



Employment Strategies for Professionals: Office Administration

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Sign up for our interactive online course designed for Office Administration professionals. In the course you will learn about and explore:

- Sector specific terminology & work communication skills
- Information about the regulatory bodies and the certification process related to working in this field in Ontario
- Job postings in the GTA
- Resume samples and formats
- Pathways, career maps, and online resources
- Relevant labour market information and useful links

You will also benefit from COSTI's online facilitators who will be available to assist you throughout the course. 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 COSTI's Employment Strategies for Professionals: Office Administration online course:

Module 1: Introduction to Office Administration

- ✓ What types of jobs are in this field
- ✓ What are the duties of an Office Administrator
- ✓ Essential skills needed to work in an office
- ✓ Job projections for the future
- ✓ Possible wages for the future

Module 1: Let's Practice Telephone Skills

- ✓ Answer the phone
- ✓ Ask for identity of caller and purpose for the call
- ✓ Transfer a call / connect a call to someone else
- ✓ Indicate absence of person being called
- ✓ Clarify / Ask for repetition
- ✓ Take a message
- ✓ Ask for someone

Module 2: 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 different types of business meetings and guidelines for appropriate participation in North American Business meetings.
- ✓ 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

Module 3- 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

Module 4: Office Talk

- ✓ Fundamental differences between cultures that influence communication
- ✓ Aspects identified by Hofstede that strongly influence how national cultures communicate and explain how your national culture's communication style differs from the Canadian style of communication
- ✓ Identify appropriate issues and participate in small talk; use tag questions to continue a conversation
- ✓ Identify non-verbal communication and body language in Canadian office settings

Module 5: Office Correspondence

- ✓ Workplace written language skills
- ✓ Standard letter formats
- ✓ E-mail communication
- ✓ Learn key elements of making effective presentations and office communication
- ✓ Understand and use some useful language to be used at business meeting
- ✓ Learn Canadian business ethics

Module 6: Computer Skills in Demand

- ✓ Explore the different computer programs used by Office Administrators
- ✓ Assess your computer skills
- ✓ Identify possible training options

Module 7: Job Search Skills

- ✓ Define your skills, knowledge and attributes
- ✓ 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
- ✓ Identify different types of resumes and determine which type is appropriate
- ✓ 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

For more information about this course please contact the COSTI Online Services Program at e-mail: costionlineservices@costi.org