



COURSE OUTLINE

OP100

OFFICE PROCEDURES

**35 HOURS
2.0 CREDITS**

PREPARED BY: _____
Jennifer Moorlag, Instructor

DATE: _____

APPROVED BY: _____
Shelagh Rowles, Dean

DATE: _____

YUKON COLLEGE

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Course Outline prepared by Jennifer Moorlag, January 2011.

Yukon College
P.O. Box 2799
Whitehorse, YT
Y1A 5K4

Office Procedures 100

INSTRUCTOR:	Jennifer Moorlag
OFFICE HOURS:	By appointment
OFFICE LOCATION:	A2416
TELEPHONE:	668-8755
EMAIL:	jmoorlag@yukoncollege.yk.ca

DAYS & TIMES: January 12, 2011 – April 29, 2011
Wednesday/Friday 1:00-2:30pm

COURSE ROOM NUMBER A2406

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.

Course Goals

- To become familiar with the office environment and general office procedures.
- To understand the roles and value of the office worker in the effectiveness and success of modern organizations.
- To develop knowledge and a skill base that assists in understanding the office environment.

LEARNING OUTCOMES

Upon completion of this course, students should:

- 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.

DELIVERY METHODS/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.

COURSE REQUIREMENTS/EVALUATION:

Attendance and 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. 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

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.

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 completed within the allotted time. If you are unable to write the final exam because of illness, you must provide a doctor's note so that you may write it at a different time. The final exam must be written within one week of your return.

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

Withdrawal

Students may officially withdraw from a course or program without academic penalty until one half of the course contact hours have been completed. The last day that a student may formally withdraw from OP100 without academic penalty is **Wednesday, March 2, 2011**. Failure to complete the course from that date will result in an "F" on your transcript.

In order to withdraw, a student must submit an official withdrawal form obtained from the Registrar's Office, or a signed, dated letter that clearly outlines the course name, number and section.

Practical Component

As a supplement to the workshops on telephone and customer service, each student will be required to spend time on the College switchboard.

Evaluation

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

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

Grades on Transcript

For transcript purposes, percentage marks are converted into letter grades according to the following system:

A = 90–100	
B = 80–89	
C = 70–79	
D = 60–69	
F = under 60	Fail

Text and Materials

Kilgour, Lauralee, et al., *Administrative Procedures for the Canadian Office, 8th Ed.*, Prentice Hall, Toronto, Ontario, 2010.

Handouts will be provided for workshops as required. You will need a binder to organize your course materials. Please ensure that you receive all handouts.

STUDENTS WITH DISABILITIES OR CHRONIC CONDITIONS

Reasonable accommodations are available for students with a documented disability or chronic condition. It is the student's responsibility to seek these accommodations. If a student has a disability or chronic condition and may need accommodation to fully participate in this class, he/she should contact the Learning Assistance Centre (LAC) at (867) 668-8785 or lassist@yukoncollege.yk.ca.

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SUBJECT TO CHANGE BASED ON GUEST SPEAKER SCHEDULES – PLEASE BE FLEXIBLE!

CLASS	DATE	TOPICS 2011	ASSIGNMENT DUE
1	January 12	Course Outline & the Office Professional (Introduction)	
2	January 14	Role of Office Administrators (Text Introduction) Human Relations (Chapter 1) & Professionalism	
3	January 19	Working Styles Inventory	
4	January 21	Chapter 10 Meetings & Conferences	
5	January 26	Minutes	Journal Topic - Professionalism
6	February 2	Minute-taking practice: Mock meeting staged by instructors	
7	February 4	Office Ethics: Rumours, Gossip & Confidentiality (video) Work on minutes assignment (2408)	Chapter 10 Assignment
8	February 9	Office Ethics: “Best Choice” Decision-Making	Minutes Assignment
9	February 11	Chapter 2 Management of Work, Time, Resources Stress Management	
10	February 16	Chapter 2 Management of Work, Time, Resources Stress Management	
11	February 18	Oral Presentation Introduction (BUSC 200 Text Ch. 12) Speechcrafting/time to meet with Presentation Groups	Journal Topic – Ethics
12	February 23	Customer Service - Craig Hansen (to be confirmed)	
13	March 2	Lab class to work on presentations	
14	March 4	Public Speaking	
15	March 9	Lab class to work on presentations	
16	March 11	Oral Presentation Preparation (Lab for progress report)	Oral Presentation Progress Report
17	March 23	Chapter 4 Organization Structure and Office Layout Ergonomics	
18	March 25	Chapter 8 Front Line Reception (& BUSC 200 Text Ch. 11) Introduce Reception Duty Assignment	

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CLASS	DATE	TOPICS 2011	ASSIGNMENT DUE
19	March 30	Oral Presentations Debrief/Evaluations	Oral Presentations
20	April 1	Oral Presentations Debrief/Evaluations	Oral Presentations
21	April 6	Chapter 6 Incoming and Outgoing Mail	Oral Presentation Team Folder
22	April 8	Chapter 5 Office Technology	
23	April 13	Conflict Resolution	
24	April 15	Chapter 9 Travel Arrangements – meet in Lab 2702	
25	April 20	Review	Travel Assignment
26	April 29	FINAL EXAM	Reception Duty Assignment