



Get Set for Office Administration



Canada

EMPLOYMENT
ONTARIO

Ontario



Outline:

Session	Topics
1	<ul style="list-style-type: none">• Administration work settings• Skills for Success• Education requirements
2	<ul style="list-style-type: none">• Work ethic• Confidentiality• Team work / Working with others• Problem solving• Adaptability
3	<ul style="list-style-type: none">• Customer service• Verbal communication
4	<ul style="list-style-type: none">• Written communication
5	<ul style="list-style-type: none">• Organizational skills & systems• Time management• Online calendars
6	<ul style="list-style-type: none">• Numeracy• Forms• Charts, graphs & process diagrams
7	<ul style="list-style-type: none">• Microsoft Word
8	<ul style="list-style-type: none">• Microsoft Excel
9	<ul style="list-style-type: none">• Email• Search engines• USB storage• Cloud storage
10	<ul style="list-style-type: none">• Zoom meetings• Teams meetings
11	<ul style="list-style-type: none">• Resume and cover letter writing• Interview skills
12	<ul style="list-style-type: none">• Practical training day: utilizing your new skills to participate in a day in the life of an administrative assistant

Introduction

In this learning series, you will learn skills that will help you begin a journey towards working in an office administration setting. The first step in this journey is determining what skills you already have and what skills you can improve.



ACTIVITY

Complete the assessment package. The purpose of this assessment is to determine what tasks you can already complete independently and what skills you will upgrade during this learning series. Feedback will be provided to you during session 2.

When you have completed the assessment, make sure your name is on the package and hand it to your facilitator.

Learning Styles

It is also important to understand how you learn best.

There are 3 learning styles:

1. **Visual:** understanding and learning best when information is presented visually through written information, pictures, charts, graphs, etc.
2. **Auditory:** Understanding and learning best when information is presented in an auditory manner. Hearing information through voice, music, sounds, etc.
3. **Kinesthetic:** Understanding and learning best when information is presented through experience. Using ones hands or bodies to experience concepts being taught.





DISCUSS

Why is it important to understand how we learn best?

Why is understanding the different types of learners important when preparing to work as an office administrator?



ACTIVITY

Complete the learning style survey provided by your facilitator to determine what type of learner you are. When completed, make sure your name is on it, and hand it to your facilitator.



LEARNER PLANS

The learner plan is a tool for yourself and your facilitator to use, to plan and monitor your goal, learning activities, milestones, additional supports required and referral results.

Review your learner plan and complete the following tasks:

1. On page 1, print your first and last name in the box labelled “*learner*”.

A. GOAL PATH and OALCF COMPETENCIES
Learner: <input type="text"/>

2. On page 1, print your learning style in the box labelled “*what is the learner’s learning style?*”

What is the learner’s learning style? <input type="text"/>
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3. On page 5, sign your name in the box labelled “*learner*” and print today’s date in the box labelled “*date*” to the right.

I agree to the content of this Learner Plan.		
Learner:	<input type="text"/>	Date: <input type="text"/>

When you have completed these tasks, hand your learner plan to your facilitator. We will review your learner plan on a regular basis throughout the learning series. At the end of the learning series, you will be provided with a copy of your learner plan.

Milestones

Milestones are activities you will complete during the program. They allow you to demonstrate your ability to successfully complete specific tasks related to your goal.

In this learning series, you will complete 2 milestones. As you saw on your learner plan template, you will complete the following milestones:

- a) Milestone 22: Write an email. Successfully completing this milestone will confirm your ability to write a professional email.
- b) Milestone 56: Use a wide range of software features to present information. Successfully completing this milestone will confirm your ability to utilize various office software.



SESSION 1

In this session you will develop the following skills for success:

Communication	You will share and receive information about your findings with classmates through speaking and listening.
Digital	You will use a computer and a web browser to find information about your future career.
Reading	You will find, read and understand information about your future career and educational and training requirements.
Writing	You will document your findings about office administrative positions in a suitable manor.

Office Administration

Office administration is a group of daily activities that may include:

- Financial planning
- Records & billing
- Personnel
- Customer service
- Distribution & logistics

There are various job titles used in the administration sector. Some of these job titles include:

- General office clerk
- Administrative assistant
- Records management
- Filing clerks
- Receptionist
- Switchboard operator
- Secretary
- Clerical assistant
- Executive assistant
- Financial clerk
- Administrator
- Office coordinator
- Data entry clerk

Career Outlook

Career or employment outlook is a prediction of the change in the number of people employed in a specific job over a set period of time. When choosing a career or job, it's important to take into consideration whether there will be jobs available in your chosen field.



DISCUSS

Do you know which office administration occupation you are interested in?

National Occupational Classification (NOC)

The NOC system is Canada's national system of organizing and describing occupations. Every occupation in the Canada job market is assigned a 4 digit code called the NOC code. Using this code you can research information about your chosen occupation such as, salaries, career outlook, job descriptions, education required, etc.

The most frequently used NOC codes associated with office administration occupations are: **13100, 13110, 14100**



ACTIVITY

Access the Canada job bank labour market information page.

<https://www.jobbank.gc.ca/explorecareers>

- Search for office administration or NOC 13100, 13110, 14100
- Choose a specific occupation
- Select the province of Ontario
- Complete the chart below

Occupation	
NOC	
Wages	
Outlook	
Where can you work?	
Number of job postings in your area	

Education / Experience Requirements	
Skills Required	



DISCUSS

Share your findings with the group. Specifically, what different employment settings can you work in, depending on your chosen occupation?

Work Settings

Using your office administration skills you can work in various settings. Some of these settings may include:

- Medical office
- Government office
- Private business
- Law office
- School boards
- Not for profit organizations

How can you decide which setting you will like best?

1. Volunteer in different settings – volunteering will give you experience for your resume.
2. Determine which setting you will be more successful in based on your work and personal goals.



ACTIVITY

Complete the pros and cons chart on the following page to help you decide which setting you might be most successful in.

Setting	Pros	Cons

Skills for Success

There are 9 skills for success that people need for work. The 9 skills for success include:

1. Adaptability
2. Collaboration
3. Communication
4. Creativity and innovation
5. Digital
6. Numeracy
7. Problem Solving
8. Reading
9. Writing



Skills for Success profiles outline the importance of the skills for everyone.



ACTIVITY

Access the government of Canada Skills for Success webpage.

<https://www.canada.ca/en/services/jobs/training/initiatives/skills-success.html>

- Click on the “Learn about the skills” box
- Explore the 9 skills for success by clicking on each skill to read a description
- Complete the chart on the following page
 - In the “tasks that might be completed” column, list 2 tasks you might complete as an office administration employee that will require you to use that skill successfully

Skill for Success	Tasks That Might be Completed
Adaptability	1. 2.
Collaboration	1. 2.
Communication	1. 2.
Creativity & Innovation	1. 2.
Digital	1. 2.
Numeracy	1. 2.
Problem Solving	1. 2.
Reading	1. 2.
Writing	1. 2.

Education Requirements

Working in the office administration field MAY require post-secondary education. Depending on your occupation of choice, the education requirements will differ.

Some examples of possible education requirements may include:

- Medical Office Assistant certificate (MOA)
- General Office Administration certificate
- Executive Office Administration certificate
- Health Services Office Administration certificate
- Business Administration certificate
- Administrative Business Management certificate
- Legal Office Administration certificate
- Medical Office Practices

Because there is such a strong emphasis on digital technology in the office administration field, other skills that may be important to have include:

- MS Office: Word, Excel, Powerpoint, Publisher
- Quickbooks
- Windows 10
- Tablets
- Email
- Typing
- Conference calling



ACTIVITY

Using your Job Bank Explore Careers research on education requirements from page 8, complete the chart on the following page. This information will assist you with choosing a career path.

You can use the website: <https://www.ontariocolleges.ca/en> to assist with your research.

Name of College	Program Name	Length of Program	Tuition

Your Plan

You now know: where you can work, how much you might earn and what skills and education you will need.



ACTIVITY

Fill in the chart below. You can use this chart as a guideline for completing each step towards your new career goal. Feel free to use a computer to do more research.

Where do you want to work?	
What do you expect to earn?	
What education will be required?	
Where can you complete this education?	
How long will your education take?	
What skills will you need to upgrade?	
How long will your skills upgrading take?	
When do you expect to be working in your chosen field?	

SESSION 2

In this session you will develop the following skills for success:

Adaptability	You will practice the ability to adjust your behaviour when change occurs and still successfully focus on your responsibilities.
Collaboration	You will work collectively with your classmates to complete task based activities with a mutual goal.
Communication	You will share and receive information about your findings and past experiences as an employee or volunteer.
Creativity & Innovation	You will practice your creative and innovation skills to solve scenario based problems and work with your classmates as a team.
Problem Solving	You will practice your ability to identify, work through and solve problems while working in an office administration job.
Reading	You will find, read and understand information about work ethic, confidentiality, working with others, problem solving and adaptability.
Writing	You will document information about work ethic and confidentiality. You will document plans and results for solving a problem individually and as a group.

Work Ethic

Work ethic is defined as the principle that hard work is valued/important or worthy of reward.

(Retrieved from: dictionary.com on January 12, 2023)

A strong work ethic is desired by employers in all occupations. It is an important part of being successful in your career.



DISCUSS

How do you think employees can display strong work ethic?



ACTIVITY

As a group, make a list of unethical behaviours in the workplace you have experienced or witnessed.



VIDEO:

Watch the video clip, "Time Theft – The Office US" and discuss as a group whether Dwight or Jim holds a higher standard of work ethic.

<https://youtu.be/-wR2huzk4HQ>

Confidentiality

Confidentiality is defined as the state of keeping or being kept secret or private.



DISCUSS

How do you define confidentiality?



DISCUSS

Why is confidentiality important in an office administration occupation?



SCENARIO PRACTICE

You are at the grocery store when you run in to a friend you haven't seen since you started your new job as a receptionist at a dental office. You tell your friend about your new job. He then says, "oh, I think my neighbour Joe Smith is a patient there, have you seen him come in?"

How do you respond?



SCENARIO PRACTICE

You are working for a not for profit organization as an administrative assistant. While you are assisting someone with her registration she asks you to tell her if her friend Susan Graham has registered for the fundraising event as well.

How do you respond?

Technology Confidentiality

In today's society technology is being used to communicate with others in a variety of ways. While working in the office administration field you may be required to communicate with customers, government employees, parents, students, patients, nurses, doctors, community organizations, as well as many others. When doing so, you must always consider confidentiality. You may want to ask yourself:

Who am I allowed to discuss this with?

What information am I allowed to send via email?

If you are unsure, speak to your employer for clarification. It's important to make sure you have read and understand all confidentiality and privacy policies provided by your employer.



Working With Others

In the office administration field you will work with a variety of people in all different positions.

Team work is a key skill that is required in most job descriptions. It is a skill that must be used on a regular basis. You must be able to get along with others, whether they are co-workers or superiors. When you work well with others, productivity and workplace morale improve.



DISCUSS

Teams have a common goal. When working as an office administration employee, what will the common goal(s) be for yourself and your team mates?



VIDEO

Watch the video and discuss what the teams do well and what they could have done better.

https://youtu.be/fUXdrl9ch_Q

WHAT THEY DID WELL	WHAT THEY COULD HAVE DONE BETTER

Being a good team member can include the following:

- Committing to a common goal or task
- Supporting your team members
- Show that you respect your team members
- Encourage your team members and praise their accomplishments
- Respect individual differences
- Be flexible
- Be positive



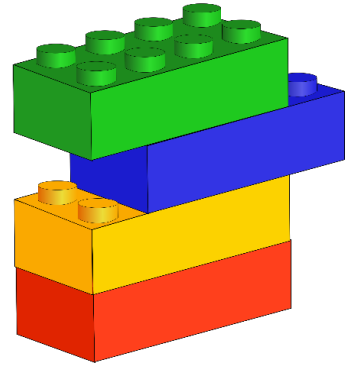
DISCUSS

If you had to work with a team member who wasn't pulling his weight, how would you handle the situation?



GROUP ACTIVITY

Split into groups of 2 or 3. Each group will be given the same number of building block pieces. You will be given 10 minutes to build the tallest free standing structure you can. The team that creates the tallest free standing structure wins.



Challenge: Try the activity again, but you can not speak to your team members.

Problem Solving

Problem solving is a skill we use every day, both in our personal lives and at work. As an office administration employee you will have to solve problems on a daily basis.

E.g. A staff member calls in sick and has to be replaced or that staff member's work load has to be distributed

E.g. Your organization has run out of a specific supply that is needed for that day.

Problem solving is the process of working through a problem to find a solution. When we are trying to solve a problem, sometimes barriers get in the way. These barriers may include:

- Emotions
- Fear & anxiety
- Different learning styles



Emotions: Controlling your emotions can be very difficult when you are faced with a problem. In order to solve problems, you need to be able to think clearly and try not to let your emotions get in the way.

Fear & Anxiety: Many people think they cannot problem solve so they avoid it. Everyone has the ability to solve problems, you just need to build your skills so you can do so effectively.

Different Learning Styles: The way someone learns will impact how she solves a problem. If you don't understand your learning style, it can be a roadblock to being able to solve problems.

Problems can come in many shapes and forms. We are constantly solving problems. Some may be everyday problems, such as what to have for dinner, or how you are going to get to work. Other problems may be more complex. For example, how to change from a job you don't like to a career you have always dreamed about.



ACTIVITY

Make 2 lists of all the problems you think you have right now or might have in the future:

<u>Everyday Problems</u>	<u>Complex Problems</u>

Good problem solvers do 6 things:

1. Focus on the solution, not the problem.
2. Keep an open mind – consider all possible solutions.
3. View problems neutrally instead of as scary things.
4. Think laterally – change the direction of your thoughts and look at things in a new way.
5. Use positive language.
6. Simplify things – look for the obvious solution instead of making things more complicated.

When you come across a problem, follow these 6 steps:

1. Identify the problem.
2. Think about it.
3. Brainstorm solutions.
4. Select the best solution.
5. Implement the solution.
6. Evaluate the solution.



ACTIVITY

Think of a problem you may encounter while working as an office administration employee.

Problem: _____



Share your potential problem with the group. Choose one problem to work on as a group.

Now let's complete the 6 problem solving steps:

Step 1	Identify the problem	
Step 2	Think about it	
Step 3	Brainstorm solutions	
Step 4	Select the best solution	
Step 5	Implement the solution	
Step 6	Evaluate the solution	

Adaptability

Adaptability is your ability to react to change.



DISCUSS

Why might adaptability be important in the office administration field?



ACTIVITY

While seated, cross your arms. Now uncross them, and cross them the other way.

Most of you will have crossed your arms the first time in the way that felt easy, or the way you usually cross your arms. When we repeat an action many times our brain makes a strong pathway of connections. That's why it feels easy. When I asked you to change the way your arms were crossed your brain had to work harder to change the pathway of connections. Therefore, it maybe felt uncomfortable or difficult to switch your arms.



ACTIVITY

Gather up your things and find a new seat. When you arrive at your new seat, take a minute to settle in.



DISCUSS

How did it feel to have to move to a new seat?

Would you rather go back to your original seat?

Raise your hand if you feel uncomfortable now.

Everyone responds to change differently. Some people welcome change, while others prefer to feel settled. There is no right or wrong way, however, it is important that you are able to adapt to what's needed at your occupation.



ACTIVITY

Review the situations below. Discuss and make notes on how a person might react to the situations if he is adaptable and not adaptable.

	Adaptable	Not Adaptable
Has to start working with a new team.		
The computer system is down, therefore, patient/customer records can't be accessed.		
The photocopier is jammed and copies are needed for a meeting in 10 minutes.		

In order to improve your adaptability skills, practice the following:

- Look for different points of view and try to understand them.
- Try out another person's way of doing a task.
- Be a learner. You will adapt better if you are willing to learn.
- Pretend you have a new job. When we start a new job we tend to come ready to learn. If you maintain that attitude you will adapt more quickly.
- Turn challenges into opportunities.

SESSION 3

In this session you will develop the following skills for success:

Adaptability	You will practice the ability to adjust your behaviour when change occurs and still successfully focus on your responsibilities.
Collaboration	You will work collectively with your classmates to complete task based activities with a mutual goal.
Communication	You will practice your verbal communication skills through speaking and listening activities relevant to a customer service office administration position.
Creativity & Innovation	You will practice your creative and innovation skills to solve scenario based problems and work with your classmates as a team.
Digital	You will practice the use of technology used in a customer service scenario in an office administration setting.
Numeracy	You will read and record various numbers while serving customers in an office administration setting.
Problem Solving	You will practice your ability to identify, work through and solve problems while working with a customer.
Reading	You will find, read and understand information about customer service skills required in an office administration job.
Writing	You will document information about customer service roles in an office administration job.



