



## DEPARTMENT OF BUSINESS AND OFFICE ADMINISTRATION

### COURSE OUTLINE

OA 2101 A2 Professional Communications 3 (1.5-0-1.5) 45 Hours

Tuesday and Thursday 11:30 – 1 p.m. A313

<b>Instructor</b>	Sharron Barr	<b>Phone</b>	(780) 539-2979 (780) 897-6676 (cell)
<b>Office</b>	C203 of A313B	<b>Email</b>	sbarr@gprc.ab.ca
<b>Office Hours</b>	Contact me anytime for an individual appointment or extra help	<b>Class</b>	On line delivery

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#### **Prerequisite(s)/Co-requisite(s):**

None

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

- 1) O'Neil and Chapman, ***Your Attitude is Showing*** 12th Edition, Pearson Prentice Hall, 2008.
- 2) Rutkowsky, Nina: ***Benchmark Series: Microsoft PowerPoint 2013*** (ProCert Exam Ready). Paradigm, 2014
- 3) Rechoum, Naziha. ***Outlook 2013 – Simple & Easy***, 2<sup>nd</sup> Edition. Logitell Publishing Inc.
- 4) *Supplies : Portfolio Binder, Laser Printer Labels, Protective Covers & Index Tabs, Memory Stick Good Quality Printing Paper for Resume, Cover Letter 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.

#### **Credit/Contact Hours:**

3 credits/ 45 contact hours

#### **Delivery Mode(s):**





On Line Delivery

## **Learning Outcomes:**

### **Human Relations – *YOUR ATTITUDE IS SHOWING***






#### Chapter 1 YOU CAN'T ESCAPE HUMAN RELATIONS

After completing this chapter you will:

-  Understand that the importance of human relations should never be underestimated—a good reason to continue to improve your human relations throughout life.
-  Appreciate the value of a positive attitude for yourself and others around you.
-  Recognize that, in addition to productivity expectations, all jobs have a human-relations responsibility and present challenges.
-  Understand that management views your work contribution as part of a team's productivity.





#### Chapter 2 HUMAN RELATIONS CAN MAKE OR BREAK YOU

After completing this chapter you will:

-  Understand that self-confidence and other important factors make human relations more than just common sense.
-  Appreciate the power of human relations as a dimension of your experience and competence.
-  Consider how developing and practicing good human relations can contribute to your career opportunities.
-  Recognize that high academic performance does not guarantee good human relations but a good attitude will enhance learning (and vice versa).
-  Appreciate the symbiotic relationship between personality and attitude—factors that personify your human relations in achieving success.



#### Chapter 3 – HOLD ON TO YOUR POSITIVE ATTITUDE:


After completing this chapter you will:


-  Understand the importance of communicating a positive attitude and how your perspective (either positive or negative) influences how you are perceived.
-  Identify several ways you can build and protect your positive attitude for it to become a valuable career asset.
-  Recognize the significance of making frequent self-assessments for initiating attitude improvement.
-  Appreciate the value of a serendipitous attitude—an attitude you control—and how it can be contagious.

#### Chapter 4 – WHEN PEOPLE STEP ON YOUR ATTITUDE

After completing this chapter you will:


-  Anticipate the fact that people will step on your attitude.
-  Understand and explore some of the techniques for “bouncing back” quickly from ego-deflating encounters with others.


 Learn to be sensitive and respectful of others if you expect to deserve the same consideration.

 Appreciate the true value of your attitude and treat it as your most prized possession.


## Chapter 5 – VERTICAL AND HORIZONTAL WORKING RELATIONSHIPS

After completing this chapter you will:

 Recognize the differences in relationships that are created by being near people as well as by working and communicating with people.


 Understand the importance of building vertical working relationships.


 Understand the importance of building horizontal working relationships.


 Appreciate why good communication is needed for consciously creating, building, and maintaining relationships in all directions in the workplace.


## Chapter 6 - YOUR POTENTIAL AND PRODUCTIVITY—A CLOSER LOOK

After completing this chapter you will:

 Realize that productivity measurement, whether by scientific measures or by management judgment, is important to an organization.


 Understand that people seldom reach their individual productivity potentials; that is, a gap exists between what you can do and what you actually do.


