



EFFECTIVE: SEPTEMBER 2003

CURRICULUM GUIDELINES

A. Division: Commerce & Business Admin. Effective Date: September 2003
 Office Administration

B. Department / Revision New Course
 Program Area: If Revision, Section(s) D,F,H,J,K,M,N,O,P,
 Revised: Q
 Date of Previous Revision:
 Date of Current Re

Course No.	Descriptive Title	Semester Credits
F:	<p>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 practiced within the context of current business issues such as multiculturalism, employment equity, harassment, ethics, and productivity. The following office worker skills will be addressed: promoting the products and services of the organization, telephone and reception techniques, organization and time ma</p> <p>Allocation of Contact Hours to Type of Instru</p>	e
FORf		

J: Course for which this Course is a Prerequisite
 OADM 401

M:

differences, networking, ethical behavior, submission of quality work, and open communication.

- 4.4 Describe the importance of and formulate strategies to facilitate life-long learning.
- 4.5 Assess and articulate one's own demonstrated employability skills, attitudes, and behaviors.

5. Time and Stress Management

- 5.1 Recognize the value of positive stress.
- 5.2 Employ appropriate techniques for controlling negative stress.
- 5.3 Adopt time management tools to reduce stress, meet deadlines, and to increase productivity by identifying and eliminating time wasters, using new office technologies and systems, prioritizing work, and using calendaring and bring forward systems.
- 5.4 Develop the ability to say "no" assertively without damaging relationships.

6. Client Relations, Telephone Techniques, and Reception

Q: Means of Assessment

Assignments (minimum three)	15%
In-class presentation(s)	10%