



**Effective: September 2000**

**CURRICULUM GUIDELINES**

**A:** Division: **Instructional** Date: **May 2000**  
**B:** Department/ **Commerce & Business Admin.** New Course  Revision   
 Program Area: **Office Administration**  
 If Revision, Section(s) Revised: **2000-05: R**  
 Date Last Revised: **May 1999**

**C: OADM 245 D: Introduction to Employability Skills for Office Personnel E: 3**

Subject & Course No.	Descriptive Title	Semester Credits				
<p><b>F:</b> Calendar Description: The focus of this course is on development of employability skills essential for today's office personnel. Models for analytical thinking, problem-solving, decision-making, teamwork, and conflict resolution will be presented and practised within the context of current business issues such as multiculturalism, employment equity, harassment, ethics, productivity, and quality management. The following office worker skills will be addressed: promoting the products and services of the organization, telephone and reception techniques, organization and time management, stress management, self-analysis, self-promotion, career planning, job search, professional development, and job success.</p>						
<p><b>G:</b> Allocation of Contact Hours to Types of Instruction/Learning Settings</p> <p>Primary Methods of Instructional Delivery and/or Learning Settings:</p> <p><b>Lecture and Seminar</b></p> <p>Number of Contact Hours: (per week / semester for each descriptor)</p> <p><b>Lecture = 1 hour</b> <b>Seminar = 3 hours</b></p> <p>Number of Weeks per Semester:</p> <p>15 Weeks</p>	<p><b>H:</b> Course Prerequisites:</p> <p>Nil</p>					
	<p><b>I:</b> Course Corequisites:</p> <p>Nil</p>					
	<p><b>J:</b> Course for which this Course is a Prerequisite:</p> <p>Nil</p>					
	<p><b>K:</b> Maximum Class Size:</p> <p>25</p>					
<p><b>L:</b> PLEASE INDICATE:</p> <table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="width: 20px; height: 20px;"><input type="checkbox"/></td> <td>Non-Credit</td> </tr> <tr> <td style="width: 20px; height: 20px;"><input checked="" type="checkbox"/></td> <td>College Credit Non-Transfer</td> </tr> </table>			<input type="checkbox"/>	Non-Credit	<input checked="" type="checkbox"/>	College Credit Non-Transfer
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College Credit Transfer:

Requested

Granted

SEE BC TRANSFER GUIDE FOR TRANSFER DETAILS ([www.bccat.bc.ca](http://www.bccat.bc.ca))**M:** Course Objectives/Learning Outcomes:

Range Statement: Business issues of multiculturalism, employment equity, harassment, ethics, productivity, and quality management will be interwoven into all the employability skills being developed in this course.

The learner has reliably demonstrated the ability to:

1. apply analytical thinking to facilitate problem-solving and decision-making;
2. participate as a productive member of a group or team;
3. identify and employ conflict management techniques;
4. evaluate his/her self-development and professionalism, then implement strategies for maintenance and/or change;
5. implement time and stress management techniques;
6. use promotional strategies to represent him/herself, an employer, and company products and services;
7. adopt and implement effective techniques for career planning, searching for employment and planning for success in a job or career.

**N:** Course Content***Module 1 - Critical Thinking: Problem-solving and Decision-making***

- 1.1 Define the value of analytical and creative thinking.
- 1.2 Assess how an individual thinks.
- 1.3 Use models for problem-solving and decision-making such as the following: define the problem and/or goal and identify related symptoms or implications; analyze the problem or goal to discern facts, causes and effects; brainstorm for possible solutions or plans for achieving the goal; assess each suggested plan or solution; select using analytical decision-making and plan to implement the plan or solution; establish evaluative and follow-up procedures.
- 1.4 Apply ethically and socially acceptable standards for decision-making.