 Appreciate the importance of group productivity and why it is an extension of individual productivity.


 Recognize that both supervisors and workers have responsibility to help close individual and group productivity gaps.


## Chapter 7 - THE WINNING COMBINATION


After completing this chapter you will:

 Understand why a positive correlation exists between good human relations, worker satisfaction, and productivity.

 Identify ways personal productivity can be increased by giving attention to a good balance of work skills.


 Recognize the characteristics, actions, and expertise of the four “plus” factors that management seeks in employees.

 Appreciate how productivity ultimately involves quality, a service attitude, and customer satisfaction.




 Understand the four quality issues valued by organizations that strive to improve services and products.

## Chapter 8 - YOUR MOST IMPORTANT WORKING RELATIONSHIP

After completing this chapter you will:







 Appreciate the role of your supervisor and how you can learn from her or him.

 Identify the types of working climates supervisors create and ways to work within them.

-  Understand the two basic supervisor styles and how you can be productive in different environments.
-  Recognize ten tips for maximizing your relationship with your supervisor with the climate he or she creates.
-  Practice good ethical behavior, especially to make your most important working relationship—working with your supervisor—as strong as possible.




## Chapter 9 - UNDERSTANDING THE NATURE OF RELATIONSHIPS

After completing this chapter you will:

-  Understand the importance of the mutual-reward theory in creating, maintaining, and repairing relationships.
-  Recognize that every person has his (her) own value system.
-  Appreciate how diversity and ethnic demographics have contributed to the changing international workplace.
-  Recognize the dangers and implications of sexual overtones and harassment.
-  Appreciate the value and significance of building relationships with people of all age levels.
-  Learn to develop tolerance, but also correct irritating habits and manners that can damage relationships.





## Chapter 10 - YOUR SUCCESS AS A TEAM PLAYER

After completing this chapter you will:

-  Understand the importance of teams and the three essential requirements for team membership.
-  Identify the elements that contribute to harmony and success of teams with diverse membership.
-  Appreciate the value of the mutual-reward theory in creating effective, productive work teams.






## Chapter 11 - EMOTIONAL INTELLIGENCE: MANAGING STRESS, FRUSTRATION, AND AGGRESSION

After completing this chapter you will:

-  Understand the causes of stress and frustration as well as appropriate ways to harmlessly release tension.
-  Determine the roots and forms of aggression as well as the factors to help you avoid the pitfalls of aggressive behavior.
-  Explain the frustration-aggression hypothesis and how you can put the hypothesis into practice.
-  Appreciate the value of developing good emotional intelligence.





## Chapter 12 - RESTORING INJURED RELATIONSHIPS

After completing this chapter you will:

-  Appreciate the power and significance of communication in restoring a damaged relationship.
-  Understand both the importance of repairing an injured relationship as quickly as possible and the negative consequences of not doing so.
-  Identify four basic principles that can assist you in restoring a damaged relationship.
-  Identify why relationship restoration strategies are based on “rebuilding willingness” and why there still may be challenges and risks associated with repair efforts.
-  Evaluate the attitude factors needed by team members and the ways team membership contributes to relationship building






### Chapter 13 - ATTITUDES AMONG CULTURALLY DIVERSE CO-WORKERS

After completing this chapter you will:

-  Recognize that team synergy is dependent, to a large degree, on the cultural comfort zones of the individual team members.
-  Identify three ways in which you can improve your attitude toward all coworkers, including culturally diverse coworkers.
-  Understand that attitudes are mental sets either for or against those from cultures other than your own.
-  Suggest several ways cultural diversification in the workplace can contribute to productivity.





### Chapter 14 - SUCCEEDING IN A NEW JOB OR ASSIGNMENT

After completing this chapter you will:

-  Understand the value of having organization and balance in your life for making a smooth and effective transition to a new work role.
-  Recognize the importance of the learning factor for success in your new job or assignment.
-  Understand why organizations develop manuals of work policies and procedures.
-  Realize that taking a “good common sense” approach to your job assignment is smart on your part—and is expected by your employer.
-  Appreciate how much a commitment to your positive attitude contributes to the success of all your interactions.