DISCUSS

What is customer service?

Customer: a person who purchases goods or services from another; buyer; patron.

Service: an act of helpful activity; to help; aid.

Customer Service: assistance and other resources that a company provides to the people who buy or use its products or services.



ACTIVITY

Each person in the room tell the group your first name and something special or unique about yourself.

While working in the office administration field, customer service may be an important part of your job. You may be required to speak to “strangers” on a regular basis. It is important for you to have the confidence to speak to people you are not necessarily comfortable with.



VIDEO:

Watch the videos, “Bad Customer Service Montage” and “Inside Schitt’s Creek: Customer Service” and discuss what was done incorrectly.

<https://www.youtube.com/watch?v=bTbHwnxCGal&t=1s>

<https://www.youtube.com/watch?v=iVtfF3WUNTI&t=2s>



DISCUSS

The videos showed us lots of examples of poor customer service.
As a group, discuss what skills you think are important to have while working in customer service.



ACTIVITY

As a group, discuss the good customer service skills listed below including, what the skill means and why it is important for customer service. Record your answers in the space provided.

<u>Skill</u>	<u>Meaning</u>
Patience	
Attentiveness	
Clear communication	
Knowledge of the product or service	
Ability to read customers	
Persuasion skills	

Time management skills	
Ability to use positive language	
Ability to handle surprises / adaptability	
Acting skills	

Verbal Communication

Communication is an important skill in the workplace because it permits productive and efficient operations.



DISCUSS

What are some ways you will communicate at work as an office administrator employee?



ACTIVITY

For each statement below find someone in your class who matches, then print their first name in the box to the right.

Took a bus today.	
Went grocery shopping in the past 2 days.	
Has at least one child.	
Plays a sport.	
Has a birthday this month or next month.	
Has a driver's license.	
Likes the current weather.	
Walked to class today.	



DISCUSS

Who did you approach first? Why?

Being practiced at talking about “everyday” topics, or using small-talk can be helpful when you are communicating with new people.

Interpersonal communication is the process by which people exchange information, feelings and meaning through verbal and non-verbal messages:

- FACE-TO-FACE communication
- Not just about what is said, but HOW it is said
- Includes the non-verbal messages sent through tone of voice, facial expressions, gestures and body language

6 Examples of inappropriate body language include:

1. Avoiding eye contact
2. Bad posture
3. Extra body or hand and mouth movements
4. Invading personal space
5. Having a defensive stance
6. Unhappy face

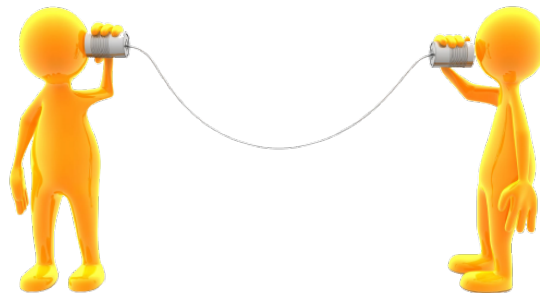
Active Listening

Listening is one of the most important skills you can have. You listen for a number of different reasons. You listen to obtain information, to understand others and to learn new things.

FACT

Research shows that we only remember 25-50% of what we hear. That means when you are talking to someone for ten minutes you only pay attention about ½ of the time.

Becoming a better listener will help you become more productive and avoid misunderstandings.



Active listening skills can include:

- a) **Summarizing**: Bringing all the things a speaker has said into a few statements.
- b) **Clarifying**: Checking what was said if you aren't sure or missed something.
- c) **Paraphrasing**: Repeating back to the speaker in your own words.
- d) Using open questions: Asking the speaker open questions to get more information or encourage discussion.
- e) **Encouraging**: acknowledging what is being said with non-verbal cues and thanking a person for what he/she is saying to you.



Open vs. Closed Questions:

An **open question** usually begins with who, what, when, why, how or describe. It asks the respondent to think and reflect or give information. The respondent will give you information, opinions and feelings.

A **closed question** can usually be answered with a single word like yes or no, or a short phrase. Closed questions give you facts, are easy to answer, and are quick to answer.

Communication Barriers

When communication breaks down it is usually because of a barrier. Some barriers to communication include:

1. **Physical Barriers:** Things that get in the way of being able to see or hear well. These might include loud noises, hearing or vision impairments, illness, phone volume, messy penmanship.
2. **Perceptual Barriers:** When you see a situation through your own filters, which might include your own experiences, interests, upbringing, culture, or religion.
3. **Emotional Barriers:** Communication can be affected if the sender or receiver is feeling a strong emotion such as, anxiety, fear, anger, excitement or embarrassment.
4. **Language Barriers:** Communication can break down because of language differences, strong accents, speech problems, use of jargon or slang, incorrect spelling or grammar errors.



DISCUSS

Can you think of a time in your life when you experienced a communication break down? Which barrier do you think affected your ability to communicate effectively?

Everyone communicates in different ways. Some methods are more effective than others. If you feel that your way of communicating is not working, you can change it.

4 common communication styles include:

<u>Aggressive:</u> An aggressive communicator is direct in expressing his needs, wants and opinions and gives no thought to other people's.	<u>Assertive:</u> An assertive communicator clearly expresses his needs, wants and opinions in a way which is considerate of others.
<u>Passive Aggressive:</u> A passive aggressive communicator indirectly makes sure that others are aware of his needs, wants and opinions and feels that these are more important than his.	<u>Passive:</u> A passive communicator does not express his needs, wants and opinions directly. He put others' needs above his own.



DISCUSS

What kind of communicator do you think you are?

Asking Questions

Especially when you first start a new job, you aren't always going to know how to do everything. Asking questions is okay. If you are unsure of how to complete a task, ask someone who does know how. Here are some tips for asking good questions:

1. Plan your questions: Think about what you are going to ask, before you ask.
2. Ask one question at a time: For example, don't ask, "how do I use the photocopier? Do I just hit start?" Ask one specific question at a time.
3. Ask open ended questions: Questions that can't be answered with yes or no.
4. Don't interrupt: Wait until the responder is finished speaking.

If you are unsure about instructions or information you have been given, always ask for clarification to avoid ambiguity.

Ambiguity is the quality of being open to more than one interpretation.

You may interpret information one way, whereas it may have been intended to mean something else. For example, if your supervisor instructs you to make 20 copies of a document by 7:00, you may want to ask, 7:00am, or 7:00pm?



DISCUSS

Can anyone think of a circumstance when ambiguity may occur?

Talking to Clients/Customers/Patients

While working in the office administration field, you may talk to clients, customers, and/or patients on a daily basis. You may speak to them face-to-face, over the telephone, or through an online chat. Regardless of which communication method you are using, it is recommended that you follow these basic rules for talking to customers:

1. Be polite and courteous.
2. Avoid using jargon.
3. Use positive and non-judgmental language. Avoid negative language.
4. Be sensitive.
5. Never answer a question with a question.
6. Be cautious with humour.
7. Try to hear yourself as clients hear you.
8. Paraphrase or summarize when needed. Avoid repeating exactly the same statement.
9. If you don't understand, politely ask the client to repeat themselves.



ACTIVITY

For each statement/question below discuss and record a more polite and friendly response to be used when speaking to customers.

Wrong Approach	Polite & Friendly Alternative
I don't know.	
No.	
That's not my job.	
That's not my fault.	
Calm down.	
I'm busy right now.	
Call me back later.	

Speaking Clearly

Being able to speak clearly is a key communication skill. It is a skill you can learn and improve on with practice. When you are speaking to a client, keep the following tips in mind:

1. Take a deep breath to calm yourself before you start to speak.
2. Speak slowly. We often speak fast when we are nervous or in a new situation.
3. Use proper grammar when you speak, avoid slang, and never swear.
4. Think about what you are going to say before you speak.
5. Keep it simple and to the point.
6. Open your mouth bigger when you are speaking. This helps express your voice.
7. Ask if the other person understands what you are saying. If not, rephrase.



Initial Greetings

Customers should always be greeted promptly. Promptly means with little or no delay, or immediately. The meaning of promptly will vary for different customer service settings.



For example:

- a) If you are answering a phone, you will be greeting that customer immediately.
- b) In a retail setting you will greet the customer when the customer enters the store.
- c) At a check-out, you will greet the customer as soon as the current customer leaves and the next customer approaches.
- d) In any business setting you are front line staff for, you will greet the customer as they approach the front desk, or enter the facility.

Front line staff, is staff who are the first point of contact for a customer entering a business/facility

Having a variety of standard greetings “ready to use” is a good strategy.



ACTIVITY

As a group, make a list of some standard greetings you could use as a customer service employee.

Telephone Communication



Listening and paying attention are even harder to do when you're communicating over the phone. There is a greater chance of distraction because you are not face to face with the client. There are some simple steps you can take to ensure you are giving the client your complete attention:

1. Do not have unnecessary papers on your desk. You might be tempted to read them instead of listening to the client.
2. Make sure you have a quiet work space, if possible, so you are not distracted by the other staff members.
3. Use a comfortable headset with appropriate volume so you can hear the client.
4. If there is a bad connection, get the client to phone back from a different phone or promptly call him/her back.

When a client calls, your voice represents the entire business. How you handle the call can win him/her over, or send him/her in search of another company. The caller needs you to be effective and efficient. The caller will rely on what he hears to form an impression of you and your company. Your tone of voice, manners, word usage and speech patterns all play a role in helping the caller form an opinion of you. Therefore, you will want to:

- Be courteous and pleasant
- Sound interested
- Use an appropriate volume
- Emphasize appropriate words
- Not talk too fast
- Speak in a calm voice
- Pause when giving information
- Keep your pitch low





VIDEO:

Watch the video, “If Call Center Employees Were Honest” and discuss.

https://www.youtube.com/watch?v=dMqGr4A_0E0&feature=youtu.be

SESSION 4

In this session you will develop the following skills for success:

Adaptability	You will practice the ability to adjust your behaviour when change occurs and still successfully focus on your responsibilities.
Collaboration	You will work collectively with your classmates to complete task based activities with a mutual goal.
Communication	You will practice your written communication skills through writing activities relevant to an office administration position.
Creativity & Innovation	You will practice your creative and innovation skills when responding to written communication from co-workers, superiors or clients/patients.
Digital	You will use various digital skills to practice your written communication in an office administration setting.
Numeracy	You will read and record various numbers while communicating with individuals in an office administration setting.
Problem Solving	You will practice your ability to identify, work through and solve problems while working with a client/patient.
Reading	You will find, read and understand information required in an office administration job.
Writing	You will document information while practicing your best written literacy skills. You will practice task based office administration tasks requiring written information.

Written Communication

There are various forms of written communication you may use in an office administration setting. Some of these may include:

- Memos
- Letters/emails
- Faxes
- Phone messages
- Patient/client records and forms
- Meeting minutes
- Addressing envelopes
- Purchase orders
- Timesheets

It is very important that you are able to write in a professional manor. Part of writing in a professional manor is using proper spelling, punctuation and grammar.



ACTIVITY

Before we begin our lesson on written communication, complete the assessment below, to establish what skills you already have.

Pre-Lesson Assessment

1. Circle or highlight the noun(s) in the following sentences:
 - a. I have a new red shirt.
 - b. Please place the reports on the manager's desk when you have finished.
2. Circle or highlight the verb(s) in the following sentences:
 - a. The dog ran across the yard.
 - b. She photocopied a lot for the meeting.
3. Circle or highlight the adjective(s) in the following sentences:
 - a. The cat was very fluffy.
 - b. It was a hard day for the administrative assistant because half the staff called in sick.

4. Fill in the blanks, using the correct form of the homonym: there, their or they're.
- a. Once Upon a time _____ were three friends who wanted to be office administrators. They packed _____ school bags and left for the Conestoga College registrar's office. When they arrived, the registrar said, "you can sit over _____." One of the friends asked, "Where are the registration forms?" The registrar responded, "_____ over _____ by the window." When they finished filling out the registration paperwork the friends went home feeling happy and proud of themselves for taking a step towards completing one of _____ goals.

5. Add punctuation to the following sentences:

- a. Do you know when the next assignment is due
- b. Emilys mom wants to know when the doctor will be in
- c. I got 90% on my first test Im so excited
- d. What is Davids last name again

6. Write the contractions below as the complete separate words:

- a. She'll _____
- b. Won't _____
- c. Hasn't _____
- d. I'm _____
- e. They're _____
- f. You're _____
- g. We've _____

7. Re-write the sentences below, making all necessary corrections:

a. tina is gonna be late today cause the weather is bad

b. When your going outside make sure you wear a hat its freezing

c. we have lots of surprizes for the staff today, there going to love it and you will to

8. Your facilitator will read you a list of words. Print each word on the lines below:

a. _____

b. _____

c. _____

d. _____

e. _____

f. _____

g. _____

h. _____

i. _____

j. _____

Take up the pre-lesson assessment as a group.



DISCUSSION

Why do you think it is important to use proper spelling and grammar as an office administrator?



Grammar

Grammar refers to the whole system and structure of a language. (Retrieved from: dictionary.com on February 13, 2019)

Subject: The subject of a sentence is the person, place or thing, or the idea that is doing or being something.

*E.g. **The student** studied diligently.*

“The student” is the subject because the student is the person that is doing something.

Predicate: The predicate of a sentence is the part of the sentence that states something about the subject. It usually contains a verb.

*E.g. The student **studied diligently**.*

“Studied diligently” is the predicate because it explains what the student (the subject) is doing.

Nouns

A noun is a word that names a person, place, or thing.

E.g. Person: Jane

Place: Toronto

Thing: book



ACTIVITY

Underline or highlight the noun(s) in each sentence.

1. The park is on Bell Lane.
2. The clown made balloon animals for the children.
3. My cousin Tom is visiting for the holidays.
4. After class I like to read my notes again.

Verbs

A verb is a word that describes what the subject is doing. It forms the main part of the predicate.

E.g. play, ran, teased, chewed, smiled, write, grow, spin



ACTIVITY

Underline or highlight the verb(s) in each sentence.

1. Emma studied for her test.
2. The children are playing in the yard.
3. We will read chapter 3 next week.
4. The dog jumped over the fence.

Adjectives

An adjective is a word that describes a noun. They tell which one, what kind, or how many.

*E.g. The **speeding** car slipped on the ice.*

Speeding is the adjective because it describes the car.

*E.g. The **happy** children sang a song.*

Happy is the adjective because it describes the children.



ACTIVITY

Underline or highlight the adjective(s) in each sentence.

1. Tina has the longest hair in the class.
2. The bubbly secretary greeted the scared patients as they arrived.
3. The beautiful swan swam across the pond.
4. The blue notebook fell on the ground.

Homonyms

A homonym is a word that sounds the same as another word, but is spelled differently and has a different meaning.

E.g. there, their, they're

E.g. to, two, too

E.g. hear, here

Let's review some of the most common homonyms:

There, their, they're

There: In or at a place.

E.g. Put the book over there.

Their: Belonging to more than one person or object.

E.g. That is their class.

They're: They are.

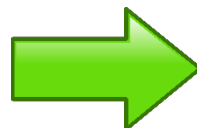
E.g. They're going to work today.



To, too, two

To: Toward, or to do something.

E.g. Go to the grocery store.



Too: Also, or more than enough.

E.g. It's too cold outside.

Two: The number 2.

E.g. There will be two kids in daycare today.



Here, hear

Here: In a place.

E.g. Have you ever been here before?

Hear: To listen.

E.g. Can you hear the choir singing?



ACTIVITY

Fill in the blanks below with the correct homonym.

1. The students have _____ (there/their/they're) mid-term tomorrow.
2. I can _____ (hear/here) the music very clearly.
3. They have _____ (to/too/two) tickets to the show.
4. _____ (there/their/they're) excited to go to school today.
5. Are you going _____ (to/too/two) the party tonight?
6. Were you _____ (here/hear) when Mrs. Smith stopped by?
7. After school _____ (there/their/they're) going to a study group.
8. Please put the files over _____ (there/their/they're).
9. I'm going to be an office administrator _____ (to/too/two).
10. Meet me _____ (here/hear) after work for coffee.



Spelling

Spelling is important when you are attending school to become an office administrator, but also when you are working. We tend to memorize how to spell words more often than we utilize spelling rules.

