



COURSE OUTLINE

OP 100

OFFICE PROCEDURES

2 CREDITS

PREPARED BY: Christina Thomas, Instructor
APPROVED BY: Margaret Dumkee, Dean

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APPROVED BY ACADEMIC COUNCIL

RENEWED BY ACADEMIC COUNCIL



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OFFICE PROCEDURES 100

INSTRUCTOR: Christina Thomas	OFFICE HOURS: Tuesdays 2:30-4 p.m.
OFFICE LOCATION: A2610	CLASSROOM: A2406
E-MAIL: cthomas@yukoncollege.yk.ca	TIME: 8:30 to 10:00 a.m.
TELEPHONE: (867) 668-8755	DATES: Jan. 3 to Apr. 11, 2019
FINAL EXAM: Week of April 15, 2019	

COURSE DESCRIPTION

This 35- hour course focuses on practical knowledge and skills related to office procedures, systems, and routines. Major topics in this course include human relations, interpersonal skills, conflict resolution, teamwork, time management, critical thinking, telephone skills and customer service, minute-taking, meeting planning, customer service, and oral presentation skills.

PREREQUISITES

None

EQUIVALENCY OR TRANSFERABILITY

None

LEARNING OUTCOMES

Upon completion of this course, students should be able to do the following:

- 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.
- Take effective minutes and present them in logically formatted document.

COURSE FORMAT

The instructor’s role is to facilitate learning in a workshop format. Course content will be delivered using lectures, videos, role-playing, and handouts. We are also lucky to have guest speakers who volunteer their time to come to our class. For effectiveness and value of the learning process, your attendance and full participation in class sessions are essential.

ASSESSMENTS:

Attendance & Participation

Regular student attendance and participation are essential. Because the material covers a variety of topics (some of which are covered in handouts), missing classes will put you at a disadvantage. Ten percent (10%) of your grade will consist of attendance and participation.

If you do miss a class(es), please let the instructor know (in advance if possible), and the instructor can tell you how to make up for the missed class(es). Upon returning to class after any absence, you are responsible for checking with the instructor for work or handouts missed during your absence(s).

Assignments

Your instructor maintains the discretion to treat each situation of late assignments individually. All assignments must be handed in *before the beginning of class* on the day requested unless previous arrangements have been made *in writing* with the instructor.

Late assignments will lose 10% per day penalty for each of the first three days. No assignment will be marked after the three-day penalty period.

If you feel you have a valid reason why you should not be subject to the penalty, it is your responsibility, as soon as you return, to inform your instructor. All late assignments that are submitted for grading purposes must be accompanied by a written explanation that includes the following:

- Your name
- Course name
- Reason for late (doctor's note if applicable)
- Original due date
- Date submitted

If you know ahead of time that you will be absent, it is your responsibility to provide a written explanation to your instructor. Arrangements can then be made with your instructor for your assignment due dates.

Practical Component

As a supplement to the workshops on telephone and customer service, each student will be required to spend time using the College telephone system with a staff member.

Final Exam

For the final exam, you may use a standard dictionary, thesaurus, and *The Gregg Reference Manual*. No reference materials other than those specified by the instructor are allowed during the term test or final.

The final exam is a three-hour exam, and it must be written during the Yukon College exam period. If you are unable to write the final exam for a medical reason, you must provide a doctor's note.

EVALUATION:

A final grade for this course will be assigned on the following basis:

Course Assignments, Reception Duties, Interview Journals, & Mini Presentation	45%
Team oral presentation	15%
Participation	10%
Final Examination	<u>30%</u>
Total	<u>100%</u>

In order to pass this course, students must obtain 60% or more in the course.

REQUIRED TEXTBOOKS AND MATERIALS

Fulton-Calkins and Blaney, *The Administrative Professional, Procedures and Skills, 3rd Canadian Ed.*, Nelson, Canada, 2016.

Material will be available on the course page as required. You will need a **binder** to organize your course materials and folders (6 in total) to hand in assignments. Please ensure that you review all material on the course page.

