

 Yukon University	School of Business and Leadership
	ADMN 101
	Office Procedures in Today's Offices
	Term: Fall 2026 On Campus Number of Credits: 3
Course Outline	

INSTRUCTOR: Dr. Gritt Hoffmann
E-MAIL: ghoffmann@yukonu.ca
OFFICE HOURS: by appointment
CLASSROOM: A2313
CLASS TIME: 09:00 am to 10:20 am, Tuesdays and Thursdays
DATES: September 3 to December 3, 2026

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

EQUIVALENCY OR TRANSFERABILITY

Receiving institutions determine course transferability. Find further information at:
<https://www.yukonu.ca/admissions/transfer-credit>

LEARNING OUTCOMES

Upon successful completion of the course, students will be able to:

- Exhibit business standards of behaviour with respect to attendance, punctuality, positive attitude, time management, and respect for others
- Use the telephone in a professional manner including transferring calls, taking messages, putting calls on hold, screening calls, and dealing with difficult customers
- Provide exemplary customer service by increasing listening and communication skills
- Process incoming and outgoing communications
- Prepare and present a short oral report
- Use effective personal and interpersonal skills in different business situations
- Use initiative and assume responsibility in completing routine and non-routine tasks
- Work collaboratively with others to complete complex projects

- Exhibit ethical behaviour with respect to confidentiality, privacy, sharing of information, and dealing with the office “grapevine.”
- Think critically about the office environment and its procedures

COURSE FORMAT

Weekly breakdown of instructional hours

Students will attend two on-campus 1.5-hour classes per week during the semester. The course content is presented through face-to-face activities as well as instructional videos and guest speaker presentations. Class activities will consist of lectures, group discussions, group work, presentations, and role-playing. We will have a total of three hours of class time each week, and students will need to complete additional hours (i.e., reading and class preparation) outside of the classroom. It is expected that this course will require 5-6 hours/week of total work. It is important to note that the time required will vary by individual.

Delivery format

Face to face at Ayamdigut campus.

EVALUATION

Assignment 1	10%
Assignment 2	15%
Mid-Term Assignment	25%
Final Project	30%
Active Participation	20%
Total	100%

Students will complete authentic assessments during the semester.

COURSE WITHDRAWAL INFORMATION

Refer to the YukonU website for important dates.

TEXTBOOKS & LEARNING MATERIALS

Rankin, Shumack and Turczyniak. *The Administrative Professional: Technology and Procedures*, 5th Canadian Edition.

Additional learning materials will be provided on the Moodle course page.

ACADEMIC INTEGRITY

Students are expected to contribute toward a positive and supportive environment and are required to conduct themselves in a responsible manner. Academic misconduct includes all forms of academic

dishonesty such as cheating, plagiarism, fabrication, fraud, deceit, using the work of others without their permission, aiding other students in committing academic offences, misrepresenting academic assignments prepared by others as one's own, or any other forms of academic dishonesty including falsification of any information on any Yukon University document.

Please refer to Academic Regulations & Procedures for further 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

The instructor will provide a detailed weekly schedule on the first day of the course.

- Entering the workforce and becoming a professional
- Managing and organizing yourself, your time, and your workspace
- Working ethically
- Developing customer focus
- Communicating with technology
- Handling mail and using reprographic equipment
- Maintaining financial records
- Seeking employment
- Leading with confidence