Let's review 10 of the most known English spelling rules:

Rule	How to Use	Example
I before E	Use I before E, except after C, but not when C is a "S" sound like "receive" or an "A" sound like "neighbour" or "weigh"	Science Conscience Believe Die Friend Fierce
Y to IES	When a word ends in a vowel and a Y, just add "S" When a word has a consonant before the Y, take off the Y and add "IES"	Key = keys Delay = delays Baby = babies Difficulty = difficulties
Adding ES to words ending in S, SS, Z, CH, SH, X	When making a word plural that ends in S, SS, Z, CH, SH or X, add ES instead of just S	Bus = buses Business = businesses Watch = watches Box = boxes Quiz = quizzes
Doubling Up	When a word has one syllable and 1 vowel next to 1 consonant we double the final consonant before adding a suffix (word ending)	Sit = sitter Big = biggest Shop = shopper Refer = referring/referral Occur = occurrence Fat = fatten
Drop the E	Drop the final silent E when you add a vowel suffix ending	Write = writing Excite = excitable Close = closing Imagine = imagination Manage = manageable
Change Y to I	If a word ends in a consonant and a Y, the Y changes to I	Beauty = beautiful Happy = happiness Angry = angrier Apply = applies
F to VES or S	Most words ending in F or FE change to VES when they become plural	Half = halves Knife = knives Life = lives Thief = thieves Yourself = yourselves

	<p>Some words can have both endings VES or S</p> <p>When a word ends in FF, just add S to make the plural</p> <p>Nouns that end in 2 vowels, plus an F usually just add S</p>	<p>Scarf = scarfs/scarves Dwarf = dwarfs/dwarves</p> <p>Cliff = cliffs Scuff = scuffs</p> <p>Chief – chiefs Roof = roofs Oaf = oafs</p>
Words ending in FUL	The suffix FUL is always spelt with 1 L	Grateful Helpful Useful
Adding LY	<p>When we add LY to words ending in FUL, we will have double letters</p> <p>BUT not truly (true + ly)</p> <p>We change the end E to Y in these LE words</p>	<p>Gratefully Faithfully Hopefully</p> <p>Gentle = gently Idle = idly Subtle = subtly</p>
Adding ALL	When we add ALL to the beginning of words, we drop 1 L	<p>All + so = also All + most = almost All + ways = always All + ready = already</p>

Spelling Tips & Tricks

When you are having difficulty spelling a word, try these things:

1. Take the word apart by syllables and learn to spell each individual syllable (part of the word).
E.g. favourite
Fav – our – ite
2. Examine the word carefully and determine if there are “helpers”
 - a. How many letters are in the word?
 - b. Are there any double letters?
 - c. Are there any silent letters?
 - d. Does the word rhyme with any other words?
 - e. Does the word contain any smaller words inside it?
 - f. Does the word spell something backwards?

3. Write the word out 10 or 20 times, until your hand has memorized the correct spelling.
4. You can always use the spell check feature on your word processing program. However, you can't always trust that it has spelled the correct word. Always use a second source to double check. For example, you can google the word you are trying to spell, or use an online dictionary.



ACTIVITY

What are 5 words you find difficult to spell?

1. _____
2. _____
3. _____
4. _____
5. _____

Use the tips and tricks above to examine and practice the words you find difficult to spell.

Punctuation

The marks used in writing to separate sentences in order to clarify meaning.



Period

A period is a punctuation mark used at the end of a sentence. It tells the reader that the sentence is finished.

E.g. The sky is blue.

Exclamation Point

An exclamation point is a punctuation mark used at the end of a sentence that shows exclamation.

E.g. Stop right there!

Question Mark

A question mark is a punctuation mark used at the end of a sentence that asks a question.

E.g. What are you doing?

Comma

A comma is a punctuation mark used to indicate a brief pause and are found within a sentence.

It can be hard to decide when to use a comma. Here are some frequently used comma rules that might help you:

1. Use a comma to separate items in a list.
E.g. I need to buy pens, notebooks, binders, and a calculator before I start school.
2. Use a comma to separate 2 or more complete thoughts when they are joined by any of the following:

and	or	For
so	but	nor
yet		

E.g. I want to work in health services, but it will be a lot of work.

3. Use a comma to separate an incomplete thought from a complete thought.
E.g. If I get a job, I will be very happy.
4. Use a comma to separate an introductory word or group of words from the rest of the sentence.
E.g. Hello, my name is Tina.
5. Use a comma to separate the name of a city from a country, province or state.
E.g. Brantford, Ontario

6. Use a comma to separate the day of the week, the day of the month and the year.

E.g. Monday, September 1, 2019



Apostrophe

An apostrophe is a punctuation mark that has 2 functions:



1. To show possession or ownership
 - When there is **1 owner**, add an apostrophe, followed by an “S”
 - *E.g. Sara’s shoes are blue*
 - When there is **more than 1 owner** (the word is plural/already ends in “S”), add an apostrophe after the “S” only
 - *E.g. The students’ notebooks have been collected.*
 - *E.g. The girls’ uniforms are too small.*
2. To show omission of letters or words in a contraction
 - A contraction is two words made shorter by removing some letters and replacing them with an apostrophe.
 - *E.g. Don’t (do not)*
 - *E.g. Can’t (can not)*
 - *E.g. Couldn’t (could not)*
 - *E.g. Where’s (where is)*

Other Grammar “Must Knows”

A vs. An

Use the word “an” when the word that follows starts with a vowel (A, E, I, O, U).

E.g. An elephant bathes in the lake.

E.g. Being a lab assistant is rewarding.

Use the word “a” when the word that follows starts with a consonant.

E.g. A notebook is required for your class.

E.g. When you go to your interview, you will meet with a doctor.

Is vs. Are

Use the word “is” when the noun in the sentence is singular.

E.g. There is a test on Friday. (The “a test” indicates there is 1 test; singular)

Use the word “are” when the noun in the sentence is plural.

E.g. There are two tests next week. (The “two tests” indicates there is more than one test; plural)

Has vs. Have

Use the word “has” when the noun in the sentence is singular.

E.g. Anna has a new coat.

Use the word “have” when the noun in the sentence is plural AND with the words “you” and “I”.

E.g. Anna and Steve have new coats.

E.g. I have a new coat too.

E.g. You have the same coat as me.

Your vs. You’re

Use the word “your” when talking about ownership of something.

E.g. Your class is very large.

E.g. Your opinion is important.

Use the word “you’re” when describing someone else because you’re = you are.

E.g. You’re my best friend.

E.g. You’re going to be a fantastic lab assistant.

Now that we have reviewed our grammar, spelling and punctuation skills, let's apply them to written communication in an office administration setting.

Memos

Memo is a short form for the word memorandum. A memo is usually a hard-copy (sent on paper) document used for communicating inside a business or organization. It is usually short and contains To, From, Date, Subject Headings and Message sections. Today, memos are being replaced by email.



REVIEW:

Review the memo below and discuss its key features.

MEMO	
To:	Health & Safety Committee
From:	Joe Feist, Chairperson, H&S Ctte
Date:	April 2, 2023
Subject:	Room change for next meeting

The meeting on Friday, April 4th has been changed to Room 101.

Letters/Emails

Most inter office communication is now done via email. As well, email is being used to communicate with clients, customers and patients. Therefore, email may be an important part of your job every day. When writing emails in the workplace it is important to write with professionalism and follow some common email etiquette guidelines.

Email Etiquette

Etiquette is a code of behaviour that defines expectations for social behaviour according to conventional norms within a group. When writing an email in a professional setting, it is important to follow some standard etiquette expectations.

DOs	DON'Ts
Use a clear subject line	Don't use "hey" or "yo"
Use a signature that includes contact information	Don't use humor
Use a professional salutation	Don't assume the recipient knows what you are talking about
Proofread your message	Don't send angry email, re-read your message at a later time before sending it
Keep private material confidential	Don't overuse exclamation points
Use a professional valediction	Don't use private or confidential information in the subject line

Salutation: A gesture, or greeting used to address the person you are sending the email to.

Valediction: A gesture or statement made at the end of an email to say goodbye.

Can you think of some examples of professional salutations and valedictions?



ACTIVITY

1. Circle or highlight the professional email faux pas in the email below:

Send

To...
customer@walmart.ca

Cc...

Subject
product question

Hey!!!

Got your email about the coffee maker. I didn't really understand what you're asking, but we sell like lots of coffee makers. IDK maybe you can check the website!!! If you can't find info on the website another customer bought a coffee maker recently. Her email address is kate@gmail.com

Good luck!!!!!!
ttyl

2. Re-write the body of the email using proper professional email etiquette.

Milestone 22

We have now practiced writing professional emails. Complete milestone 22: Write an email. Successfully completing this milestone will confirm your ability to write continuous text in a professional manor.

Your task is to read the course information on page 3 and then write an email to the course contact to express interest in one of the courses. Use the space provided on page 4, or using a classroom computer, send an email to your instructor as if he/she is the course contact.

When you have completed the activity, make sure your name and today's date are on all required pages and hand the complete milestone to your facilitator.



Faxes


Although email has taken over a lot of the duties of a fax machine, there are circumstances when a fax machine may be necessary. When sending a fax, it is a good idea to attach a cover sheet so that the document you are sending does not get misfiled or lost.



ACTIVITY

Fill in the fax cover page below using the following information:

- You are sending a purchase order to Grand & Toy for products you have ordered for your office supply cabinet
- The purchase order is 2 pages long
- Your contact person at Grand & Toy is Darlene Smith
- Grand & Toy's fax number is 519-758-2345

F A X Company Name Street Address City, ST ZIP Code Phone Website 	To: Recipient Name Fax number: Enter fax number
	From: Your Name Fax number: Enter fax number
	Date: Enter date
	Regarding: Subject
	Phone number for follow-up: Phone
Comments:	

Phone Messages

If answering the telephone is part of your job, you will be required to take messages for other employees who are not available. When taking a phone message it's important to document important details such as:

- The first & last name of the caller
- Time of the call
- Date of the call
- The caller's contact information
- If applicable, the caller's place of work/job title
- Brief description of what the call is about

Sometimes you will be given a specific form to fill out for each message you take.



ACTIVITY

Fill out the phone message template using the following information:

- You take a call for your boss Ms. Santiago
- The call is from a client who would like to meet with her
- The client's name is Jane Waterford
- The client's phone number is 519-758-9874
- The time is 1:15pm on September 23, 2021

WHILE YOU WERE OUT															
TO _____															
Date _____		Time _____													
M _____															
From _____															
Phone _____															
<table border="1"><tr><td>Telephoned</td><td></td></tr><tr><td>Called to see you</td><td></td></tr><tr><td>Wants to see you</td><td></td></tr></table>		Telephoned		Called to see you		Wants to see you		<table border="1"><tr><td>Please call</td><td></td></tr><tr><td>Will call again</td><td></td></tr><tr><td>Returned your call</td><td></td></tr></table>		Please call		Will call again		Returned your call	
Telephoned															
Called to see you															
Wants to see you															
Please call															
Will call again															
Returned your call															
Message _____															

SESSION 5

In this session you will develop the following skills for success:

Adaptability	You will practice the ability to adjust your behaviour when change occurs and still successfully focus on your responsibilities.
Collaboration	You will learn to work collectively with your co-workers to maintain organization and efficiency.
Communication	You will practice your organizational and time management skills by learning to communicate information clearly in an organized and time effective manor.
Creativity & Innovation	You will practice your creative and innovation skills when creating or working with various organizational systems.
Digital	You will use various digital skills to practice your online organization and time management skills.
Numeracy	You will read and record various numbers while practicing organization and time management skills.
Problem Solving	You will practice your ability to identify, work through and solve problems while managing your time and maintaining organization.
Reading	You will find, read and understand information using various organizational methods such as calendars.
Writing	You will document information in calendars and filing systems to maintain organization and time management.

Organization & Time Management

Organizational skills are the ability to use your time, energy and resources in an effective way so you can achieve the things you want to or need to achieve.

Time management is the practice of using your time effectively.



Many people struggle with organization and time management skills. As an office administration employee, your ability to organize and manage your time will be important for many reasons:

- You will get more done
- Your life will be more balanced
- You will be able to set and achieve goals in a more efficient way
- You will be able to present yourself in a more professional way
- You will have more time to be flexible and creative
- You will be able to plan and prioritize your tasks and activities
- You will have more free time and less wasted time
- You will reduce clutter at home and at work, less clutter will help you decrease your stress



Stress

Stress is a state of mental or emotional strain or tension resulting from adverse or very demanding circumstances.



DISCUSSION

Why do you think it might be easy to feel stress as an office administrator employee?



ACTIVITY

Do you think you are stressed? Use a web browser to search for an online stress test and complete the test.



DISCUSSION

What are some things we can do to reduce stress in our lives?



ACTIVITY

Create a stress reducer ring to keep with you at work or at home. When you are feeling stressed, get out your reminder ring and decide which tip will help you in that specific situation.



Keeping yourself organized and managing your time effectively can involve several strategies that might include:

1. Calendars

- a. It's important to use a day planner, calendar or agenda.
- b. You can use a paper calendar or an online calendar, or both.
- c. Make sure to enter all activities and events in your calendar, including all details such as location and start and finish time.
- d. It's a good idea to set aside some time each week to review your calendar and make sure it is up to date.

2. To-do lists

- a. Create to-do lists and organize them in order of priority, with the most important task at the top of the list.
- b. Be sure to update and review your to-do lists on a regular basis, this could mean several times each day.

3. Schedules

- a. Set aside time each week to create a daily schedule or plan for the following week.
- b. Planning activities and estimating amounts of time each activity will take will keep your day flowing nicely.



ACTIVITY

Use the Monthly planner handout to create a calendar that includes the following activities for the current month:

- Your work schedule consists of day shifts from 8:00am – 4:30pm Monday through Friday. Your employer requires you to work 1 weekend every month. When you work the weekend you get 2 week days off. Be creative and add your work shifts to your calendar.
- You like to use the free workplace gym twice a week for 1 hour.
- You need to grocery shop once a week in order to be prepared for making lunches. This task requires 2 hours of time including transportation.
- You go to book club the first Tuesday in every month from 7:00pm-8:00pm.
- On Saturday mornings you babysit your neighbour's son from 8:30am-11:00am to earn some extra cash.

The 24 Hour Clock

A 24 hour clock runs from midnight to midnight and is divided into 24 hours. The time is indicated by how many hours have passed since midnight. Depending on which type of office you work in, you may be required to use a 24 hour clock.

12-hour am-pm clock	24 hour clock
12:00 midnight	0000
1:00am	0100
2:00am	0200
3:00am	0300
4:00am	0400
5:00am	0500
6:00am	0600
7:00am	0700
8:00am	0800
9:00am	0900
10:00am	1000
11:00am	1100
12:00pm	1200
1:00pm	1300
2:00pm	1400
3:00pm	1500
4:00pm	1600
5:00pm	1700
6:00pm	1800
7:00pm	1900
8:00pm	2000
9:00pm	2100
10:00pm	2200
11:00pm	2300
12:00 midnight	2400

Converting a 12 hour time to a 24 hour time can be done:

- When converting a time between 1:00pm and 11:59pm **ADD** 12 hours
- When converting a time between 12:00am (midnight) to 12:59am **SUBTRACT** 12 hours



ACTIVITY

Let's practice converting 12 hour time to 24 hour time. Complete the questions below.

1. 2:45pm = _____
2. 10:22am = _____
3. 9:36pm = _____

4. 1:13pm = _____

5. 7:56pm = _____

Time Management

Organization and time management go hand in hand. If you manage your time successfully, you will be more organized.

Multitasking is the ability to complete more than one task at once. This only works if you are completing tasks effectively. If you are re-doing tasks, you need to re-organize your time. For example, you can set the photocopier up to make copies while you complete another task such as sending an email, filing or serving a customer.

Because you will be responsible for a number of tasks in each business day, prioritizing your tasks will be important. When you prioritize, you decide what the most important tasks are, and complete those tasks first.



ACTIVITY

In the space provided below create 2 to-do lists. On the first list, write down everything you need to accomplish this week. On the second list, put the tasks in order of importance, with the most important task being at the top.

Calendars / Schedules

Using a calendar is very important when managing your time. Online calendars may be used most often in administrative occupations. Using online calendars allows you to set alerts and reminders so you don't forget important events or meetings.

You may have to schedule clients or patients for various appointments or meetings. You may also be responsible for creating employee schedules.

When creating calendar entries or scheduling appointments, you may want to consider the following:

- a) Leave free time in between appointments or meetings. This way your schedule won't get backed up too much if an appointment or event runs late.
- b) Don't overbook yourself or co-workers.
- c) Make sure to block the appointment or event time in a calendar of some sort. Include a reminder if possible so it is not forgotten.



