer Projects –	
▶ Grande Prairie Women's Show 2 hours shift	
▶ Arctic Winter Games Chef d' Mission Office support 20 hours	20
Job Recruitment and Interview Project	20
Your Attitude is Showing Exams	15
PowerPoint Assignments & Electronic Portfolio Final Assignment	10
Outlook Projects and Exams	10

**Course Schedule/ Tentative Timeline:**

<b>Week</b>	<b>Topic &amp; Tasks</b>	<b>Required</b>
<b>Week 1</b>	<ul style="list-style-type: none"> <li>◆ Welcome and Introductory Lecture Empowerment</li> <li>◆ Course Outline, Course Schedule, Course Lecture/Lab/Discussion Forum Assignment components, Volunteer Work Schedule (Grande Prairie Women's Show &amp; Arctic Winter Games)</li> <li>◆ 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>◆ <i>Resumes, Cover Letters, Sample Job Descriptions,</i></li> <li>◆ <i>Overview Textbook Lecture Series, discussion questions and discussion questions assigned.</i></li> </ul> </li> </ul> <p>🔗 “The Heart of a Leader”</p> <p>🔗 “FISH” end of lab</p> <ul style="list-style-type: none"> <li>■ LAB</li> <li>■ Review PowerPoint Module               <ul style="list-style-type: none"> <li>■ <i>Print PowerPoint Assignment Grade Sheet</i></li> </ul> </li> <li>■ Review Electronic Portfolio               <ul style="list-style-type: none"> <li>■ <i>Print Electronic Portfolio Assignment Sheet</i></li> </ul> </li> </ul>	<p><b>Read &amp; Complete Discussion Questions Chapters 1, 2, &amp; 3</b></p> <p><b>“Your Attitude is Showing” (YAIS)</b></p> <p><b>DISCUSSION QUESTIONS DUE MONDAY, JANUARY 11, 11; 30 A.M.</b></p> <p><b>Draft &amp; Drop Resume Due: Friday, 8 p.m.</b></p> <p><b>Do PowerPoint Chapter 1 Due: Friday, January 8, 2010, 3 p.m.</b></p> <p><b>(see PowerPoint Grade Sheet)</b></p>

**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> </ul> <ul style="list-style-type: none"> <li>■ LAB</li> <li>■ Review PowerPoint Chapter 2 Concepts</li> </ul>	<p>Read &amp; Complete Discussion Questions Chapters 4, 5, &amp; 6          “Your Attitude is Showing” (YAIS)          DISCUSSION QUESTIONS DUE MONDAY, JANUARY 18, 11:30 A.M.</p> <p>Draft &amp; Drop Career Goals Due: Friday, 8 p.m.</p> <p><b>Do PowerPoint Chapter 2 Due: Friday, January 15, 2010, 3 p.m. (see PowerPoint Grade Sheet)</b></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>◆ Your Attitude is Showing Exam I (Chapters 1 – 6 – in Lab)</li> <li>■ Critical Employability Skills Statements</li> </ul> <ul style="list-style-type: none"> <li>■ LAB</li> <li>■ Review PowerPoint Chapter 3 Concepts</li> </ul>	<p>Read &amp; Complete Discussion Questions Chapters 7, 8, &amp; 9 “Your Attitude is Showing” (YAIS)          DISCUSSION QUESTIONS DUE MONDAY, JANUARY 25, 11:30 A.M.</p> <p>Draft &amp; Drop Career Goals Due: Friday, 8 p.m.</p> <p><b>Do PowerPoint Chapter 3 Due: Friday, January 22, 2010, 3 p.m. (see PowerPoint Grade Sheet)</b></p>
<p><b>Week 4</b></p> <ul style="list-style-type: none"> <li>◆ Your Attitude is Showing Lecture IV</li> <li>☞ Johny the Bagger”</li> <li>■ Portfolio Word, Excel, Records Management, Sections Due</li> </ul>	<p>Read &amp; Complete Discussion Questions Chapters 10, 11, &amp; 12 “Your Attitude is Showing” (YAIS)          DISCUSSION QUESTIONS DUE MONDAY, FEBRUARY 1, 2010, 11:30 A.M.</p> <p>Critical Employability Skill Portfolio Submission</p> <p><b>Do PowerPoint Chapter 3 Due: Friday, January 22, 2010, 3 p.m. (see PowerPoint Grade Sheet)</b></p>
<p><b>Week 5</b></p> <ul style="list-style-type: none"> <li>◆ A Quick Word on Chapters 13 – 15 YAIS</li> </ul>	<p>Read &amp; Complete Discussion Questions Chapters 10, 11, &amp; 12 “Your Attitude is Showing” (YAIS)          DISCUSSION QUESTIONS DUE MONDAY, FEBRUARY 8, 2010, 11:30 A.M.</p>

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

Comment [SB4]: JANUARY 8, 2009, 8 P.M.

