



**School of Business and Leadership
ADMN 101**

**Office Procedures in Today's Offices
Term: Fall 2025**

**Number of Credits: 3
Course Outline**

INSTRUCTOR: Noah Chenoweth
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OFFICE HOURS: By appointment

COURSE DESCRIPTION

This course focuses on practical knowledge and skills related to office procedures, systems, and routines. Topics include human relations, interpersonal skills, conflict resolution, teamwork, critical thinking, and cultural competency. This course will place an overarching emphasis on tools and strategies to promote individual, organizational, and community wellness.

COURSE REQUIREMENTS

Prerequisite(s): None

LEARNING OUTCOMES

Upon successful completion of the course, students will have the following skills:

- Promote inclusive workplace practices
- Apply key interpersonal communication skills in the workplace
- Recognize and mitigate unconscious biases and understanding their impact on workplace dynamics
- Use conflict management and resolution techniques to resolve issues and improve team performance
- Identify how basic human needs influence behaviours and emotions
- Identify the different leadership skills / characteristics/ roles and responsibilities of leaders

- Collaborate in a team dynamic to complete complex projects
- Exhibit ethical behaviour regarding confidentiality, privacy, sharing of information
- Implement conflict resolution techniques with cultural sensitivity
- Develop cultural awareness and apply principles of reconciliation in their daily lives

COURSE FORMAT

Weekly breakdown of instructional hours

Students will complete three hours of asynchronous course material a week.

Delivery format

Online Asynchronous. As this is an asynchronous course there is no need to meet in-person weekly. Students are expected to complete course materials on their own time following guidelines and dates set by the instructor. If you need extra clarification you are always welcomed to meet on teams or ask for clarification via email.

EVALUATION

Reflections x 10 (2.5% each)	25%
Personal Worldview Map	15%
Leadership Assignment	15%
Wellness Plan	15%
Final Demonstration of Knowledge	30%
Total	100%

Students will complete authentic assessments.

COURSE WITHDRAWAL INFORMATION

Refer to the [YukonU website for important dates](#).

TEXTBOOKS AND LEARNING MATERIALS

Course resources will be provided to students on Moodle.

For students using their own computers or laptops, they will require the following:

- Windows-based PC* (desktop or laptop) that is less than five years old
- Webcam (built-in or external), speakers or headphones, and a microphone

- Desktop or laptop computer installed with up-to-date internet browsers and web-conferencing software (Zoom, MS Teams, etc.).
- Current operating system - Windows 11
- Fast, wired broadband internet connection

*Chromebooks are not sufficient, and Mac products are not compatible with the Microsoft-based software used in this program and may put students at a disadvantage to successfully complete the program.

YUKON FIRST NATIONS CORE COMPETENCY

Yukon University recognizes that a greater understanding and awareness of Yukon First Nations history, culture and journey towards self-determination will help to build positive relationships among all Yukon citizens. As a result, to graduate from any Yukon University program, all students are required to achieve core competency in knowledge of Yukon First Nations. For details, please see www.yukonu.ca/yfnccr to complete the core competency requirement.

ACADEMIC INTEGRITY

Students are encouraged to contribute toward a positive and supportive environment, and Academic dishonesty will not be tolerated.

Please refer to YukonU's [Academic Regulations and Procedures](#) for details about academic standing and student rights and responsibilities.

ACCESSIBILITY AND ACADEMIC ACCOMMODATION

Yukon University is committed to providing a positive, supportive, and barrier-free academic environment for all its students. Students experiencing barriers to full participation due to a visible or hidden disability (including hearing, vision, mobility, learning disability, mental health, chronic or temporary medical condition), should contact [Accessibility Services](#) for resources or to arrange academic accommodations: access@yukonu.ca.