DISCUSS

You are working in a dental office. Mrs. Smith calls to request an appointment for her child next week between Monday & Friday. She would like the appointment to be after school. Her child finishes school at 3:00pm. Using the schedule below, what appointment dates and times might you offer her?

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
0900	Tom	Jill	Amy		Sara	Michelle
1000		Kari	Gerry		Robyn	Fiona
1100	Shasta	Jason	Jenn	Ken		
1200	Grant	Jeffrey	Roman			Aida
1300			Jessica	Arlyn	Mike	Danielle
1400	Terry	Noah	Carol	Ava	Mark	
1500		Declan	Dave	Jack	John	Leanne
1600	Tenley	Raina	Ted	Allison	Joyce	David
1700		Devon	Doug	Duane	Greg	Ryan
1800	Stacey	Lavinia	Kevin		Brandon	
1900	John	Susan			Kelly	



DISCUSSION

You are an administrative assistant for a private business owner. She has a very busy schedule with meetings, project deadlines and site visits. It is almost the business's fiscal year end. There is always a year end budget meeting, which she **MUST** attend. The meeting generally takes about 2 hours. Using the schedule below, determine when you can schedule the year end budget meeting.

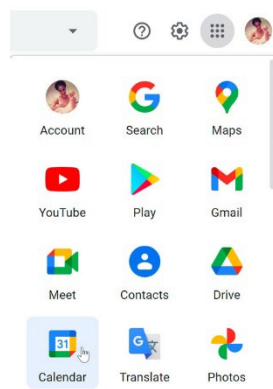
TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
0800	Site visit at building A		Investors meeting		
0900				Conference call	
1000		Bank meeting		Site visit at building B	
1100	Ann. Eval. mtg. with employee B				
1200	LUNCH BREAK				
1300		Dentist appt.		Interviews	
1400	Conference call		Conference call	Interviews	
1500	Inventory			Interviews	Site visit at building C
1600		Ann. Eval. Mtg. with employee C			
1700					

Online Calendars

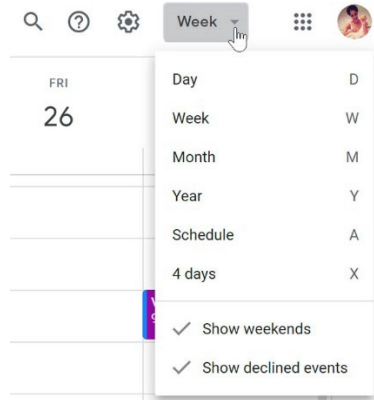
When you have an email account, usually you have access to an online calendar with your account. For example, if you have a Gmail account, you can use Google Calendars, or if you have an Outlook account, you have access to an Outlook calendar. These calendars have many useful features, including the ability to share your calendar with others, such as co-workers. You can also access your calendar from any computer or mobile device.

Google Calendars

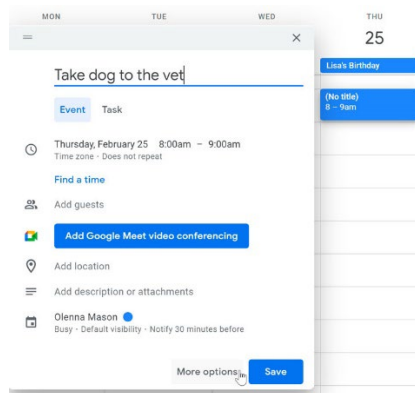
To access a Google calendar, you will need to be logged into your Google account. Once you are logged in, click the menu button in the top right corner of your browser window and select the calendar icon.



Once in your calendar, you have the ability to change the view. You can choose to see a single day, week, or month. To change the view, click on the button at the top right of your screen that indicates a current view. A drop down menu will appear. Select the view you would like.



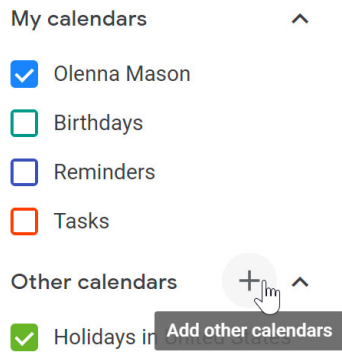
Each item on your calendar is called an event. You can add new events by clicking on a blank space on a specific date. A small box will appear. You can either type basic information in this box, then click save. Or, you can click on “more options” to enter more details before saving the event.



Before saving your new event, you can add notifications so that you will receive a reminder before the event occurs.

You can create separate calendars to help you organize events or appointments for specific people. For example, if you are an administrative assistant in a law office and you are responsible for scheduling appointments for 3 different lawyers, you can have 3 separate calendars, one named for each of them.

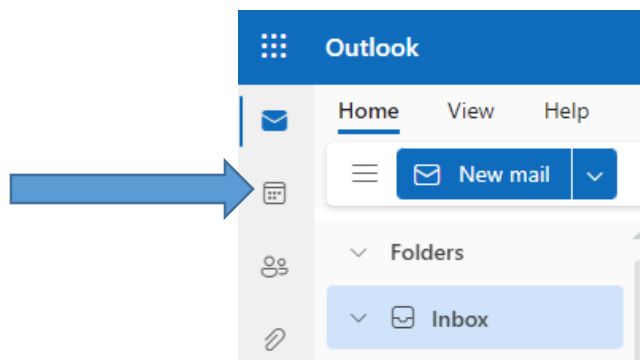
To create a new calendar, click on the plus sign to the right of “other calendars”. Then click “create new calendar”. A form will appear similar to creating a new event. You can now choose the name of the calendar, and sharing settings if you wish. Once the calendar has been created, you can start adding events to it.



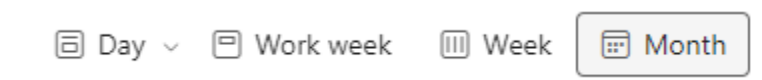
If you would like to share an existing calendar with someone, simply click on “settings”, then “sharing”. You can then send an invitation to share your calendar to someone else.

Microsoft Office Calendars

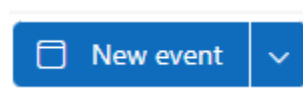
If you have an Outlook or Hotmail account, you have access to Microsoft Office Calendars. To access your calendar, log into your Microsoft Office account. Once you are logged in, you can click on the calendar icon on the left side of the window.



You can change the view by choosing the option of your choice along the top of your window.



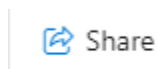
To create a new event, click on the “new event” icon in the top left corner.



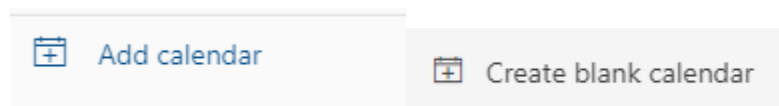
A box will pop up allowing you to add details about the event. You can add notifications, you can share the event with others and you can make the event an ongoing or repeating event. When you have added all necessary details, click “save”.

The screenshot shows the 'Event' creation interface. At the top, there's a header 'Event' and a toolbar with options: 'Response options', 'Busy', '15 minutes before', 'Categorize', 'Private', and a menu icon. Below this is a 'Save' button and a 'Calendar' dropdown. The main form has a title field 'Add a title'. Underneath is the 'Invite attendees' section with an 'Optional' label. The date and time section shows '2023-01-30' and '12:00 PM', with an 'All day' toggle and 'Time zones' link. Below that, another date '2023-01-30' and time '12:30 PM' are shown, along with a 'Don't repeat' dropdown. The 'Search for a location' field has a toggle and a 'Skype meeting' link. A notification section shows '15 minutes before'. At the bottom is a large text area 'Add a description or attach documents' with an 'Add' button (diamond icon).

If you would like to share your entire calendar with someone else, click on the “share” icon along the top of your calendar window.



If you would like to create multiple calendars, you can click on the “add calendar” button on the left side of your calendar window. A box will pop up with additional options. You then click on, “create blank calendar”. Once you have chosen a calendar name, you can click on “save”.





ACTIVITY

Log in to your Google or Microsoft Outlook account. Open the calendar feature. Complete the following tasks.

1. Add 2 events to your calendar.
2. Share one event with your facilitator.
3. Create a new calendar called "Get Set for Office Administration"
 - a. Share this new calendar with your facilitator

Organizational Systems

Every office will have its own organizational system. You will have to become familiar with the system you are working with. Some offices will use online organizational systems, some will use hard copy organizational systems and some will use both.

The Latch Principle

The LATCH principle outlines 5 different ways to organize information:

L	LOCATION
A	ALPHABETICAL
T	TIME (CHRONOLOGICAL
C	CATEGORY
H	HIERARCHY



VIDEO:

Watch the video, "Friends: The One With Rachel's Book" and discuss.

<https://youtu.be/SeBdb9V5ag4>

We already employ the five modes of organization in many different ways. Most of us organize financial records by time and/or category. We organize music or movie collections. Some of us even organize our laundry by category.

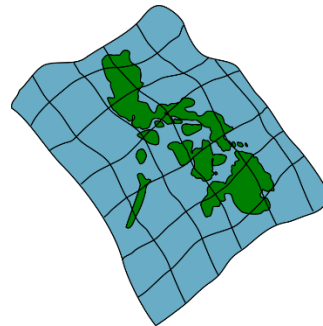
Many people get into trouble when they mix different methods of organization. Describing something simultaneously in terms of size, geography, and category without a clear understanding that these are all valid but separate means of structuring information causes confusion.

LOCATION

You can organize information by showing a visual depiction of a physical space. Maps are a common way of organizing by location. You might also show information on a diagram with labels. Organizing by location usually requires some sort of visual of an area, thing or place.

Examples of organizing by location include:

- Maps
- Shopping mall directory
- Diagrams with labels
- Charts and graphs
- Web pages



ALPHABETICALLY

Organizing alphabetically works well if you know the specific terms or topics you are looking for. The reader or person looking at the information needs to know what they are looking for so they can use alphabetical order to find it.

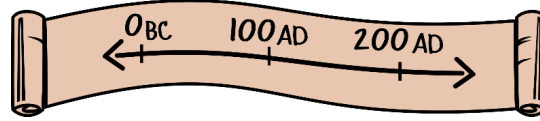
Examples of organizing alphabetically include:

- Index in a book
- Dictionary
- Telephone directory
- Patient/client files in a cabinet



TIME (CHRONOLOGICAL)

Organizing information by time is useful for finding information in a chronological pattern. The definition of chronological is arranged in the order of time.



Examples of organizing by time include:

- Timeline of historical events
- Social media timelines
- Calendars
- Instructions to cook something
- A flow chart to help show or describe process

CATEGORY

Using categories to organize is the broadest of the five ways to organize information. You can use categories to organize information in just about any way imaginable. For example: colour, shape, gender, model, price.

Examples of organizing by category include:

- Grocery store products
- Online shopping sites
- Office supply storage cabinet at work



HIERARCHY

Hierarchies help show how one piece of information is connected to another in order of importance or rank. Hierarchies are used in organizational charts to show who reports to whom. Hierarchy is also used to show scale, like biggest to smallest or youngest to oldest.

Examples of organizing by hierarchy include:

- Company organization chart
- Largest to smallest items
- Highest to lowest cost
- Eye charts at the optometrist



Using Organizational Systems in the Workplace

Depending on what setting you are working in, you will encounter and utilize a variety of organizational systems.



DISCUSSION

What are some organizational systems you might encounter? What might you be organizing?

Some examples might include:

- Filing cabinets
- Contact distribution lists
- Data management
- Record keeping
- Inventory
- Online folders/filing
 - Onedrive
 - Google Docs
 - Hard drive / USB storage



ACTIVITY

Your facilitator will provide you with 2 piles of information. One pile needs to be filed alphabetically, the other chronologically. Your facilitator will provide you with file folders to organize the information accordingly.

Contact Lists

You will have lists of names, phone numbers, extensions and email addresses that you may have to create, distribute and/or refer to. You may use an online system, or you may use a hard copy system. Regardless, the contacts can be organized in a variety of different ways. Some of these ways may include:

- Alphabetically: by first or last name, by company name
- Numerically: by phone number, or extension
- Categorically: by department or location



ACTIVITY

Organize the information on the following page using 2 of the contact list organizational methods listed above. Charts have been provided for you on the following page to organize the information. Make sure to use column headings.

Brad Pitt Dempster's Bread 519-758-6598 ext. 123 brad@dempters.ca	Kari Dumesnil Instructor – Bridges to Success 519-759-0000 ext. 277312 Kari.dumesnil@granderie.ca Fax: 519-759-7246	Santa Claus 1-800-464-6564 santaclaus@northpole.com Cell: 564-647-4646
Mickey Mouse CEO – Disney World 1-800-947-6123 mickey@disney.com	Justin Trudeau 519-789-4561 justin@canada.ca	Ed Sheeran Cell: 456-821-3479 ed@shapeofyou.com
Tooth Fairy 1-800-856-7894 Ext. 123456	Oprah Winfrey 519-304-8712 ext. 7891 Cell: 226-458-6572 oprahw@gmail.com	King Charles Buckingham Palace, London, England 1-800-789-5656 king@buckingham.com

Method 1:

Method 2:

SESSION 6

In this session you will develop the following skills for success:

Adaptability	You will practice the ability to adjust your behaviour when change occurs and still successfully focus on your responsibilities.
Communication	You will practice your ability to communicate and share information using forms, charts and graphs.
Creativity & Innovation	You will practice your creative and innovation skills when creating or working with various forms, charts and graphs.
Digital	You will use various digital skills when working with various forms, charts and graphs.
Numeracy	You will read and record various numbers using forms, charts and graphs.
Problem Solving	You will practice your ability to identify, work through and solve problems while managing your time and maintaining organization.
Reading	You will find, read and understand information using various forms, charts and graphs.
Writing	You will document information using forms, charts and graphs.

Forms & Documents

A document is any written or printed paper that displays information. While working as an office administrator you will use lots of different documents for various tasks.



DISCUSSION

What types of documents do you think you may use while working in an office administration job?

When working with documents, you may be required to:

- Read the document
- Fill in information
- Explain to a customer or client how to fill in the document
- Create a document

Reading Documents

Before you begin reading any document ensure you are using the correct document. Ask yourself, what is this document for? Skim the document to make sure it is the document you need to complete your task.

Skim: to read something quickly and incompletely.

Before you begin reading the document, it's a good idea to have a highlighter or pen and paper nearby to highlight or make notes on important or misunderstood details.



As you read the document, if there is information or words you do not understand, highlight the information or make notes so you can ask a supervisor for clarification.



ACTIVITY

Read the document on the following page. As you read, highlight important or misunderstood information. Answer the questions below about the document.

1. What is the full name of the employee on this form?
2. Is this a supplemental health care benefit?
3. What must all receipts indicate?
4. Which type of supplies were purchased?
5. What city does the employee work in?
6. What is the total amount of the claim?



RCMP Member Health Benefits Claim Form

Protected (when completed)

*Please ensure all areas are complete. Incomplete information may delay processing.

*Please attach all original paid-in-full receipts.

*Prescription drug receipts must indicate name, strength and quantity of drug, drug identification number (DIN), prescription number (RX) and patient name.

*All receipts must indicate name of supplier/provider, item/service rendered and provider telephone number.

Note: Reimbursement will be in accordance with the RCMP Benefit Grid available at www.medavie.bluecross.ca/MyInfo.

Member Information

Health Identification Number 123-456-789 Date of Birth 09/03/1972 DD MM YYYY
Last Name: Smith First Name John
Work Address 1234 Main Street
City Toronto Province Ontario Postal Code N4T6V8
Work Telephone Number 905-547-0000

Other Information

Was this treatment for Hospital/Medical Services outside of the Province/Territory? ☐ Yes ☒ No
If yes, were the Hospital/Medical Services outside of the Province/Territory required while on duty? ☐ Yes ☒ No
Was emergency treatment provided outside of Canada? ☐ Yes ☒ No
Was the treatment the result of a work-related injury/illness? ☒ Yes ☐ No
Is this a Supplemental Health Care benefit? ☒ Yes ☐ No
If yes, is authorization required? ☐ Yes ☒ No
If yes, provide authorization number: _____
Is this an Occupational Health Care benefit*? ☐ Yes ☒ No
If yes, provide authorization number: _____
* Please contact your divisional OHSS office if you require an authorization for OHC benefits.
Has a third-party insurance agreed to pay for treatment? ☐ Yes ☒ No
Liaison Officers ONLY
Was non-emergency (BHC/SHC) treatment provided outside of Canada? ☐ Yes ☒ No

Claim Information

Date of Service DD / MM / YYYY	Type of Service i.e.: Podiatry, diabetic supplies, eyeglasses, etc.	Quantity	Amount Paid
04/02/2023	diabetic supplies	2	\$785.98
TOTAL CLAIM AMOUNT			\$785.98

Filling in Documents

Some documents will require you to complete them online, while others will be filled in on paper. Regardless of the completion format you should always follow these 4 steps when filling in documents:

1. Read the document and the instructions carefully before beginning. If you don't understand the document or a portion of it, ask a supervisor for help. If it is a complicated form, make a copy to practice filling in the information before completing a final copy.
2. Fill in the document. Use your best penmanship to avoid misinterpretation.
3. Read over the completed document. Make sure you have filled in all necessary information and that the information is correct.
4. Sign and submit the document.