ACADEMIC AND STUDENT CONDUCT

Information on academic standing and student rights and responsibilities can be found in the current Academic Regulations that are posted on the Student Services/ Admissions & Registration web page.

PLAGIARISM

Plagiarism is a serious academic offence. Plagiarism occurs when a student submits work for credit that includes the words, ideas, or data of others, without citing the source from which the material is taken. Plagiarism can be the deliberate use of a whole piece of work, but more frequently it occurs when students fail to acknowledge and document sources from which they have taken material according to an accepted manuscript style (e.g., APA, CSE, MLA, etc.). Students may use sources which are public domain or licensed under Creative Commons; however, academic documentation standards must still be followed. Except with explicit permission of the instructor, resubmitting work which has previously received credit is also considered plagiarism.

Students who plagiarize material for assignments will receive a mark of zero (F) on the assignment and may fail the course. Plagiarism may also result in dismissal from a program of study or the College.

YUKON FIRST NATIONS CORE COMPETENCY

Yukon College 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 College program, you will be required to achieve core competency in knowledge of Yukon First Nations. For details, please see www.yukoncollege.yk.ca/yfnccr.

ACADEMIC ACCOMMODATION

Reasonable accommodations are available for students requiring an academic accommodation to fully participate in this class. These accommodations are available for students with a documented disability, chronic condition or any other grounds specified in section 8.0 of the Yukon College Academic Regulations (available on the Yukon College website). It is the student's responsibility to seek these accommodations. If a student requires an academic accommodation, he/she should contact **the Learning Assistance Centre (LAC): lac@yukoncollege.yk.ca**.

TOPIC OUTLINE

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SUBJECT TO CHANGE - PLEASE BE FLEXIBLE and RESILIENT!

CLASS	DATE	TOPICS	ASSIGNMENT DUE
1	January 3	Course Outline & the Office Professional (Introduction)	
2	January 8	Chapter 1: Entering the Workforce and Becoming a Professional	
3	January 10	Chapter 1 Continued	Journal Topic - Professionalism
4	January 15	Human Resources - Working Styles Inventory	
5	January 17	Minutes	
6	January 22	Minute-taking practice: Mock meeting staged by instructors	Chapter 13 Assignment
7	January 24	Work on Minutes Assignment - Lab A2702	
8	January 29	Chapter 13: Planning and Organizing Meetings and Events	Minutes Assignment
9	January 31	Chapter 3: Working Ethically	Journal Topic - Minutes
10	February 5	Chapter 12: Developing Customer Focus	
11	February 7	Chapter 2: Managing and Organizing Yourself, Your Time and Your Workplace	Journal Topic - Ethics
12	February 12	Oral Presentation Introduction (BUSC 200 Text Ch. 11) Speech crafting/time to meet with Presentation Groups	
13	February 14	Public Speaking	Journal Topic - Cultural Diversity and Time Management
14	February 26	Class time to work on presentations	

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CLASS	DATE	TOPICS	ASSIGNMENT DUE
	February 28	NO CLASS	
15	March 5	Class time to work on presentations (Classroom available)	
16	March 7	Oral Presentation Preparation - work on Progress Report	<i>Oral Presentation Progress Report</i>
17	March 12	Chapter 8: Using Telecommunications and Workplace Collaboration Tools	
18	March 14	Chapter 9: Handling Mail and Using Reprographic Equipment	Journal Topic - Telephone Skills
19	March 21	Chapter 4: Mastering Technology	
20	March 26	NO CLASS	
21	March 28	Oral Presentations Debrief/Evaluations	Oral Presentations
22	April 2	Oral Presentation	Oral Presentations
23	April 4	Chapter 14 Arranging Business Travel - meet in Lab 2702	Oral Presentation Team Folder Reception Duty Assignment
24	April 9	Work on Travel Arrangements - meet in Lab 2702	
25	April 11	Conflict Resolution	Travel Assignment Journal Topic – Conflict Resolution
27	Week of April 23	FINAL EXAM	