



COURSE OUTLINE

OP100

OFFICE PROCEDURES

35 HOURS

2.0 CREDITS

PREPARED BY: Christina Thomas, Instructor

DATE: November 27, 2017

APPROVED BY: Margaret Dumkee, Dean

DATE: December 4, 2017

APPROVED BY ACADEMIC COUNCIL



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OFFICE PROCEDURES 100

INSTRUCTOR: Christina Thomas

OFFICE HOURS: Tuesdays 3-4 pm

OFFICE LOCATION: A2610

CLASSROOM: A2406

E-MAIL: cthomas@yukoncollege.yk.ca

TIME: 8:30 to 10:00 am

TELEPHONE: (867) 668-8755

DATES: Jan. 4 - Apr. 18, 2017

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 TRANSFER

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 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. 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 and missed tests 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 completed within the allotted time. If you are unable to write the final exam for any reason, you must provide advance notice in order to have an opportunity to write at a later time. A doctor's note should be obtained if the reason for missing a test is illness. The exam must be written within three days of your return.

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

EVALUATION

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

Course Assignments, Reception Duties, Interview 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, 9th Ed.*, Prentice Hall, Toronto, Ontario, 2014.

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 students present the words of someone else as their own. Plagiarism can be the deliberate use of a whole piece of another person's writing, but more frequently it occurs when students fail to acknowledge and document sources from which they have taken material. Whenever the words, research or ideas of others are directly quoted or paraphrased, they must be documented according to an accepted manuscript style (e.g., APA, CSE, MLA, etc.). Resubmitting a paper 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) at (867) 668-8785 or lassist@yukoncollege.yk.ca.

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SUBJECT TO CHANGE - PLEASE BE FLEXIBLE!

CLASS	DATE	TOPICS	ASSIGNMENT DUE
1	January 4	Course Outline & the Office Professional (Introduction)	
2	January 9	Role of Office Administrators (Text Introduction) Human Relations (Chapter 1) & Professionalism	
3	January 11	Role of Office Administrators Human Relations & Professionalism	Journal Topic - Professionalism
4	January 16	Human Resources - Working Styles Inventory	
5	January 18	Minutes	
6	January 23	Minute-taking practice: Mock meeting staged by instructors	Chapter 13 Assignment
7	January 25	Work on Minutes Assignment - Lab A2702	
8	January 30	Chapter 13 Meetings & Conferences	Minutes Assignment
9	February 1	Office Ethics: Rumours, Gossip and Confidentiality Office Ethics: "Best Choice" (Decision Making)	Journal Topic - Minutes
10	February 6	Customer Service	
11	February 8	Chapters 1 & 3 Management of Work, Time, Resources Stress Management	Journal Topic - Ethics
12	February 13	Oral Presentation Introduction (BUSC 200 Text Ch. 11) Speech crafting/time to meet with Presentation Groups	
13	February 15	Public Speaking	Journal Topic - Cultural Diversity and Time Management

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CLASS	DATE	TOPICS	ASSIGNMENT DUE
14	March 1	Class time to work on presentations (Classroom available)	
15	March 6	Oral Presentation Preparation - work on Progress Report	Oral Presentation Progress Report
16	March 8	Chapter 11 Front Line Reception (& BUSC 200 Text Ch. 10) Introduce Reception Duty Assignment	
17	March 13	Chapter 5 Organization Structure and Office Layout Ergonomics Chapter 8 Incoming and Outgoing Mail	Journal Topic - Telephone Skills
18	March 15	Chapter 8 Incoming and Outgoing Mail (continued) Chapter 6 & 7 Office Technology	
19	March 22	Class time to work on presentations (Classroom available)	
20	March 23	Oral Presentations Debrief/Evaluations	Oral Presentations
21	March 27	Oral Presentation	Oral Presentations
22	March 29	Chapter 12 Travel Arrangements - meet in Lab 2702	Oral Presentation Team Folder Reception Duty Assignment
23	April 3	Work on Travel Arrangements - meet in Lab 2702	
24	April 5	Conflict Resolution	Travel Assignment Journal Topic - Conflict Resolution
	Week of April 16	FINAL EXAM	