Document Abbreviations & Formats

Documents will often stipulate the letter case and/or ink colour. For example, the document's instructions may state that you must use upper case letters or block letters when filling it in. The document may also specify that you use black ink if you are filling out a paper copy.

When writing dates on documents, be aware of the date format required. You will see instructions for a date format in the form of letter symbols.

yyyy = year

mm = month

dd = day

Example:

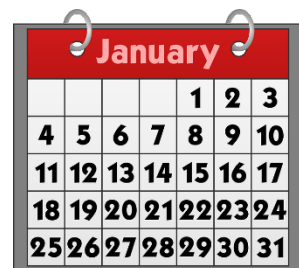
The date, September 1, 2019 may be written:

dd/mm/yyyy = 01/09/2019

mm/dd/yyyy = 09/01/2019

yyyy/mm/dd = 2019/09/01

yyyy/dd/mm = 2019/01/09



ACTIVITY

Mileage logs are a form of document you may need to use. Whether you are submitting one to your employer or managing them for other employees.

Complete the mileage log on the following page. Choose 2 start and finish locations; use google maps to determine how many kilometers the locations are apart.

		Travel Expense Claim Form 2022-2023				
Vendor # / Phone #:						
Employee Name:		Authorizing Signature:		Invoice #		
Primary Location		Name & Title of Signing Authority (please print in space below)				
Date:				(Business use only)		
<i>[Please attach all receipts for expenses listed where applicable]</i>						
Date	Travel Details (list from location to location)	Travel Expense Detail (parking, meals, etc.) or Purpose of Trip	Total Kms. Travelled Input Area	Deduct daily home to work & back	Net # of Kms (Auto Calc)	Additional Travel Expenses

Meeting Minutes

Meeting minutes are informal notes that are recorded during a meeting. They usually include:

- A list of attendees
- Issues discussed
- Events that occur
- Responses or decisions made about any issues discussed

A copy is usually distributed to meeting attendees, or those who could not attend. It is common for an administrative staff member to take meeting minutes. You may be asked to sit in on meetings and type or hand write the minutes, or you may be asked to type meeting minutes for another staff member after a meeting.

You will practice your ability to take meeting minutes during session 12.

Addressing Envelopes

When you are addressing an envelope, whether you are manually printing the information on the envelope, or putting an address sticker on the envelope, your envelope should have 3 things:

- Address of the recipient
- Address of the sender
- Postage (stamp)



Data Management & Record Keeping

You may be required to keep track of data or records such as:

- Inventory
- Product information
- Staff information
- Sales records
- Client information

Managing data and keeping records might require you to understand how to use charts, graphs, tables and tally sheets.



Tables show information or data in an organized way. Tables have columns and rows. Columns are “up and down” or vertical, while rows are right to left or horizontal.

	A	B	C	D	E
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					

An arrow points upwards from the word "Columns" to the vertical axis of the table. Another arrow points leftwards from the word "Rows" to the horizontal axis of the table.



ACTIVITY

Using the chart below, answer the questions that follow.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Copier A	410	382	569	675	780	872
Copier B	357	371	404	598	831	896
Copier C	502	348	611	712	819	901

1. How many copies were made on all 3 copy machines on Monday?
2. How many copies were made on copy machine C on Friday and Saturday?
3. How many copies were made on copy machine B for the week?
4. How many copies were made on copy machines A & C on Wednesday?

Charts and Graphs

Charts and graphs are used to display data. The data is usually represented by symbols, such as bars, lines, or pie slices.



DISCUSSION

What kind of data might you be using a chart or graph for?

Graph and Chart Terminology

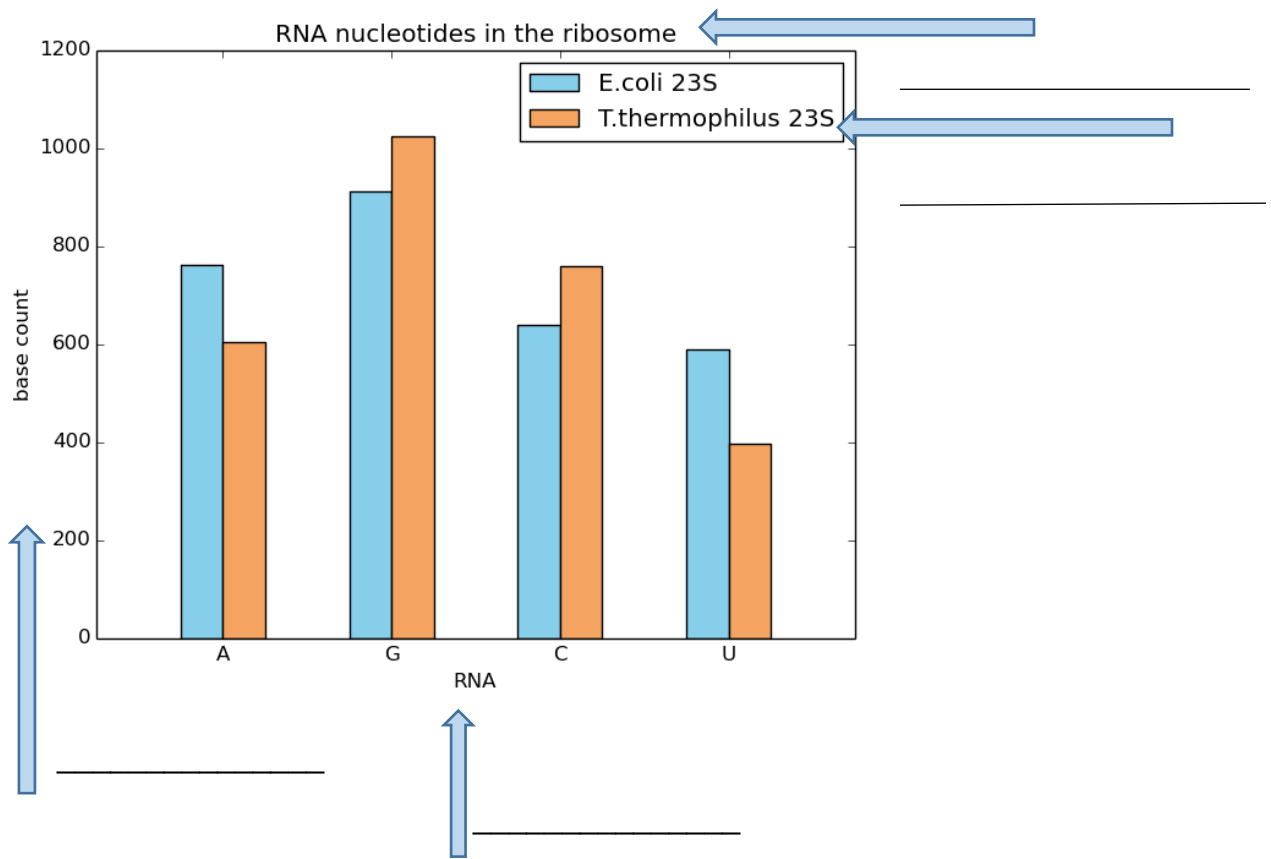
- a) **Title:** Tells you what information is presented in the chart.
- b) **Legend:** Tells you what the categories or sub-categories are.
- c) **y-axis:** Usually displays the quantities and is vertical (up & down)
- d) **x-axis:** Usually displays the categories and is horizontal (left to right)



ACTIVITY

Label the parts of a chart on the following page using these terms:

- a) title
- b) legend
- c) y-axis
- d) x-axis



There are lots of different types of charts and graphs. Let's watch a video about some of the charts and graphs you may work with. You may take notes while you watch.



VIDEO:

"Bar Charts, Pie Charts, Histograms, Stemplots, Timeplots (1.2)"

<https://youtu.be/uHRqkGXX55I>

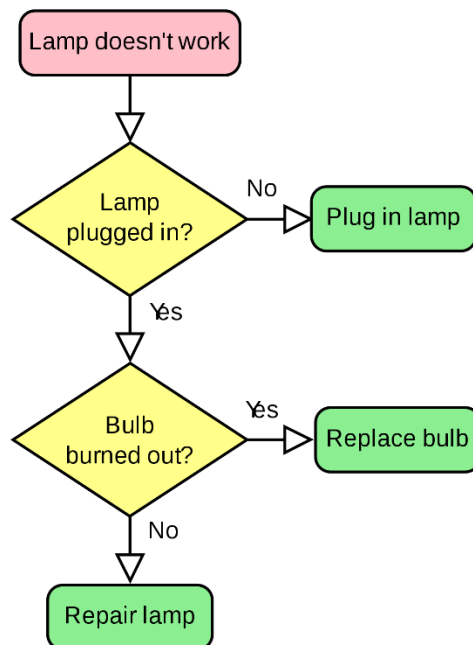
Process Diagrams

A process diagram uses shapes and arrows to display a series of activities in the order they happen. They are sometimes used by employers to show the steps in which a task should be completed.

Patient Registration Process



When using a process diagram you need to follow the arrows from step to step in order to understand what to do next. In the example above there is always only one option for the next step. This may not always be the case. In the diagram on the next page, you are faced with 2 different options at some of the steps. For example, when you determine whether the lamp is plugged in or not (first yellow diamond), if the answer is yes, you move to the next yellow diamond. If the answer is no, you move to the green bubble.





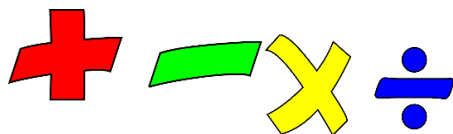
ACTIVITY

In the space below, create a process diagram for going to work each day. Include all tasks you must complete in order to get to work each day. This may include, checking a bus schedule, walking to a bus stop, etc.

Numeracy Skills

You may be required to use basic numeracy skills, such as adding, subtracting, multiplication, or division. It is important that your numeracy skills are sufficient.

Complete the activities below **WITHOUT A CALCULATOR**. This will help you determine whether or not you need to upgrade your basic numeracy skills.



1. Susan spent 3 hours at work on Monday. She spent 4 hours at work on Tuesday. She spent 6 hours at work on Thursday. How many hours did she spend altogether?
2. David had a fever and a cold. His temperature in the morning was 104 degrees. His temperature at night was 99 degrees. What was the decrease in David's temperature?
3. The blood donor clinic had a 15-day sign up period. Each day, 25 people signed up to donate blood. How many people signed up in all?
4. Jim Simmons makes \$7,680 a year at his part-time job. He gets paid by the month. How much does he make each month?
5. There are 542 patients admitted in the hospital. There are 302 female patients. How many patients are male?
6. Maria earned \$22,984 last year. She spent \$19,487 on taxes, rent, food, and other things. She saved the rest of the money. How much did she save?
7. Doug pays \$61 every month for health insurance. How much does he pay in a year?

8. On Saturday, Pam had to do her week's shopping. She spent \$58.87 at the grocery store, \$13.62 at the hardware store, \$7.52 at the drugstore, \$18.35 at the department store, and \$48.44 at the shoe store. How much did she spend altogether?
9. Alex jogs 6 kilometers an hour. He jogged 36 kilometers last week. How many hours did he jog?



SELF EVALUATION:

How do you think you did? Was there a specific type of question you struggled with? Do you think you need to upgrade or refresh your numeracy skills?

Inventory

Inventory is a list of items such as property, goods in stock, or the contents of a place or thing. Inventory is something you may be responsible for as an office administrator. For example, you may be responsible for keeping inventory of a supply cabinet or closet.



ACTIVITY

Below is an inventory document for a local medical clinic. The clinic likes to have 10 packages of every item on hand at all times. Using this information, complete the order form on the following page once you determine which supplies you should order.

Item	# of packages in stock
Large bandages	7
Small bandages	9
Gauze	3
Antiseptic spray	4
Cotton balls	4
Surgical tape	5
Tongue depressors	2

Supply Order Form

<u>Supply</u>	<u>Quantity</u>	<u>Cost per Package</u>	<u>Total Cost</u>
Large bandages		\$8.99	
Small bandages		\$6.99	
Gauze		\$10.74	
Antiseptic spray		\$16.59	
Cotton balls		\$5.89	
Surgical tape		\$12.37	
Tongue depressors		\$4.99	
Grand Total			

SESSION 7

In this session you will develop the following skills for success:

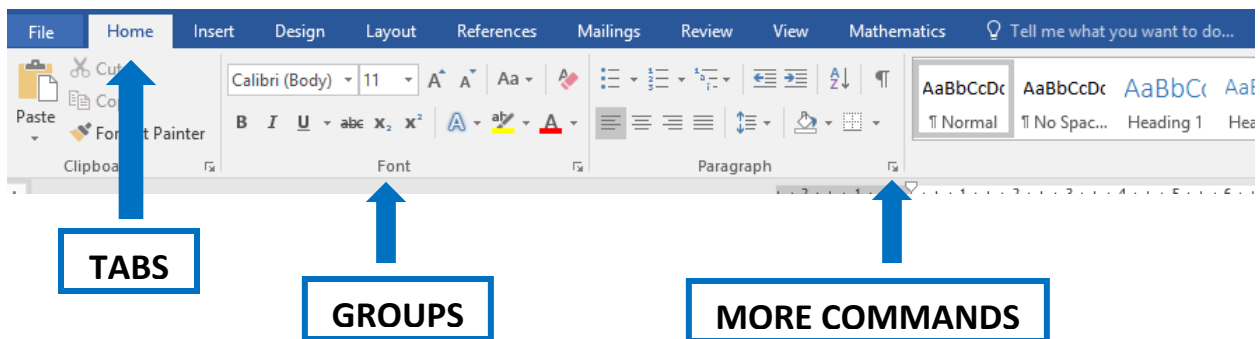
Creativity & Innovation	You will practice your creative and innovation skills to create Microsoft Word documents.
Digital	You will practice the effective use of Microsoft Word and its features.
Problem Solving	You will practice your ability to identify, work through and solve problems while learning to use Microsoft Word effectively.
Reading	You will find, read and understand information using Microsoft Word.
Writing	You will document information using Microsoft Word.

Microsoft Word

MS Word is a word processor that allows you to create documents such as letters, notes, resumes, papers, faxes, etc. You can also add pictures, charts, graphs, word art, shapes and symbols. It is software that you may use frequently in the workplace to create or update schedules, documents, reports, etc.

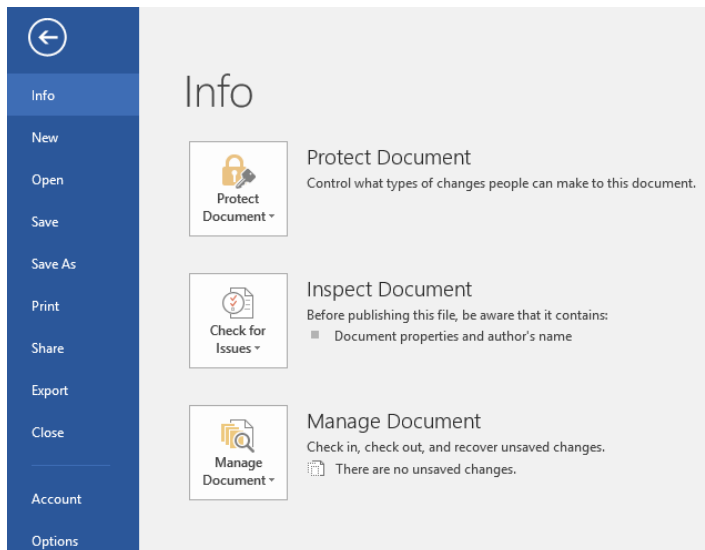
Sit at a computer and open MS Word. Follow along as we review some of the common features you may use.

The Ribbon



The ribbon contains all of the commands you will need to do common tasks. It has multiple **tabs**, each with individual **groups** of commands. Some groups have an arrow in the bottom right corner that you can click to see even more commands.