### Chapter 15 - INITIATION RITES—COPING WITH TEASING AND TESTING

After completing this chapter you will:

-  Appreciate that teasing and testing frequently are ways of helping a new employee to become an accepted member of the group.
-  Recognize that the purpose of organizational testing usually comes with the territory of being a new employee.
-  Understand the purposes and consequences of personal testing.
-  Identify several acceptable ways to address prolonged or negative testing.







## Chapter 16 - ABSENTEEISM AND HUMAN RELATIONS

After completing this chapter you will:

-  Understand that absenteeism and lateness are very problematic for management.
-  Appreciate the accepted conditions for absenteeism that are included in most organizations' absenteeism policies.
-  Recognize the challenges of absenteeism and lateness faced by employees in building relationships and a work career.
-  Identify nine tips to help you avoid abusing your company's attendance requirements and to help you build good working relationships.





## Chapter 17 - AVOIDING SIX COMMON HUMAN-RELATIONS MISTAKES

After completing this chapter you will:

-  Understand why a failure to listen, the first of six common human-relations mistakes that people make, can seriously damage your communication skills.
-  Recognize that underestimating others, a second common human-relations mistake that people make, is an assumption that can be hurtful to you and others.
-  Recognize that a failure to report and admit a mistake, a third common human-relations mistake that people make, can turn a minor problem into a big one.
-  Appreciate why the failure to provide your own motivation, a fourth common human-relations mistake that people make, can affect your personal and career progress.
-  Consider why permitting others to turn you into a victim, a fifth common human-relations mistake that people make, will negatively impact your positive attitude.
-  Appreciate why falling prey to negative drift, a sixth common human-relations mistake that people make, can drag you down to where you lose focus on what is important to you.



## Chapter 18 - BUSINESS ETHICS, RUMORS, AND THE CONFIDENCE TRIANGLE




After completing this chapter you will:

-  Understand that your ethical behavior is seen in your attitude and actions—that is, your ethics are reflected in the way you live your life.
-  Evaluate the impact and influences of rumors, rumor mills, and the grapevine.
-  Identify six factors that contribute to high ethical standards and good relationship building—factors that help management and you.
-  Understand the implications and consequences associated with two types of rumors and confidence triangles.

## Chapter 19 - GOAL SETTING AND YOUR ATTITUDE






After completing this chapter you will:

-  Understand why it is important to set realistic goals and how they contribute to your positiveness and expectations.
-  Recognize that meaningful reward provided at various intervals will boost your attitude and help you make progress toward your goals.

-  Appreciate the significance of developing a “goal pattern” or having a balance of goals to achieve a lifestyle that is satisfying and rewarding.
-  Realize that without goals and rewards that motivate you, you will lose a critical connection between your goals and a positive attitude.
-  Recognize why, for both career and lifestyle success, it is wise to have a time-management “goal.”





## Chapter 20 - STRATEGIES FOR ADVANCING YOUR CAREER

After completing this chapter you will:

-  Evaluate the advantages and disadvantages of staying with one organization as a career-building strategy.
-  Evaluate the advantages and disadvantages of taking a zigzag approach by moving from one organization to another in building a career.
-  Identify seven important career-planning suggestions—suggestions relating to human-relations factors that should be considered in career planning.
-  Consider the value of research that includes evaluating the working environment of a prospective employer.
-  Understand how developing a Plan B and a personal business plan can significantly contribute to a positive attitude and career success





## Chapter 21 - KEEPING A POSITIVE ATTITUDE THROUGH PLATEAU PERIODS AND REORGANIZATIONS


After completing this chapter you will:

-  Understand why you will need to wear a “patience suit” during a plateau or waiting period in your career.
-  Recognize that plateau periods and reorganizations are normal in all organizations.
-  Contemplate six questions and answers that can help shorten plateaus or convert them into learning and preparation periods.
-  Appreciate why a positive attitude is critical to the three plateau-related action steps that can help shorten or make it easier to cope with plateau periods.

## Chapter 22 - WHEN YOU ARE TEMPTED TO SCRAMBLE







After completing this chapter you will:

-  Understand that free people have considerable flexibility in how they approach career building, but there still are risks when making a career move.
-  Recognize that while no general rule exists, you should resign when you have been unhappy and unproductive for a considerable period of time.
-  Appreciate that because personality conflicts and human problems cause most resignations, it is wise to heed eight suggestions for resigning gracefully.
-  Realize that moving on for the right reasons can be rewarding if you accept change and learn from your mistakes and past experiences.

