



Employment Strategies for Professionals: Office Administration

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This is an interactive online course designed for Office Administration professionals. You can benefit from COSTI's online facilitators, who will guide course topics and assist you with any questions you may have. In addition, you will have the opportunity to network with other course participants and learn from each other. Below is an overview of what will be covered in the course:

Topic 1: Introduction to Office Administration

- ✓ What types of jobs are available in this field
- ✓ What are the duties of an Office Administrator
- ✓ Essential skills needed to work in an office environment
- ✓ Future Job projections and wages

Topic 2: Let's Practice Telephone Skills

- ✓ Answering the phone
- ✓ Asking for identity of caller and purpose for the call
- ✓ Transferring a call / connecting a call to someone else
- ✓ Indicating absence of person being called
- ✓ Clarifying or asking for repetition
- ✓ Taking a message
- ✓ Asking for someone

Topic 3: The Office Professional

- ✓ Use vocabulary building strategies to increase your knowledge of business terminology, idioms, abbreviations and expressions
- ✓ Explain "active listening" skills, and how they will make you a more effective communicator
- ✓ Identify types of business meetings and guidelines for appropriate participation
- ✓ Use time management strategies to create a to-do list
- ✓ Explain what "teams" are, and identify key dimensions and techniques of effective teams
- ✓ Describe the importance of a positive attitude

Topic 4: Conflict Management

- ✓ Explain various strategies to deal with conflict including win-win solution
- ✓ Tips to avoid miscommunication
- ✓ Explain the behaviors and solutions associated with 'cranky' customers
- ✓ Steps to follow in dealing with a customer complaints in person and on the phone
- ✓ Softening negative responses

Topic 5: Office Talk

- ✓ Fundamental differences between cultures that influence communication
- ✓ Identify appropriate issues and participate in small talk; use tag questions to continue a conversation
- ✓ Identify non-verbal communication and body language in an office setting

Topic 6: Office Correspondence

- ✓ Workplace written language skills
- ✓ Standard letter formats and e-mail communication
- ✓ Key elements of making effective presentations
- ✓ Canadian business ethics

Topic 7: Computer Skills in Demand

- ✓ Research the Labour Market and discuss computer programs in demand
- ✓ Assess your computer skills and knowledge
- ✓ Create an action plan to upgrade your computer skills

Topic 8: Job Search Skills

- ✓ Match your skills to the skills that Ontario employers are looking for
- ✓ List strategies you can use to get integrated into the Canadian Job market
- ✓ Identify common abbreviations found in office job ads and explain their meaning
- ✓ Write resumes that attract interviews and avoids common mistakes
- ✓ Write an office administration cover letter
- ✓ Write an office administration resume
- ✓ Describe a typical interview and how you can best prepare for it
- ✓ Describe appropriate clothing and behavior for making a good first impression
- ✓ Describe the role of references, typical questions they are asked and how to thank them