



Course Name: The Canadian Workplace

Module CO- 16: Computerized Administration

Course Description:

In this program the student will begin to understand communication processes and learn to communicate effectively in the Canadian workplace environment. The student will gain the necessary language communication skills through specific vocabulary, techniques, activities and office practices. This module also includes life skills presentations, a workshop on “your rights in the workplace”, and a look at the job market in your field and job search techniques that really work.

Course Length: 74 hours

Text Book:

- Key to Successful Communication by Paul J., Donoghue, Mary E. Siegel.
- Active Listening: Building For Understanding By Marc Helgesen And Steven Brown
- Cold Calling By Stephen Schifman Fifth Edition: America's # 1 Corporate Sales Trainer
- Diplomatic Language: Adapted From Business English: An Individualized Learning Program By Peter Wilbergaand Michael Lewis, Language Teaching Publication 1990
- Instructor designed handouts / activities /flip charts / overhead projectors
- Web links: a communication tool <http://edis.ifas.ufl.edu/he36>
- Empathetic listening: <http://www.beyondinferactivity.org/essay/empathic-listening>

Method of Evaluation

- Participation 30%
- Presentations 20%
- Assignments 10%
- Final Exam 40%
- You must achieve 65% on the final exam

Course Objectives: Knowledge

Knowledge of communication both verbal and written in the workplace

1. Know how to listen appropriately and communicate effectively on the telephone and in person
2. Know how to read and interpret information from reports and understand sector-specific vocabulary
3. Know and understand how to take messages by confirming and clarifying, compose memos, agendas, minutes, reports
4. Feel confident about their knowledge of soft skills needed in the Canadian workplace

Graduates will know the job interview, resume, thank you process, including knowing how

1. How to prepare chronological, functional and combination resumes in professional Canadian formats
2. How to prepare cover letters
3. How to establish references
4. How to write thank you letters

Graduates will know and understand the unique elements of the Canadian office environment

1. Identify and practice office etiquettes to handle various office situations
2. Know tools to deal with situations and emotions when expectations are not being met

Graduates will be able to identify difference between home country and Canadian employer expectations

1. Understand expectations of employers and employees in Canada
2. Understand good office etiquette and cultural differences as an important survival skill in the corporate world
3. Good understanding of employer and employee expectations to problem-solve effectively in the Canadian workplace

Graduates will know a variety of tool to use during interviews and working with employers in Canada

1. How to prepare for and conduct successful interviews by selling yourself
2. Learn what employers expect in interviews and respond to difficult questions
3. Follow-up process after the interview is over

Course Objectives: Skills

The graduate will have communication and workplace administrative skills

1. Be able to communicate effectively in the workplace.
2. Be able to make small talk in an office environment.
3. Be able to gain understanding of administrative office procedures.

Core Competency: Act appropriately and be accepted as a member of a team in a Canadian office workplace

1. Ability to deal with situations in the workplace
2. Ability to understand the subtle difference between workplace in Canada and in home countries
3. Able to identify good office etiquette

Core Competency: Act appropriately at interviews and understand the interview process

1. Ability to write a resume ready to send to employers for job application
2. Reference sheet ready to submit upon request by employers
3. Ability to write a standard cover letter to send to employers along with resume
4. Ability to write a thank you letter

Respond appropriately to employers and have the ability to problem solve in the workplace

1. Ability to respond to pressure in fast paced Canadian office environment
2. Ability to problem solve
3. Ability to think creatively

Curriculum Outline

Week 1	21. Communication Strategies 3. Colours Workshop (presented by COSTI) 16. Employment Strategies
Week 2	10. Assignment: Understanding Canadian Context 15. Employer Expectations in Canada 3. Employment Standards and Health and Safety in the Workplace 3. Presentation (speaking skills)
Week 3	3. Final Exam in Communication Strategies
Week 4	
Week 5	

Instructor Information:

Name: _____

Phone: _____

E-Mail: _____