-  Identify four ways to protect your positive attitude when facing a layoff or other situation associated with a career change.





## Chapter 23 - ATTITUDE RENEWAL

After completing this chapter you will:

-  Recognize that, especially due to stress, everyone needs some type of attitude renewal from time to time.
-  Appreciate the significance of humor in employing the “flip-side” technique to avoid attitudinal ruts (attitude-adjustment technique #1).
-  Understand how rewards of thinking and talking about positive things capitalize on the technique of “playing your winners” (attitude-adjustment technique #2).
-  Recognize why “giving your positive attitude away” is a very powerful technique (attitude-adjustment technique #3).
-  Understand the importance of improving your image as a technique for “looking better to yourself” (attitude-adjustment technique #4).
-  Appreciate why the technique of “accepting the physical connection” is critical to your attitude (attitude-adjustment technique #5).









## Chapter 24 - LEADERSHIP/MANAGEMENT: YOUR CAREER ON THE MOVE

After completing this chapter you will:

-  Recognize that the value of dual competency (good human-relations and technical skills) for employees is even more valuable for leadership/management roles.
-  Consider some of the factors that may be problematic for you if you pursue management.
-  Understand that there are many managerial and leadership essentials that are critical for success in a leadership/management position.
-  Appreciate that you can be more successful in a management/leadership position if you continue to learn and grow.

## Employment Strategies

After completing this module you will be able to:

-  Describe the role played by the Conference Board of Canada in helping people to be employable
-  Suggest methods for locating employment opportunities
-  Conduct a thorough and effective job campaign.
-  Prepare a personal resume that get attention.
-  Prepare an effective letter of application.
-  Complete an employment applications form.
-  Develop an employability skills portfolio that illustrating accomplishments and skills
-  Prepare for and participate in a successful job interview.





Answer behavioral and descriptive interview questions.



Analyze interview experiences.



Prepare employment follow-up letters such as thank-you, reminder, inquiry, and acceptance and refusal letters.



Use the internet as a valuable job search and recruitment tool.













Prepare and electronic resume.



## Incoming and Outgoing Mail and Electronic Mail using MS Outlook 2013

After completing this module you will be able to:

### Incoming and Outgoing Mail:

-  Identify the benefits of electronic mail.
-  Compare different methods of technology-based mail.
-  Explain the procedures for processing incoming mail.
-  Describe the duties involved in answering mail when your employer is absent.
-  Discuss the privacy expectations that accompany your role as an administrative assistant.
-  Describe the special mailing services available from Canada Post (CP).
-  State what items are prohibited from being mailed.
-  List postal services for international mail.
-  Demonstrate proper envelop addressing.
-  Describe methods of deliver that are alternatives to those offered by CP.

### Electronic Mail and Outlook:

-  Manage the Outlook environment
  - Customize Outlook settings
    - Include original messages with all reply messages, change text formats for all outgoing messages, customize the Navigation pane, block specific addresses, configure views, manage multiple accounts, set Outlook options
  - Automate Outlook
    - Change quoted text colors, create and assign signatures, use Quick Steps, create and manage rules, create auto-replies
  - Print and save information in Outlook
    - Print messages, print calendars, save message attachments, preview attachments, print contacts, print tasks, save messages in alternate formats, create data files
  - Search in Outlook
    - Create new search folders, search for messages, search for tasks, search for contacts, search calendars, use advanced find, use Search by Location
    - Change what appears on the navigation bar
    - Print items in Outlook
    - Create a search folder
-  Manage messages

- Create a message
  - Create messages, forward messages, delete messages, add/remove message attachments, add Cc and Bcc to messages, add voting options to messages, reply to all, reply to sender only, prioritize messages, mark as private, request delivery/read receipt, redirect replies, delegate access
- Format a message
  - Format text, insert hyperlinks, apply themes and styles, insert images, add a signature to specific messages, format signatures, create and use Quick Parts
- Organize and manage messages
  - Sort messages, move messages between folders, add new local folders, apply categories, configure junk email settings, clean up messages, mark as read/unread, flag messages, ignore messages, sort by conversation, set attachment reminder options