***Module 2 - Interpersonal Relationships and Team Skills***

- 2.1 Identify roles, relationships, and protocols within business organizations.
- 2.2 Recognize and develop skills to cope with human diversity within the business organization.
- 2.3 Identify and adapt to a variety of communication styles.
- 2.4 Practice active listening.
- 2.5 Provide and elicit feedback to ensure accuracy and completeness of any communication.
- 2.6 Exhibit ability to give and to receive criticism appropriately and to learn from criticism.
- 2.7 Recognize the positive potential of conflict and develop tactics for managing conflict.
- 2.8 Adapt to and effectively interact with team members throughout the various phases of group development.
- 2.9 Recognize the importance of clearly defining the purpose of an established group and

- identifying the roles and responsibilities assumed by its members.
- 2.10 Identify and demonstrate the attributes of a productive team member.

### ***Module 3 - Self-Development***

- 3.1 Perform a self-assessment to ascertain wants, needs, communication style, learning style, strengths and weaknesses, etc.
- 3.2 Set realistic short- to long-term personal and career goals.
- 3.3 Identify and exhibit attitudes and behaviours for success in a business environment including positiveness, cooperativeness, punctuality, regular attendance, flexibility, networking, etc.
- 3.4 Describe the importance of and formulate strategies to facilitate life-long learning.
- 3.5 Recognize the value of positive stress.
- 3.6 Employ appropriate techniques for controlling negative stress.
- 3.7 Adopt time management tools to reduce stress, to meet deadlines, and to increase productivity by using new office technologies, prioritizing work, and using calendaring and bring forward systems.

### ***Module 4 - Client Relations: Telephone and Reception***

- 4.1 Participate actively in furthering the goals of a business by knowing and promoting its products and/or services.
- 4.2 Judge issues of confidentiality when giving and receiving client or corporate information.
- 4.3 Greet visitors and make introductions confidently and appropriately.
- 4.4 Give and obtain accurate, helpful, timely information when needed.
- 4.5 Answer the telephone and record messages accurately.
- 4.6 Screen telephone calls and visitors using tact and empathy.
- 4.7 Recognize that a positive image of the business is projected through effective telephone and reception techniques.

### ***Module 5 - Job Search***

- 5.1 Prepare a self-assessment of needs, strengths, weaknesses, achievements, interests, skills, budgetary requirements, etc.
- 5.2 Articulate short- to long-term career goals.
- 5.3 Profile employment opportunities which will meet one's needs including salary/benefits, location, size, international or not, union or not, and travel opportunities.
- 5.4 Use a variety of sources to generate a list of prospective employers.
- 5.5 Develop and professionally use effective marketing strategies to promote oneself in writing, in person, and on the telephone.
- 5.6 Create targeted letters of application, resumes, and thank-you letters which are attractive, accurate, and persuasive.
- 5.7 Develop a plan and tracking mechanism for contacting and following up on prospective employers.
- 5.8 Prepare and practice for successful interview performance.
- 5.9 Evaluate job offers based on established career goals, budgetary needs, and employer profile.

**O:** Methods of Instruction

The emphasis throughout this course will be on active learning. Students will work both independently and collaboratively to develop, demonstrate, and practice skills relating to the subject matter. The instructor will use short lectures and modelling to introduce new concepts and behaviours. Videos, speakers, periodicals, case studies, critical analyses, and company profiles related to current relevant business situations will be incorporated into the course. Role plays will be used to simulate realistic business situations such as employment interviews, promoting business products and services, handling telephone and reception situations, and resolving conflict. Video will be used to facilitate self- and peer-assessment.

**P:** Textbooks and Materials to be Purchased by Students

Carter, Carol and Sarah Lyman Kravits. Keys to Success: How to Achieve Your Goals, Latest Canadian Ed., Prentice-Hall, Inc.

Guffey, Mary Ellen and Brendan Nagle. Essentials of Business Communication, Chapter 13, Latest Canadian Ed., ITP Nelson

*(Text also used in OADM 240)*

**Q:** Means of Assessment

Student Portfolio	20%
Group Project	20%
Case Study(ies)	15%
Interview Role Play	10%
Letter of Application and Resume	15%
Mid term Theory Test on Concepts	10%
Employability Skills	<u>10%</u>
	<u>100%</u>

**R:** Prior Learning Assessment and Recognition: specify whether course is open for PLAR

The course is open for PLAR as are all OADM courses.

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Course Designer: **Brenda Read**

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Education Council/Curriculum Committee Representative

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Dean: **Jim Sator**

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Registrar