TOPIC OUTLINE

Module	Topic
Week 1 September 2-7	Introduction to Human Relations and Pedagogy of Care: -Safe Learning Environments -Relational Accountability -Respect, empathy, relations, and boundaries in the workplace

<p>Week 2</p> <p>September 8-14</p>	<p>Identity, Worldviews, Self-awareness and Interpersonal skills:</p> <ul style="list-style-type: none"> -Personal Worldviews and cultural influences -Interpersonal skills -Understanding self in relations to others <p>Personal Worldview Map due (15%)</p> <ul style="list-style-type: none"> -Strategies to promote diversity and inclusion in the workplace
<p>Week 3</p> <p>September 15 – 21</p>	<p>Communication And Time Management in the Workforce:</p> <ul style="list-style-type: none"> -Verbal, non-verbal, written, and storytelling communication -Active listening -Emotional intelligence in the workforce -Time management and organization tools -Using digital and Physical sources of communication and organization
<p>Week 4</p> <p>September 22 – 28</p>	<p>Trauma-informed Practice and Safe Environments in the Workplace:</p> <ul style="list-style-type: none"> -What is trauma and how does it impact behavior, practice, communication, and behavior? -Principles of trauma-informed care (Safety, trust, collaboration) -Responding to trauma and triggers in a safe way -Fostering safe work environments
<p>Week 5</p> <p>September 29 – October 5</p>	<p>Indigenous Ways of Being and Doing</p> <ul style="list-style-type: none"> -Introduction to Indigenous knowledge systems -Community, respect, ceremony, oral traditions, and kinship -Land acknowledgements and honoring past, present, and future. -Proactive vs performative -Consensus decision making -Indigenous methods, worldviews, and identities in the workforce
<p>Week 6</p> <p>October 6 – 12</p>	<p>Contemporary Leadership and Collaboration:</p> <ul style="list-style-type: none"> -What does it mean to be a leader? -Leading vs managing -What type of leader am I? -Types of leadership in the contemporary workforce <p>Leadership Assignment (15%)</p>

<p>Week 7</p> <p>October 13 – 19</p>	<p>Conflict Prevention and De-escalation techniques in Office Settings:</p> <ul style="list-style-type: none"> -Identifying escalation -Resolutions for varying types of escalation -Identifying micro aggressions in the workplace
<p>Week 8</p> <p>October 20 – 26</p>	<p>Managing Conflict Positively:</p> <ul style="list-style-type: none"> -Conflict as an opportunity for growth -Techniques for constructive conflict resolution -Types and sources of conflicts
<p>Week 9</p> <p>October 27 – November 2</p>	<p>Workplace Ethics and Professional Boundaries:</p> <ul style="list-style-type: none"> -Defining values, ethics, and integrity - Professional boundaries with colleagues, clients and community -Contemporary workplace ethics and values
<p>Week 10</p> <p>November 3 - 9</p>	<p>Diverse Workplace Environments:</p> <ul style="list-style-type: none"> -Cultural competence -Working with diverse groups (Gender, race, disability, age etc.) - Working with Indigenous communities and colleagues -Understanding diversity and inclusion -Cross-cultural communication
<p>Week 11</p> <p>November 10 - 16</p>	<p>Reading Break: No Class</p>
<p>Week 12</p>	<p>Wellness in the Workplace:</p>

November 17 - 23	<ul style="list-style-type: none"> -Burnout prevention -Managing stress and techniques for prevention -Managing our trauma alongside clients and fast paced environments -Managing mental, physical, and spiritual wellbeing -Fostering community workplace wellness <p>Workplace wellness Plan (15%)</p>
Week 13 November 24 - 30	<p>Celebrating Yukon Communities</p> <ul style="list-style-type: none"> -Yukon Umbrella Final Agreement -Council of Yukon First Nations -Working with and for Yukon communities
Week 14 December 1 - 7	<p>Truth and Reconciliation in the Workplace</p> <ul style="list-style-type: none"> -Truth and Reconciliations calls to actions. How are these being implanted in the contemporary workforce? -Our collective role in reconciliation