#### Manage schedules

- Create and manage calendars
  - Adjust viewing details for calendars, modify calendar time zones, delete calendars, set calendar work times, use multiple calendars, manage calendar groups, overlay calendars, share calendars
  - Create appointments, meetings, and events
  - Create calendar items, create recurring calendar items, cancel calendar items, create calendar items from messages, set calendar item times, categorize calendar items, use the scheduling assistant, change availability status, schedule resources, utilize Room Finder
- Organize and manage appointments, meetings, and events
  - Set calendar item importance, forward calendar items, configure reminders, add participants, respond to invitations, update calendar items, share meeting notes
- Create and manage notes, tasks, and journals
- Create and manage tasks, create and manage notes, attach notes to contacts, create journal entries, update task status

#### Manage contacts and groups

- Create and manage contacts
  - Create new contacts, delete contacts, import contacts from external sources, edit contact information, attach an image to contacts, add tags to contacts, share contacts, manage multiple address books
- Create and manage groups
  - Create new contact groups, add contacts to existing groups, add notes to a group, update contacts within groups, delete groups, delete group members

## Office Technology Module including Microsoft PowerPoint 2013 Learning Objectives

### Unit 1 Create and Format PowerPoint Presentations

#### Chapter 1 Prepare a PowerPoint Presentations

Upon completion of this chapter you will be able to:

- Create a PowerPoint Presentation
- Open a Presentation
- Open a Presentation from the Recent Presentations List
- Save a Presentation to a Recent List
- Run a Presentation
- Close a Presentation
- Plan a Presentation
- Create a Presentation
- Use a Design Theme Template
- Create Slides in a Presentation
- Choose a Slide Layout
- Insert a New Slide
- Save a Presentation
- Change Views
- Navigate in a Presentation
- Print and Preview a Presentation
- Run a Slide Show
- Apply a Design Theme and Color Variant
- Delete a Presentation
- Prepare a Presentation from a Blank Presentation
- Prepare a Presentation in Outline View
- Add Transition and Sound Effects
- Remove Transitions and Sounds
- Advance Slides Automatically

#### Chapter 2 Modify a Presentation and Use Help

- Upon completion of this chapter you will be able to:
- Check Spelling
- Use the Thesaurus
- Manage Text in Slides
- Insert and Delete Text in Slides
- Find and Replace Text in Slides
- Cut, Copy, and Paste Text in Slides
- Rearrange Text in the Outline Pane
- Size and Rearrange Placeholders in a Slide
- Manage Slides
- Insert and Delete Slides
- Move Slides

- Copy a Slide
- Copy a Slide between Presentations
- Duplicate Slides
- Reuse Slides
- Create Sections within a Presentation
- Customize the Quick Access Toolbar
- Use Help
- Get Help on a Button
- Get Help in a Dialog Box or Backstage Area

### **Chapter 3 Format Slides**

Upon completion of this chapter you will be able to:

- Format a Presentation
- Apply Font Format
- Format with Format Painter
- Format Paragraphs
- Fit Contents in a Placeholder
- Customize Paragraphs
- Customize Columns
- Rotate and Vertically Align Text
- Customize Bullets
- Customize Number
- Customize Placeholders
- Customize Placeholders at the Format Shape Task Pane
- Change Page Setup
- Modify Theme Colors and Forms
- Customize Slide Backgrounds
- Create Custom Themes
- Create Custom Theme Colors
- Create Custom Theme Fonts
- Save a Custom Theme
- Edit Custom Themes
- Delete Custom Themes

### **Chapter 4 Insert Elements in Slides**

Upon completion of this chapter you will be able to:

- Insert and Format Text Boxes
- Format a Text Box
- Select Multiple Objects
- Align Text Boxes
- Set Tabs in a Text Box
- Insert, Format, and Copy Shapes
- Display Rulers, Gridlines, and Guides

- Merge Shapes
- Group/Ungroup Objects
- Insert an Image
- Customize and Format an Image
- Size, Crop, and Move an Image
- Arrange Images
- Insert a Picture as a Slide Background
- Insert an Image from Office.com
- Size, Rotate, and Position Objects
- Copy Objects within and between Presentations
- Create Screenshots
- Create and Format WordArt Text
- Insert Symbols
- Insert Headers and Footers

