

*A POLYTECHNIC INSTITUTION**School of Computing and Academic Studies**Department: High-Tech Professional (HTP) Programs**Program: Office Administrator with Technology (OAT)***OATP 1000**
Communication Skills**Program Start Date:** November 5, 2012**Program End Date:** April 12, 2013**Total Hours:** 60 Lab & Lecture**Course Credits:** 5**Prerequisites****OATP 1000 is a Prerequisite for:****Course No. Course Name****Course No. Course Name**

None

None

Course Description:

Communication skills are important attributes in any office environment; therefore, this course has been designed to assist students in the acquisition, application and development of the professional skills necessary to succeed in the field of office administration. Topics covered include, but are not limited to, interview skills, career planning, time management, meeting skills, stress management, and conflict resolution skills.

Through various modules, this course will introduce the student to communication skills relevant for office administrators who recognize not only the need to utilize the latest technology, but also the importance of organization, team building, and an efficient and effectively managed office as integral to successful business practice.

Course Learning Outcomes/Competencies

Upon successful completion, the student will be able to:

1. Identify and plan their career path.
2. Write an effective resume and cover letter.
3. Through role-playing exercises, develop confident interview skills.
4. Use modern stress management techniques to cope with and manage stress in the workplace.
5. Develop skills to deal with interpersonal relationships and conflicts at work.
6. Use effective communication skills and techniques to handle any communication situation with greater flexibility and confidence.
7. Use and practice the mechanics of an effective meeting.
8. Use established principles to design a professional-looking presentation.
9. Manage stage fright and practice public speaking.
10. Use time management techniques to improve efficiency.

Evaluation

The passing grade for this course is 65% and is calculated by taking a weighted average of the grades for all the modules listed below. Modules are evaluated through a variety of activities including quizzes, projects and hands-on exams. Students are assessed both on their individual work and on their team work. For details on a particular module, please consult the module outline.

Module Title	Module Hours	Weight
Career Planning	4	15%
Conflict Resolution	4	10%
Effective Communication	8	15%
Job Search Strategies	20	35%
Meeting Skills	4	10%
Presentation Skills	8	15%

BCIT Policy Information for Students:

The following BCIT policies are strictly enforced as part of the High-Tech Professional Programs Department:

Policy 3501 – Responsible Use of Information Technology at BCIT

Policy 5002 – Student Regulations

For more information, please consult the BCIT policy page <http://www.bcit.ca/SubLinkPages/PoliciesProcedures.shtml> and the HTP student handbook. Students are advised to make themselves aware of all other relevant BCIT and HTP policies.

Verification

I verify that the content of this course outline is current.

Authoring Instructor

Date

I verify that this course outline has been reviewed.

Program Head/Chief Instructor

Date

I verify that this course outline complies with BCIT policy.

Dean/Associate Dean

Date

Note:

The course outline is a statement of educational intent and direction. It is not to be construed as a contract to deliver instruction or guarantee learning.

The nature of this course is such that planned modules may be changed due to industry demand and technology updates. Should changes be required to the content of this course outline, students will be given reasonable notice.