The Backstage View



You can access the backstage view by clicking on the **FILE** tab. The backstage view gives you options for saving, opening, printing or sharing your document.

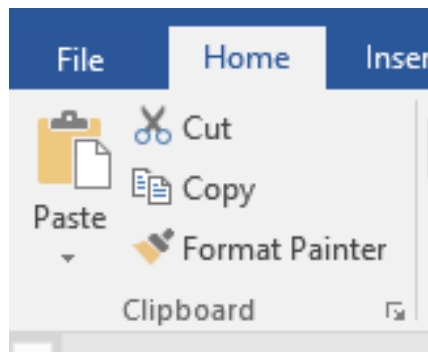
Copying, Cutting & Pasting

1. When you want to copy or cut text or an object such as an image, first select the text or object you wish to copy or cut.

To select text: Place the insertion point next to the text you wish to select. Click the left mouse button and hold it down while dragging your cursor over the text. Release the mouse button when you have selected all desired text.

To select an object: Left click once on the object.

2. From the **HOME** tab, in the **CLIPBOARD** group click on the copy or cut icon.



3. Place your insertion point where you wish the text or object to appear in your document by left clicking once.
4. From the **HOME** tab, in the **CLIPBOARD** group click on the paste icon.



ACTIVITY

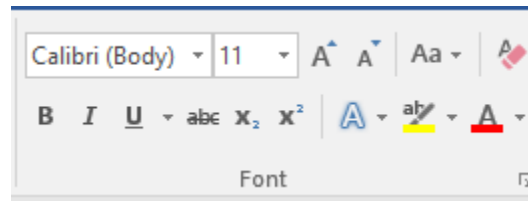
Type a short paragraph describing what job you would like, what setting you would like to work in, and why you want to be an office administrator. Using the steps above, try copying, cutting and pasting parts of your paragraph to other areas of the document.

FONT

On the **HOME** tab, in the **FONT** group, you have several options for changing the font.

You can change the style, size, colour, case and much more.

With all of the font options you can select existing text that you wish to change and then click on a command, or you can turn the font feature on before you start typing and shut it off when you have finished typing.



ACTIVITY

Using your paragraph about why you want to be an office administrator complete the following tasks:

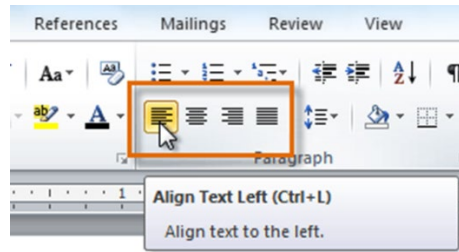
1. Change the font colour of one sentence to the colour red.
2. Change the font size of the red sentence to 26pt.
3. Highlight one sentence with the colour yellow.
4. Change the font style of one sentence to Comic Sans.
5. Make one sentence bold and italicized.

Spacing & Alignment

On the **HOME** tab, in the **PARAGRAPH** group, there are options for changing the alignment, spacing, and using bullets and numbering.

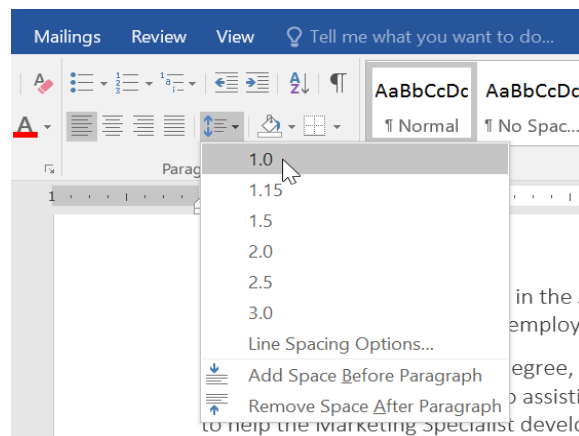
The **alignment options** allow you to align text or objects in 1 of 4 different ways:

1. Left: Aligns everything you have selected to the left margin.
2. Centre: Aligns everything you have selected an equal distance from the left and right margins.
3. Right: Aligns everything to the right margin.
4. Justified: Aligns everything you have selected equally on both sides and between the left and right margins. E.g. newspaper columns.



The **spacing options** allow you to choose how much space is left in between each line of text.

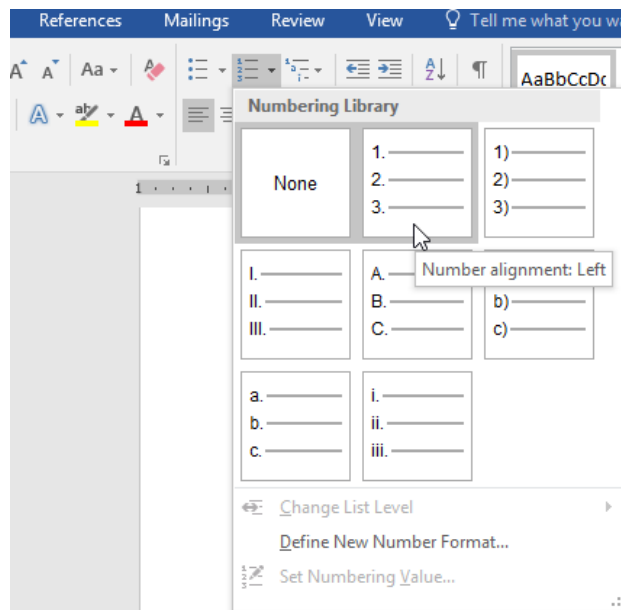
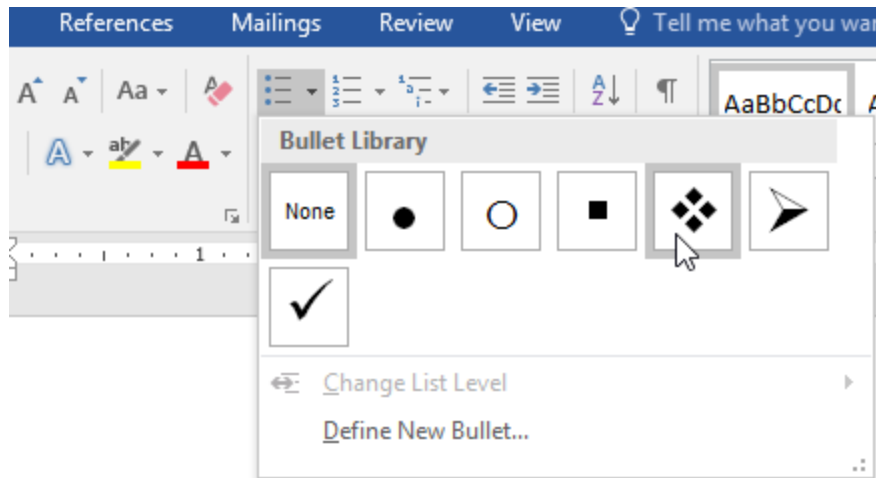
On the **HOME** tab, in the **PARAGRAPH** group, click on the spacing command as seen below and select the number of lines you wish to appear between each line of text. There are additional options if you do not want to use one of the standard options. You can access the additional options by clicking on **LINE SPACING OPTIONS**.



Bullets & Numbering

When you want to create a list or emphasize specific text, you may want to use the bullets or numbering features.

From the **HOME** tab, in the **PARAGRAPH** group you can turn the bullet or numbering feature on before you start typing your list. You can also select text you wish to apply the feature to and then click on the bullet or number feature you desire.



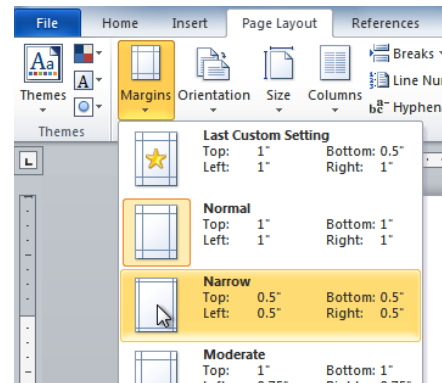
ACTIVITY

Using MS Word, create a list of at least 5 things you want to accomplish by the end of the year. Use the bullet or numbering feature to create your list.

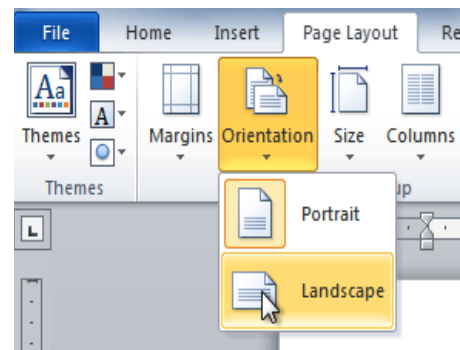
Page Set Up

Depending on what kind of document you are creating you may need to change some of the page set up features. On the **LAYOUT** tab, in the **PAGE SET UP** group, you can change the size of your document, the orientation of your document, or the page margins.

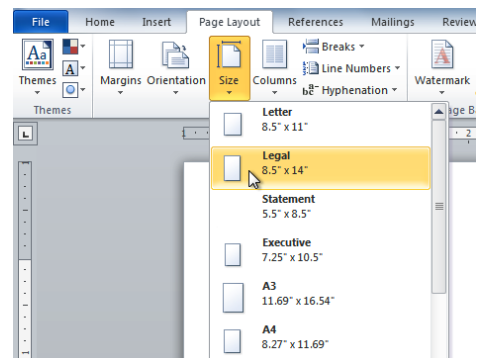
- a) **Margins:** Allows you to change the page margins so that more or less content will appear on your document.



- b) **Orientation:** Allows you to change your document from portrait orientation to landscape orientation.



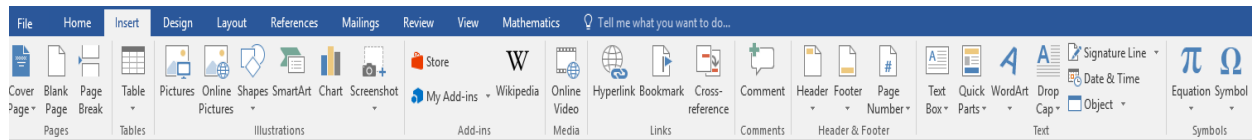
- c) **Size:** Allows you to choose the size of paper you would like your document to be, for printing purposes.



Inserting

MS Word documents allow you to add many other objects into a document. These options can be found on the **INSERT** tab. Some of these include:

- Pictures
- Clip art
- Tables/charts
- Graphs
- Shapes
- Word art
- Symbols
- Headers & footers
- Page numbers
- Equations



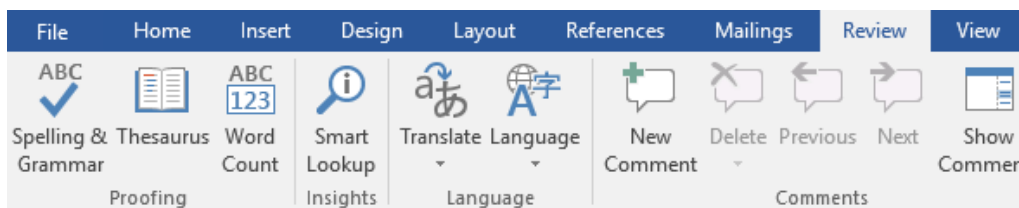
ACTIVITY

Insert the following objects into your document:

1. An online photo of a Canadian flag
2. A table containing 4 columns and 6 rows
3. A star filled with the colour green
4. A division symbol ÷

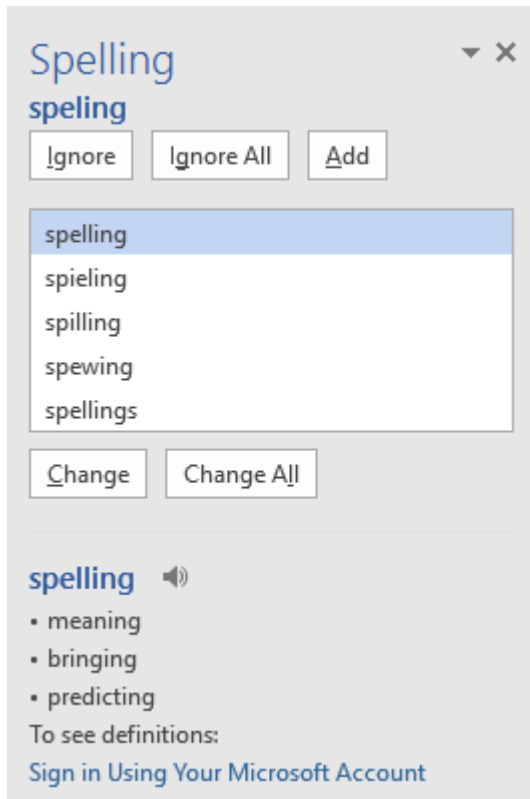
Reviewing Your Document

When your document is complete MS Word provides options for helping you check your spelling and grammar. This option can be found under the **REVIEW** tab, in the **PROOFING** group.



Once you click on the Spelling & Grammar command a window will appear at the side of your screen. For each suspected error, MS Word will make suggestions for a correction. You will have the option to select one of the suggestions and click **CHANGE** to correct the error.

Use the spelling & grammar command to check your paragraph about why you want to be an office administrative worker.



Ignore: Allows you to ignore the error within your document once.

Ignore All: Allows you to ignore the error every time it was made within your document.

Add: Will add the word to the software's dictionary so that it will not be identified as an error in the future. E.g. In Canada we spell favourite with a "u", therefore, it will be recognized as a spelling error because MS Office is American. If you add the word to the dictionary, it will not identify favourite as being spelt wrong in the future.

Change: Corrects the error once.

Change All: Corrects the error each time it was made throughout the document.

When choosing a correction, if you aren't sure which option to choose, do some research:

- Listen to the pronunciation of the words being suggested by clicking on the speaker icon
- Use a dictionary or google to search for a definition of the words being suggested.



MS Word does its best to determine what you are trying to spell, or what your sentence means in order to suggest the best spelling and/or grammar. However, it is not always right. Always make sure to read your own work over when it is complete as well as have a peer review it as well.



Milestone 56

We have now practiced using MS Word. Complete milestone 56: Use a wide range of software features to present information. Successfully completing this milestone will confirm your ability to use MS Word successfully.

Your task is to create a poster advertising a health and safety meeting. Choose any date, time and location you wish. Your poster must include:

1. At least 2 different font features (colour, size, style)
2. At least 1 inserted feature, such as a picture, chart, or shape
3. A bullet or numbering feature

When you have completed the activity, make sure your name and today's date are on all required pages and hand the complete milestone to your facilitator.



SESSION 8

In this session you will develop the following skills for success:

Creativity & Innovation	You will practice your creative and innovation skills to create Microsoft Excel spreadsheets.
Digital	You will practice the effective use of Microsoft Excel and its features.
Numeracy	You will practice your ability to understand and use numbers organized in an Excel spreadsheet.
Problem Solving	You will practice your ability to identify, work through and solve problems while learning to use Microsoft Excel effectively.
Reading	You will find, read and understand information using Microsoft Excel.
Writing	You will document information using Microsoft Excel.

Microsoft Excel

MS Excel is a spreadsheet program that allows you to organize and analyze information.

Excel can be used for many things, including:

- Creating a budget
- Organizing information
- Tally sheets
- Inventory charts
- Creating an invoice
- Timesheets
- Tracking data



VIDEO

Watch the video “Get to Know Excel”. Take notes on important concepts or steps to complete a task.

<https://youtu.be/K0-svI94LuQ>

Sit at a computer and open MS Excel. Follow along as we review some of the common features you may use.

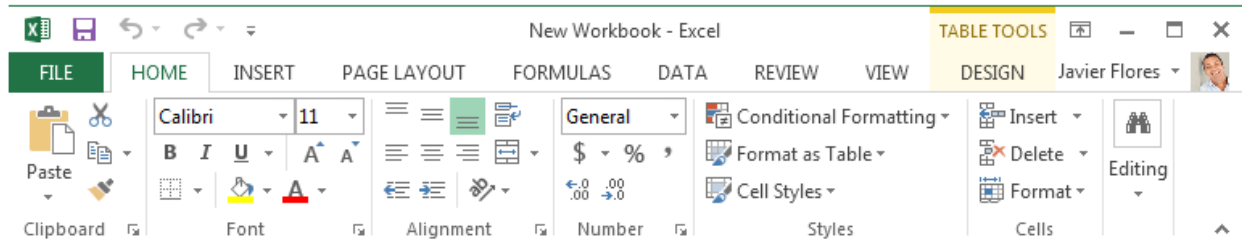
When you first open MS Excel, you will see the Excel start screen. From here you can choose to work with a template, or start a blank workbook.