## Unit 2 Customize and Enhance PowerPoint Presentations

### **Chapter 5 Create Tables, Charts, and SmartArt Graphics**

Upon completion of this chapter you will be able to:

- Create a Table
- Enter Text in Cells
- Select Cells
- Change Table Design
- Change Table Layout
- Insert an Excel Spreadsheet
- Draw a Table
- Create SmartArt
- Modify SmartArt
- Format SmartArt
- Convert Text and WordArt to a SmartArt Graphic
- Insert Text in the Text Pane
- Convert a SmartArt Graphic to Text or Shapes
- Create a Chart
- Format with Chart Buttons
- Change Chart Design
- Format a Chart and Chart Elements
- Create a Photo Album
- Edit and Format a Photo Album
- Format Pictures

### **Chapter 6 Use Action Buttons**

Upon completion of this chapter you will be able to:

- Use VIEW Tab Options
- Change the Zoom

- Manage Windows
- View in Color and Grayscale
- Insert Action Buttons
- Apply an Action to an Object
- Insert Hyperlinks

## **Chapter 7 Apply Custom Animation and Set Up Shows**

- Apply and Remove Animations
- Apply Animation Effects
- Apply Animations with Animation Painter
- Modify Animation Effects
- Reorder Items
- Customize Animation Effects at the Animation Pane
- Apply Sound to Animations
- Apply a Build
- Animate Shapes and Images
- Animate a SmartArt Graphic
- Animate a Chart
- Create a Motion Path
- Apply a Trigger
- Set Up a Slide Show
- Run a Presentation without Animation
- Set Up a Presentation to Loop Continuously
- Set Automatic Times for Slides
- Record Narration
- Hide Slides
- Manage Monitors
- Use Presenter View
- Present a Presentation Online
- Create a Custom Show
- Run a Custom Show
- Edit a Custom Show
- Print a Custom Show
- Insert Audio and Video Files
- Insert an Audio File
- Insert a Video File
- Optimize and Compress Audio and Video Files
- Show and Hide Media Controls
- Trim a Video File
- Play an Audio File throughout a Presentation

## **Chapter 8 Integrate, Share, and Protect Presentations**

Upon completion of this chapter you will be able to:

- Import a Word Outline
- Copy and Paste Data
- Share Presentations
- Export Presentations
- Save a Presentation in the PDF or XPS Formats
- Create a Video of a Presentation
- Package a Presentation
- Export a Presentation to a Word Document
- Save a Presentation in a Different Format
- Embed and Link Objects
- Embed Objects
- Link Objects
- Edit Linked Objects
- Download Templates
- Compare and Combine Presentations
- Manage Comments
- Manage Presentation Information
- Manage Presentation Properties
- Protect a Presentation
- Encrypt a Presentation
- Add a Digital Signature
- Inspect a Presentation
- Check the Accessibility of a Presentation
- Check the Compatibility of a Presentation
- Manage Versions
- Customize PowerPoint Options

### **Volunteerism and Professional Development Module Learning Outcomes**

Upon completion of this module you will be able to:

- Discuss the benefits of volunteering as part of professional development.
- Understand how to work and cope as a member of a volunteer team.
- Appreciate the value to service to community as part of professional development.
- Add volunteer activities to your resume.

### **Objectives:**

This course will teach the following skills:

- 1) To use and understand basic commands, functions and capabilities of electronic mail and scheduling.
- 2) To use and understand basic commands, functions and capabilities of presentation software.
- 3) To prepare a skills portfolio that verifies and demonstrates learned office skills.
- 4) To research, apply for and succeed in a variety of employment situations.

- 5) To understand that the importance of human relations and to develop professional and personal positive human relations practices and strategies

**Grading Criteria:**

Incoming and Outgoing Mail and Electronic Mail using Outlook 2013 Module	10%
Human Relations Module	20%
PowerPoint Module	10%
Volunteer Work (10 hours)	10%
Employment Strategies Module	
Includes:	40%
Job Search and Selection Project	15%
Employability Skills Portfolio	20%
Assignments and Reading	5%
Final Exam	10%

**Late Assignments:**

Late assignments will result in a grade of 0 unless prior arrangement has been made with your instructor. It is your responsibility as a student to keep track of deadlines and hand projects in on time. If a deadline cannot be made for whatever reason, **arrangements must be made before the deadline** and a new deadline will be arranged for this exception only (medical or other documentation may be asked to be provided).