<ul style="list-style-type: none"> <li>■ Employability Skills Portfolio</li> <li>■ Job Search and Selection Project</li>   <li>■ LAB</li> <li>■ Review PowerPoint Chapter 4 Concepts</li> </ul>	<p>Critical Employability Skill Portfolio Submission II – Internet Technology and Business Communications Section</p> <p><b>Do PowerPoint Chapter 4 Due: Friday, January 29, 2010, 3 p.m. (see PowerPoint Grade Sheet)</b></p>
<p><b>Week 6</b> ◆ A Quick Word on Chapters 16 – 18 YAIS</p> <ul style="list-style-type: none"> <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> </ul> <p>☞ "TBA – Interviewing &amp; Recruiting Skills"</p> <p>◆ YAIS Test II (in lab)</p> <ul style="list-style-type: none"> <li>■ LAB</li> <li>■ Review PowerPoint Chapter 5 Concepts</li> </ul>	<p>Read &amp; Complete Discussion Questions Chapters 16, 17,18"Your Attitude is Showing" (YAIS) DISCUSSION QUESTIONS DUE MONDAY, FEBRUARY 15, 2010, 11:30 A.M.</p> <p><b>LOOK</b> Submit Company Logo, Company Mission Statement, Job Description, Recruitment Ad Due: RECRUITMENT AD MUST BE POSTED BY 12 NOON, FRIDAY, FEBRUARY 26 IN A313 AND ON COMPANY EVELOPE IN A313B</p> <p>Portfolio – Work Experience and Title pages sections</p> <p><b>Do PowerPoint Chapter 5 Due: Friday, February 19, 3 p.m. (see PowerPoint Grade Sheet)</b></p>
<p><b>Week 8</b> ◆ A Quick Word on Chapters 19 – 21 YAIS</p> <p>◆ Present Collages</p> <ul style="list-style-type: none"> <li>● Job Search and Selection Project</li> <li>● Effective Interviewing Continued</li> </ul> <p>☞ "TBA – Interviewing to Get the Job"</p>	<p>Read &amp; Complete Discussion Questions Chapters 19, 20, 21"Your Attitude is Showing" (YAIS) DISCUSSION QUESTIONS DUE MONDAY, FEBRUARY 22, 2010, 11:30 A.M.</p> <p><b>LOOK</b> APPLICANTS Sign-up Wednesday, March 3, 12 noon APPLICANTS Submit Resume &amp; Cover Letter into Company Envelope Friday, March 5, 12 noon</p>

<ul style="list-style-type: none"> <li>■ LAB</li> <li>■ Review PowerPoint Chapter 6,7, 8 Concepts</li> </ul>	<p>Submit Excel, Access, PowerPoint, (min 10 color) Portfolio Sections, Monday, March 1</p> <p><b>Do PowerPoint Chapter 6, 7, 8 Due: Friday, February 26, 3 p.m. (see PowerPoint Grade Sheet)</b></p>
<p><b>Week 9</b> ◆ A Quick Word on Chapters 22 - 24</p> <ul style="list-style-type: none"> <li>● Job Search and Selection Team Reports and discussion the next stage of the project</li> </ul> <p><i>ARCTIC WINTER GAMES 2010 OVERVIEW ASSIGNED SHIFTS SCHEDULE MARCH 5 - 14 SET-UP SCHEDULE MINUTES AND MEETINGS LECTURE</i></p>	<p>Read &amp; Complete Discussion Questions Chapters 22, 23, 24 "Your Attitude is Showing" (YAIS) DISCUSSIONS QUESTIONS DUE MONDAY, MARCH 1, 2010, 11:30 A.M.</p> <p><b>APPLICANTS Sign-up</b> Wednesday, March 3, 12 noon APPLICANTS Submit Resume &amp; Cover Letter into Company Envelope Friday, March 5, 12 noon</p> <p><b>Work on Electronic Portfolios Due: April 2</b> Work on Employability Skills Portfolio Due: March 12</p>
<p><b>WEEK 10</b> <i>ARCTIC WINTER GAMES 2010 WORK ASSIGNED SHIFTS SCHEDULE MARCH 5 - 14 TAKE DOWN SCHEDULE</i></p>	
<p><b>Week 11</b> <b>WORK WEEK - March 15 - 19</b></p>	
<p><b>Week 12</b> ◆ YAIS TEST III</p> <ul style="list-style-type: none"> <li>● <b>JOB SEARCH AND SELECTION PROJECT</b> INTERVIEWS WEEK 1</li> </ul>	<p><b>INTENSIVE DIPLOMA STUDENTS – OUTLOOK</b> FULL OVERVIEW CHAPTERS 1 – 5 ASSIGNED DUE: Chapters 1, 2 Due Monday, March 29</p> <p><b>IN PROGRESS:</b> INTERVIEWS</p> <p><b>INTERVIEWS - March 22 - 26</b></p>

<b>Week 13</b>	<ul style="list-style-type: none"> <li>■ <b>JOB SEARCH AND SELECTION PROJECT</b></li> <li><b>INTERVIEW WEEK 2</b></li> </ul>	<b>IN PROGRESS:</b> <b>INTERVIEWS</b>  <b>INTERVIEWS - March 29 - April 2</b>  <b>Electronic Portfolios Due: April 2</b> <b>INTENSIVE DIPLOMA STUDENTS – OUTLOOK</b> <b>DUE: Chapters 3 and 4 Due Monday, April 5</b>
<b>Week 14</b>	<ul style="list-style-type: none"> <li>■ Electronic Portfolios Presentations</li> <li>● <b>JOB SEARCH AND SELECTION PROJECT</b></li> <li>COMPANY BINDERS &amp; SELECTIONS</li> <li>SUBMITTED</li> </ul>	<b>Complete Search and Selection Letters of Regret and Offer</b> <b>Submit Search and Selection Binder Monday, April 5, 2009</b> Power Point MOS Testing
<b>Week 15</b>	<ul style="list-style-type: none"> <li>● Company Group Presentations at Year-End Awards and Work Experience Lunch</li> </ul>	
		<b>INTENSIVE DIPLOMA STUDENTS – OUTLOOK</b> <b>DUE: Chapters 5 and Final Exam Due Monday, April 19</b>



**Statement on Plagiarism:**

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

**Grading Conversion Chart**

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

**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.**