Select blank workbook.

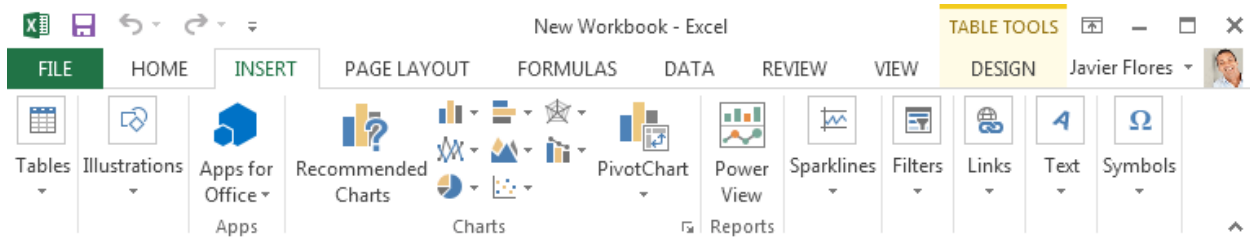
The Ribbon

Similar to MS Word, Excel uses a tab system. The ribbon displays the multiple tabs available. Each tab contains several groups of commands.

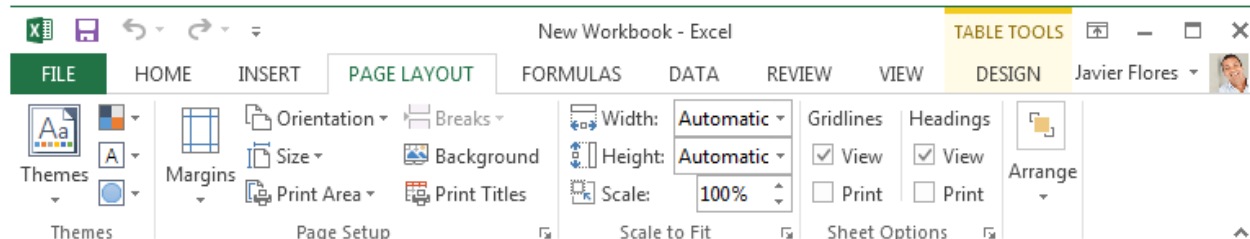
The home tab displays some of the most frequently used commands.



The insert tab presents options for inserting charts, tables, filters, and more.

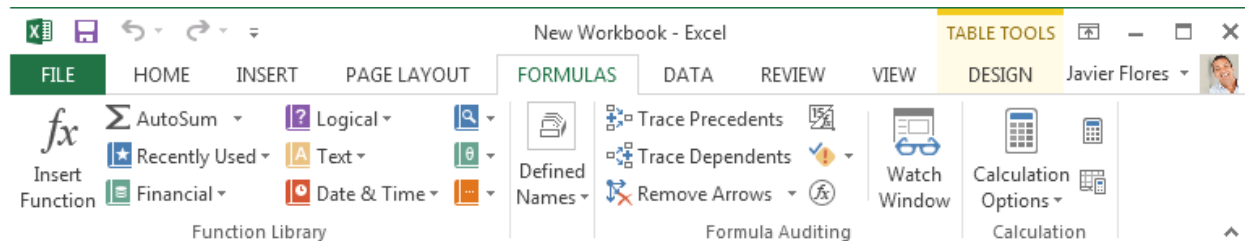


The page layout tab allows you to alter how your workbook will look when it's printed by changing things such as, margin width, page orientation and themes.

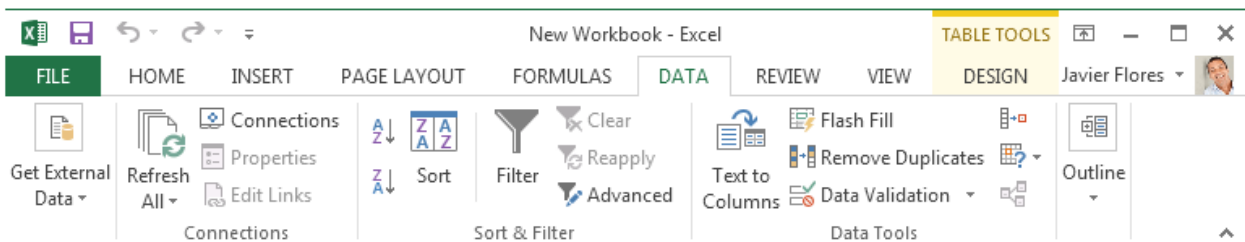


The formulas tab gives you function and formula commands. These commands will help you calculate and analyze numerical data such as:

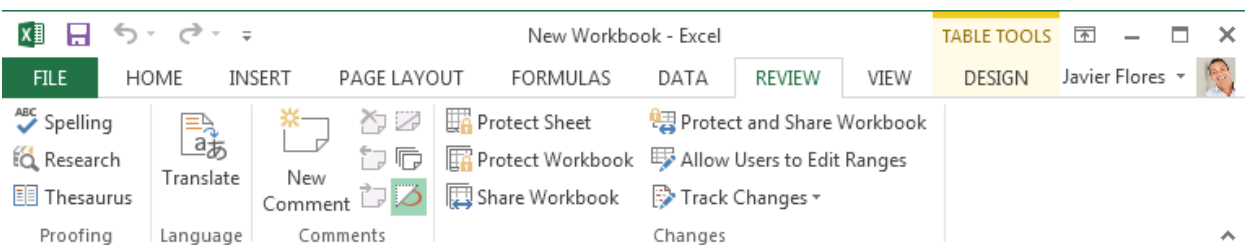
- Averages
- Percentages
- Totals



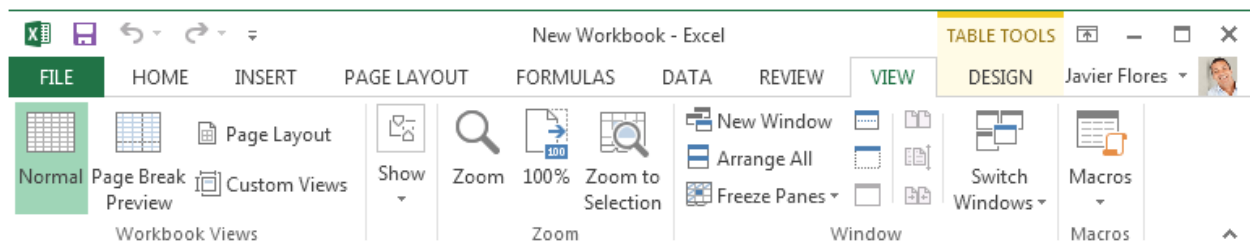
The data tab allows you to sort and filter information.



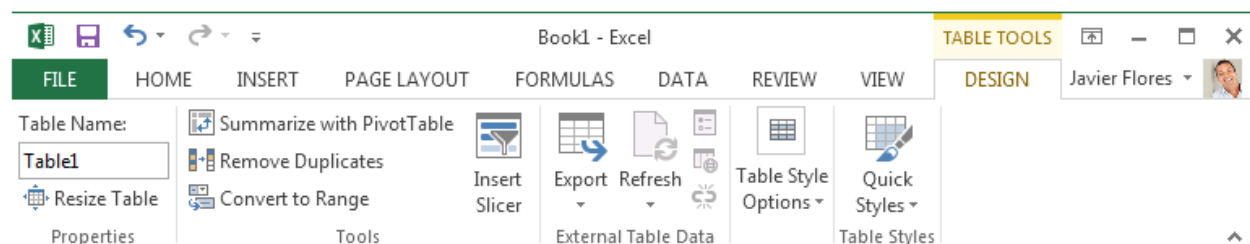
The review tab allows you to use editing features and the ability to share workbooks with other users (co-workers).



The view tab allows you to switch between different views of your workbook. You may use these commands before printing your workbook to confirm it will print the way you intended it to.

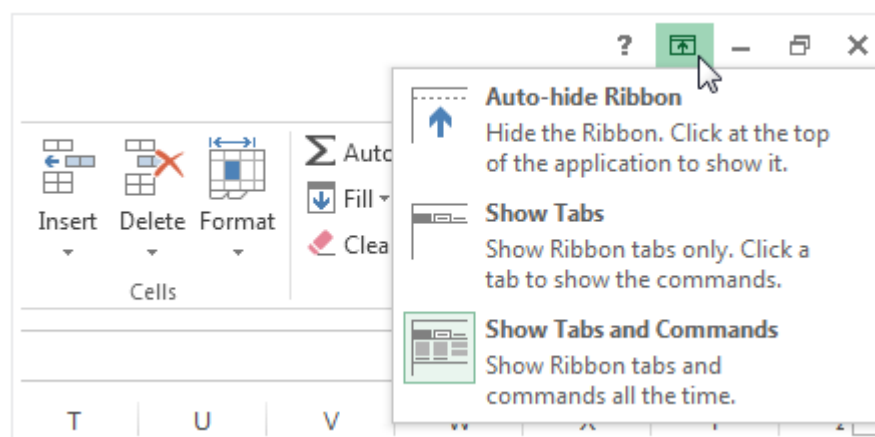


Contextual tabs will appear on the ribbon when you are working on certain items such as tables and pictures. These tabs have their own command groups that can help you format your items as needed.



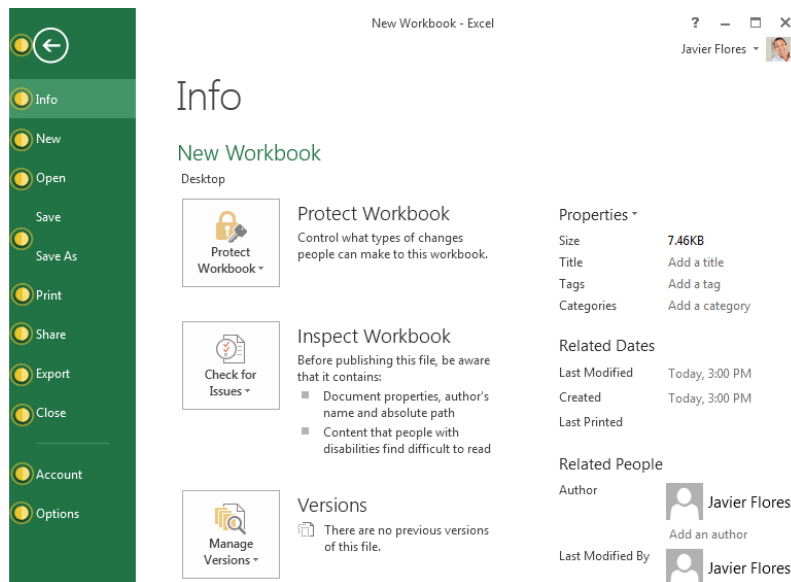
You can minimize and maximize the ribbon if you feel it takes up too much space on your screen. To do so:

- Click the ribbon display options arrow.
- Select the minimizing option you wish to use.



Backstage View

Clicking on the file tab will bring you to the backstage view. Here you can find options for saving, opening a file, printing and sharing your workbooks.

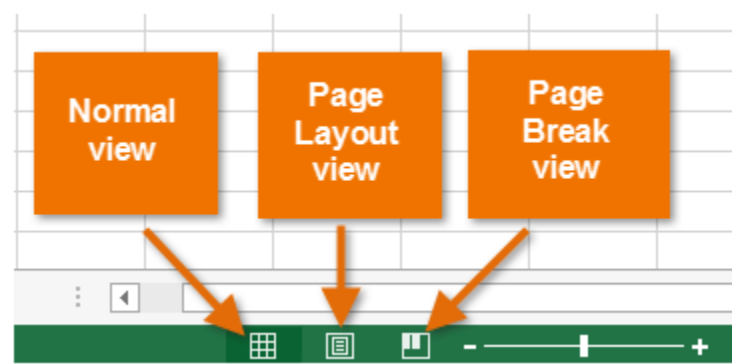


Worksheet Views

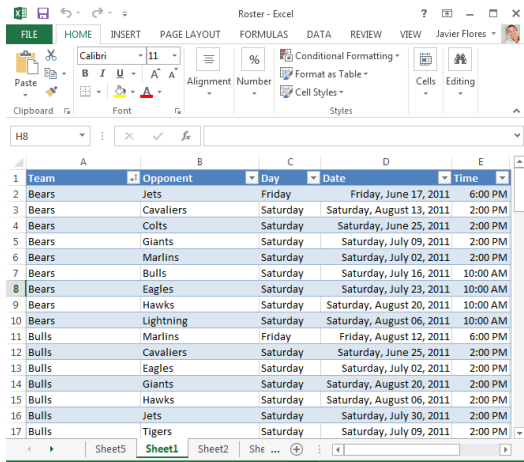
You can change how your workbook is displayed:

- Normal view
- Page layout view
- Page break view

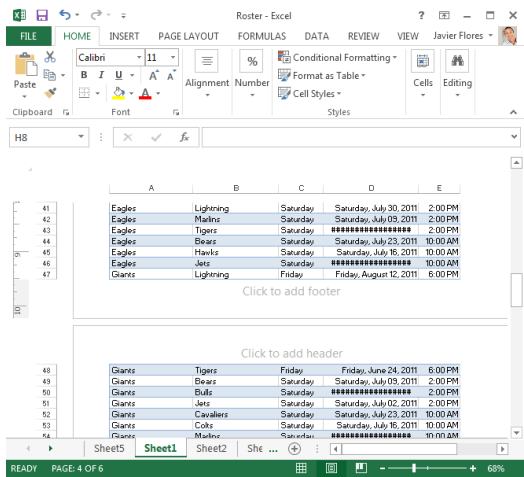
To change your worksheet view, select the desired view in the bottom right corner of the Excel window.



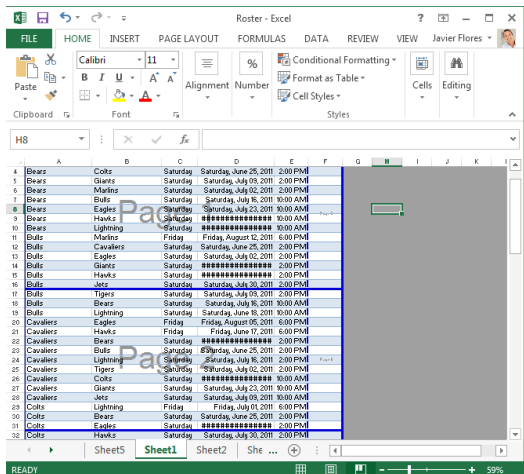
Normal View



Page Layout View



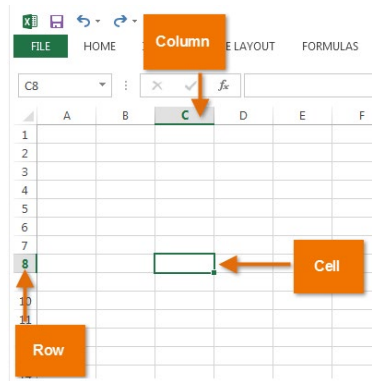
Page Break View



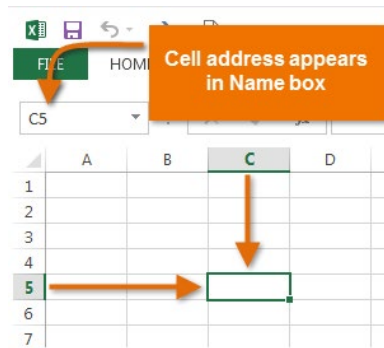
Cells

Each box on a spreadsheet is called a cell. A cell is an intersection of a row and a column.

Columns are identified by letters. Rows are identified by numbers.

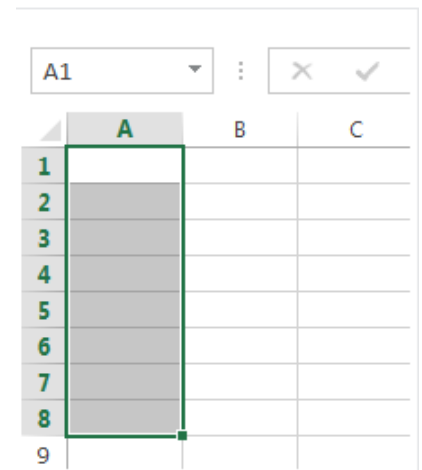


Each cell has a name based on its column and row. For example, the cell below is named C5.