Grades will be assigned on the Letter Grading System.

**Office Administration  
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



**STUDENT RESPONSIBILITIES:**

Refer to [https://www.gprc.ab.ca/files/forms\\_documents/StudentRightsandResponsibilities.pdf](https://www.gprc.ab.ca/files/forms_documents/StudentRightsandResponsibilities.pdf)

\*\*Note: all Academic and Administrative policies are available at  
<https://www.gprc.ab.ca/about/administration/policies/>

**STATEMENT ON PLAGIARISM AND CHEATING:**

Refer to the College Policy on Student Misconduct: Plagiarism and Cheating at  
[https://www.gprc.ab.ca/files/forms\\_documents/Student\\_Misconduct.pdf](https://www.gprc.ab.ca/files/forms_documents/Student_Misconduct.pdf)

\*\*Note: all Academic and Administrative policies are available at  
<https://www.gprc.ab.ca/about/administration/policies/>

## **TENTATIVE SCHEDULE AND TIMELINES:**

Note: This course will require students to multitask. The Human Relations Module is scheduled with the other learning activities. Two schedules are provided here and students will be responsible for following both. The first schedule provides a timeline for the Employment Strategies, Mail and PowerPoint Modules. The second schedule provides a timeline for the Human Relations Module which runs throughout the term.

LEARNING ACTIVITY OR ASSIGNMENT	Schedule
Course Outline Handouts Course Schedule	
<b>Employment Strategies Module – Part I Chapter 16</b>	
Employment Strategies Lecture Review Employments Strategies Learning Activities	Week 1 Class 1
Read: EMPLOYMENT STRATEGIES COURSE NOTES Handout	Assigned work Due: Friday, Week 1 11:59 p.m.
→ Employment Strategies – Part II Module Search And Selection Project	DROP ASSIGNMENTS IN THE MOODLE DROP BOX
→ I will ensure that you are part of a group consisting on-line students or on campus students or both	
→ Submit Company Name	
→ Prepare your Resume and submit Draft I DROP in Moodle and hand in hard copy to your instructor	
Complete and submit Job Description	
→ Create and post Career Ad with Sign-up, Date and Time	Week 1 Friday 12 Noon
→ (Individual) Sign-up for job on Career Ad → Please check Moodle to sign-up for a job interview I will make arrangements in the interview room for a conference call  Other on-line and on-campus students will also have an opportunity to sign up to be interviewed by you. I will make sure you are a part of g	Week 1, Friday, 6 p.m.
Prepare for the Interview → Prepare and submit Interview Questions (minimum 20) → Prepare Interview Grading Rubric	Week 2, Monday, 12 Noon
→ (Individual) Submit Resume and Cover Letter in Job Application Company Envelope → Collect Resumes and Cover Letters	Week 2, Wednesday, 12 Noon
Interviews → Interview Applicants and complete binder Attend Interview	Sign-up Deadline Week 2, Wednesday, 4 p.m.
→ Submit Company Binder	Week 2, Wednesday, Noon
→ Review: Employability Skill Portfolios Lecture and Assignment	Friday, Week 3, 12 Noon  Friday, Week 3, 4 p.m.

LEARNING ACTIVITY OR ASSIGNMENT	Schedule
⇒ Portfolios Due: Week 14, Friday, at 4 p.m.	
Group Presentations (optional for on-line students) ⇒ I will ensure we are booked into a room with Video Conference abilities so you can participate with your group.	Monday, Week 4 – Wednesday, Week 5
Reading Week ⇒ Labs will be open to work on your Employability Skill Portfolios	Friday, Week 5, 12 Noon
⇒ Office Technology Module including Microsoft PowerPoint 2013	Wednesday, Week 5
Benchmark Series PowerPoint 2013 an Overview	Wednesday, Week 6 8:30 a.m. – 10 a.m. Alumni Lounge Room C224
⇒ PowerPoint Chapters 1 & 2 & 3 Assigned Work Drop in MOODLE or submit hard copies	
⇒ PowerPoint Chapters 4 & 5 & 6 Assigned Work Drop in MOODLE or submit hard copies	
⇒ PowerPoint Chapters 7 & 8 Assigned Work Drop in MOODLE or submit hard copies	Monday, Week 7
Chapter 8 Incoming and Outgoing Mail and Electronic Mail using MS Outlook 2013	Due: Friday, Week 7 11:59 p.m.
Incoming and Outgoing Mail Lecture and Notes	Due: Friday, Week 8 11:59 p.m.
	Due: Friday, Week 10 11:59 p.m.
Mail Room Office Visit – Please send me a contact in your area and I will request this for you or you can make the contact yourself.	
Electronic Mail using Microsoft Outlook 2013 ⇒ Complete MS Outlook 2013 Exercises:	Due: Monday, Week 11 6 p.m.
⇒ Email Message - Chapters 1 & 2 & 3 & 4 Assigned Exercises Drop in MOODLE or submit hard copies	Due: Monday, Week 11 6 p.m.
Contacts – Chapters 5 & 6 and Calendar – Chapters 7 & 8 Assigned Exercises ⇒ Drop in MOODLE or submit hard copies	TBA
Tasks – Chapter 9 and Journal – Chapter 10 and Notes – Chapter 11 and Archiving and Backing-up Chapter 12	
Sign-up for MS Outlook 2013 and PowerPoint MOS Certification Practice Exam	Due: Friday, Week 11 11:59 p.m.
Employment Strategies – Part III Module Employability Skills Portfolio and Mock Interview	Due: Friday, Week 12 11:59 p.m.
Complete and Submit Employability Skills Portfolio	Due: Friday, Week 12 11:59 p.m.
⇒ Sign-up for Mock Interviews (I will schedule the interviews and post interview sign-up sheet) ⇒ Update Cover Letter and Resume Attend Interview	Due: Friday, Week 13
Final Exam	
⇒	Due Friday, Week 14

LEARNING ACTIVITY OR ASSIGNMENT	Schedule
	6 p.m.
⇒	Interviews will be scheduled for Week 14 and 15
	TBA

### **Human Relations Module TENTATIVE Schedule and Timeline**

<b>Week</b>	<b>Topic &amp; Tasks</b>	<b>Due Date</b>
<b>Week 1</b> Sept. 2 – 4	Lecture: Introduction and Overview to Your Attitude is Showing Read Chapters 1, 2, 3,4 “Your Attitude is Showing” (Y AIS)	Due: Friday, 11:59 p.m.
<b>Week 2</b> Sept. 7 - 11	Complete <b>Y AIS CH 1-4 Test</b> Read Chapters 5, 6, 7, 8	Due: Friday, 11:59 p.m.
<b>Week 4</b> Sept. 21 - 25	Complete <b>Y AIS CH 5-8 Test</b> Read Chapters 9, 10, 11, 12	Due: Friday, 11:59 p.m.
<b>Week 5</b> Sept 28 – Oct 2	Complete <b>Y AIS CH 9-12 Test</b> Read Chapters 13, 14, 15, 16	Due: Friday, 11:59 p.m.
<b>Week 6</b> Oct. 5 - 9	<b>Y AIS CH 13 - 16 Test</b> Read Chapter 17, 18, 19, 20	Due: Friday, 11:59 p.m.
<b>Week 7</b> Oct. 12 - 16	<b>Y AIS CH 17 - 20 Test</b> Read Chapter 21, 22, 23, 24	Due: Friday, 11:59 p.m.
<b>Week 8</b> Oct, 19 - 23	<b>Y AIS CH 21 - 24 Test</b>	Due: Friday, 11:59 p.m.
<b>Week 9</b> Oct. 26 - 30	<b>Y AIS CH 19-23 Test</b>	Due: Friday, 11:59 p.m.
<b>Week 10</b> Nov. 2 - 6		
<b>Week 11</b> Nov 9 - 13		
<b>Week 12</b> Nov. 16 - 20		
<b>Week 13</b> Nov. 23 - 27		
<b>Week 14</b> Nov. 30 – Dec 4		
<b>Week 15</b> Dec 7 & 8		
FINAL EXAM WEEK – FINAL EXAM WILL COVER CHAPTERS 1 – 24 FROM Y AIS		TBA