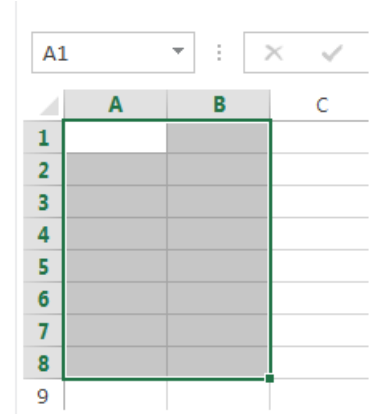
A group of cells is known as a cell range. To name a cell range:

- Use the cell address of the first and last cells in the range.
- Separate the first and last cell names with a colon.
- E.g. The cell range to the right will be named A1:A8



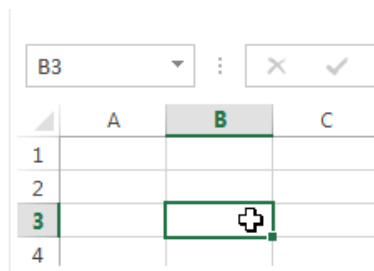
The same naming process is used regardless of how many columns are being selected.

E.g. The range to the right will be named A1:B8



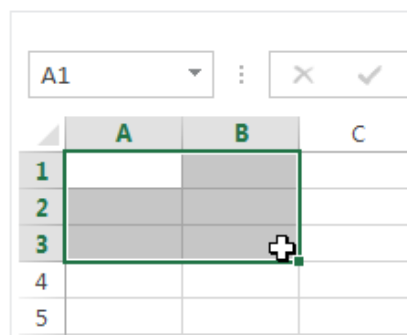
Cell Selection

To enter information into a cell, first select the cell by clicking on it. Once you have selected a cell, you can move from cell to cell using the arrow keys on your keyboard. A border will appear around the cell you have selected. It will remain selected until you click another cell.



To select a cell range:

- Click, hold and drag the mouse until all of the cells you want to select are highlighted.
- Release the mouse.



Cell Content

Cells can contain different types of information:

1. Text: letters, numbers and dates
2. Formatting: attributes that change the way letters, numbers, and dates are displayed
 - E.g. percentages can appear as Formulas or 15%
 - E.g. a cell's background colour
3. Formulas & Functions: calculate cell values
 - E.g. The formula =SUM(B2:B8) adds the value of each cell in the cell range B2:B8

Entering Cell Content

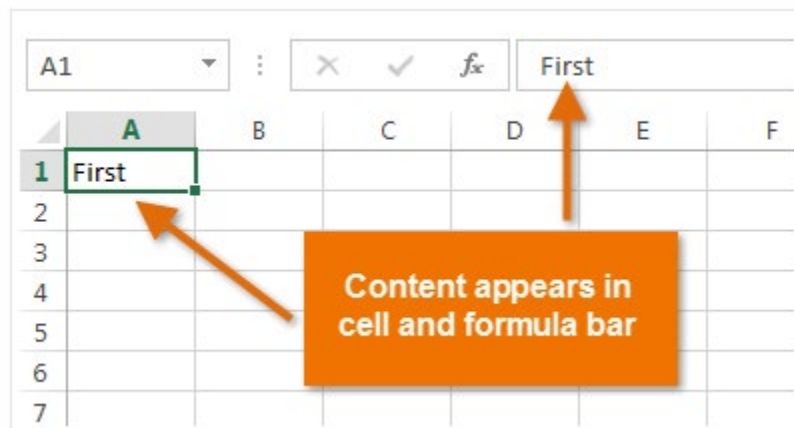
To insert content into a cell:

- Click on a cell to select it
- Type the content
- Press enter on your keyboard

The content will now appear in 2 places:

- The cell
- The formula bar

You can use the formula bar to edit cell content.



Deleting Cell Content

To delete cell content:

- Select the cell
- Press the delete or backspace key on your keyboard

You can also select a cell range and delete the content from all the cells you have selected in the range. If you do this, only the delete key on your keyboard will work. The backspace key only works when deleting content from 1 cell.

Deleting Cells

If you are deleting an entire cell, not just the content within the cell, the cells below it will shift up and replace the deleted cells.

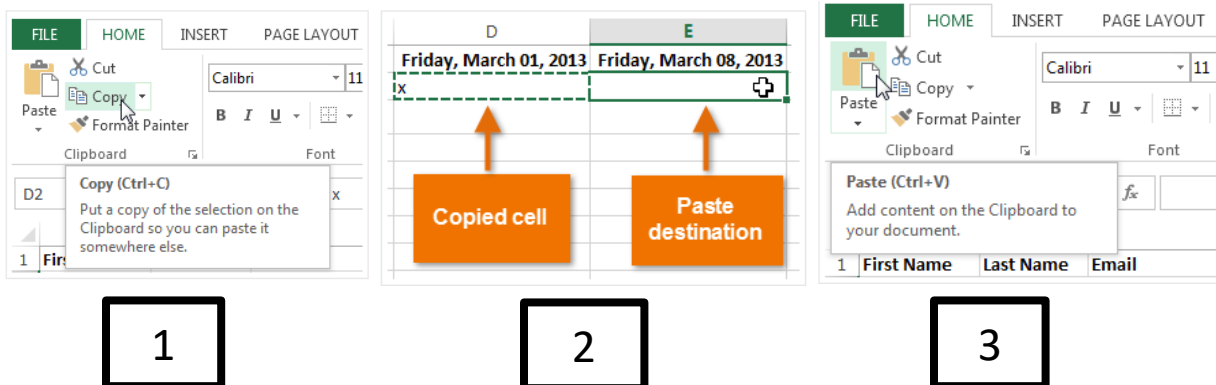
To delete cells:

- Select the cells you want to delete
- Select the delete command from the home tab on the ribbon

Copy & Paste

To copy and paste cell content:

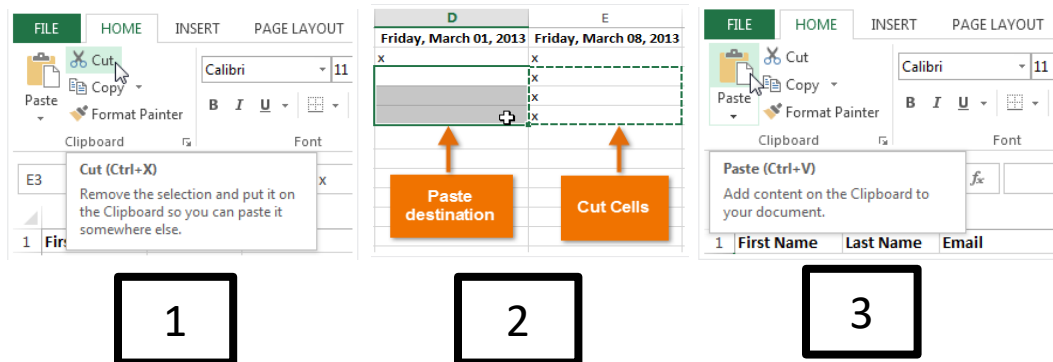
- Select the cells you want to copy
- Click the copy command on the home tab (or Ctrl + C)
- Select the cell(s) where you want to paste the content
- Click the paste command on the home tab (or Ctrl + V)



Cut & Paste

To cut and paste cell content:

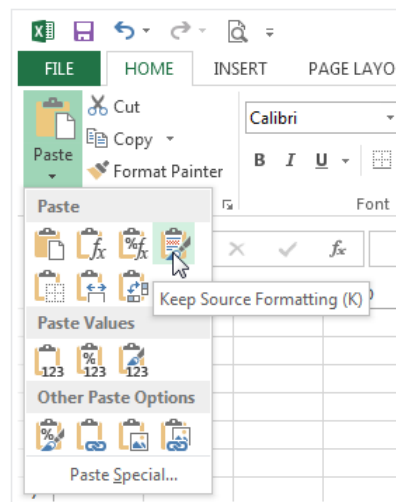
- Select the cells you want to cut
- Click the cut command on the home tab (or Ctrl + C)
- Select the cell(s) where you want to paste the content
- Click the paste command on the home tab (or Ctrl + V)



Paste Options

There are multiple paste options you can use. You can access them by clicking on the drop down arrow on the paste command. If you hover your mouse over each option, it will tell you what will happen.

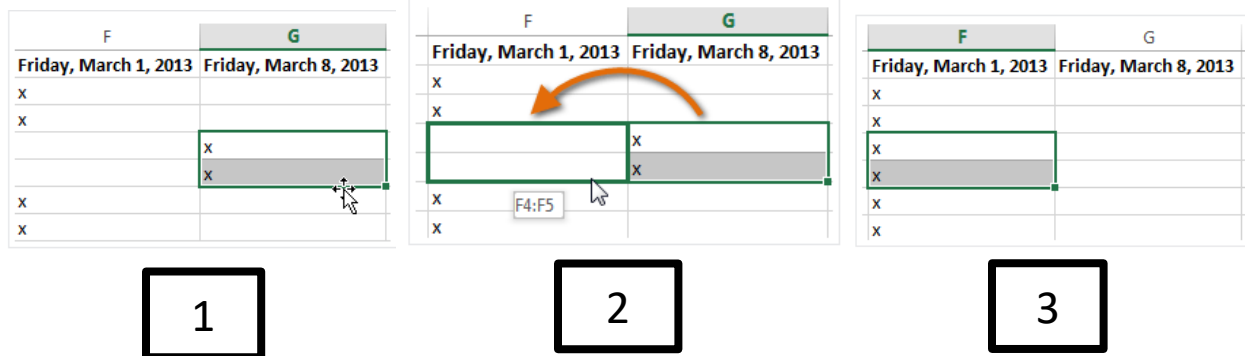
Don't forget: You can always click paste and try it out, if you don't like what happened, use the undo button!



Drag & Drop

Instead of cutting, copying & pasting, you can drag and drop cells to move their contents.

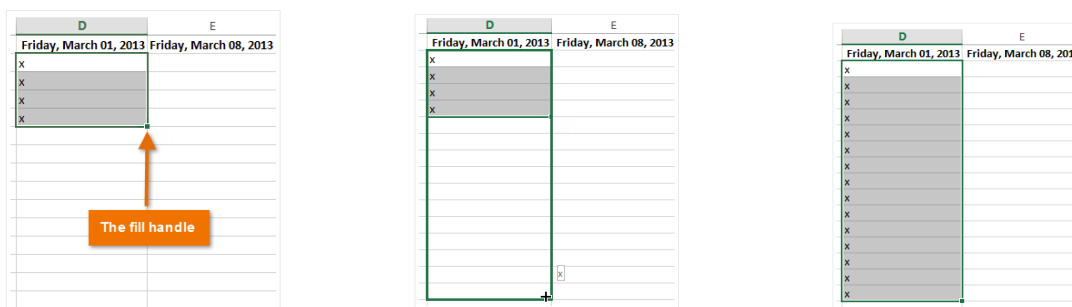
- Select the cell(s) you want to move.
- Hover the mouse over the border of the selected cell(s) until the cursor changes from a white cross to a black cross with 4 arrows.
- Click, hold, and drag the cells to the desired location.
- Release the mouse.



Fill Handle

If you need to copy the content of one cell to several other cells, you can use the fill handle instead of pasting into all of the individual cells.

- Select the cell(s) containing the content you want to use.
- The fill handle will appear as a small square in the bottom-right corner of the selected cell(s).
- Click, hold, and drag the fill handle until all of the cells you want to fill are selected.
- Release the mouse.



The fill handle can also be used to continue a series. When the content of a row or column follows a sequential order such as numbers, or days, the fill handle can guess what comes next in the series. Follow the same process as shown on the previous page. The example below uses the fill handle to extend a series of dates in a column.

G	H
Friday, March 01, 2013	
Friday, March 08, 2013	
	Friday, March 29, 2013

You can also double click the fill handle if you are using a large spreadsheet

Flash Fill

Flash fill can enter data automatically into your worksheet by guessing what type of information you are entering. The example below displays how flash fill can assist with creating a list of first names using a list of existing email addresses.

	A	B	C	D
1	Email Address	Last Name	First Name	Friday, March 01, 2013
2	heidi.lee@vestainsurance.com	Lee	Heidi	x
3	josie.gates@vestainsurance.com	Gates	Josie	x
4	wendy.crocker@vestainsurance.com	Crocker	Wendy	x
5	loretta.johnson@vestainsurance.com	Johnson	Loretta	x
6	walter.rivera@vestainsurance.com	Rivera	Walter	x
7	misty.whitfield@vestainsurance.com	Whitfield	Misty	x
8	matilda.lewis@vestainsurance.com	Lewis	Matilda	x
9	elizabeth.hicks@vestainsurance.com	Hicks	Elizabeth	x
10	alvin.rios@vestainsurance.com	Rios	Alvin	x
11	brian.gaines@vestainsurance.com	Gaines	Brian	x

To use this feature, enter the information into your worksheet. A flash fill preview will appear below the selected cell whenever flash fill is available. Press enter on your keyboard.

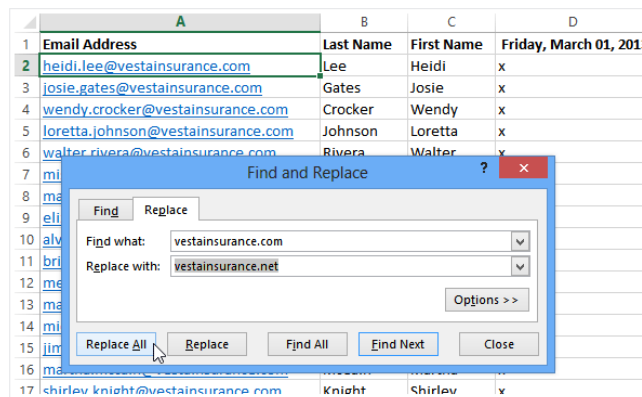
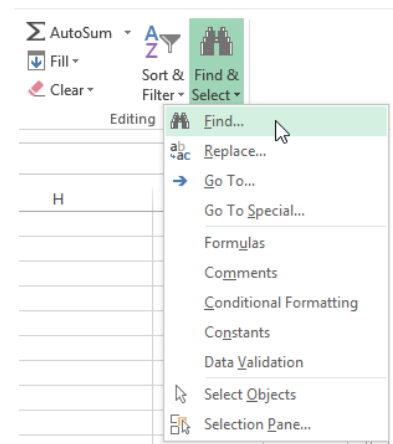
	A	B	C	D
1	Email Address	Last Name	First Name	Friday, March 01, 2013
2	heidi.lee@vestainsurance.com	Lee	Heidi	x
3	josie.gates@vestainsurance.com	Gates	Josie	x
4	wendy.crocker@vestainsurance.com	Crocker	Wendy	x
5	loretta.johnson@vestainsurance.com	Johnson	Loretta	x
6	walter.rivera@vestainsurance.com	Rivera	Walter	x
7	misty.whitfield@vestainsurance.com	Whitfield	Misty	x
8	matilda.lewis@vestainsurance.com	Lewis	Matilda	x
9	elizabeth.hicks@vestainsurance.com	Hicks	Elizabeth	x
10	alvin.rios@vestainsurance.com	Rios	Alvin	x
11	brian.gaines@vestainsurance.com	Gaines	Brian	x



Finding Content

If you are working with a large amount of data in a workbook you can use the find feature to easily find specific content. From the home tab, click the find and select command, then select find from the drop down menu.

When the find and replace box appears, you can enter the content you want to find, then click on find next. If the content is found, the cell containing that content will be selected. You can continue to click on find next to find further instances or find all to see every instance when that content appears in the workbook.



Modifying Columns & Rows

When you open a new workbook, every row and column is set to the same height and width. Excel allows you to modify these column widths and row heights in different ways.



VIDEO

Watch the video “Modify Columns, Cells, & Rows”.

<https://youtu.be/zZGD15PzNBU>



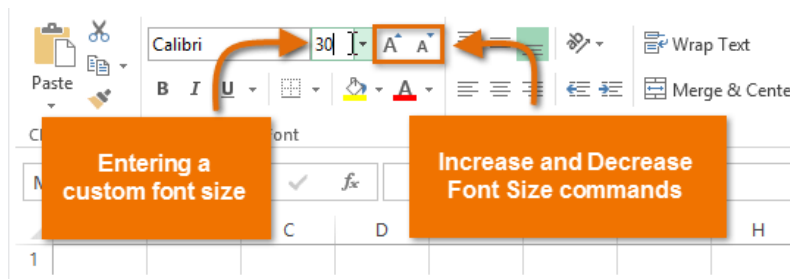
ACTIVITY

After watching the video, try completing the following tasks:

- Modify the width of a column
- Insert a column between column A and column B
- Insert a row between row 3 & row 4
- Delete a column or a row
- Move a column or a row
- Try merging cells A1:E1

Formatting Text

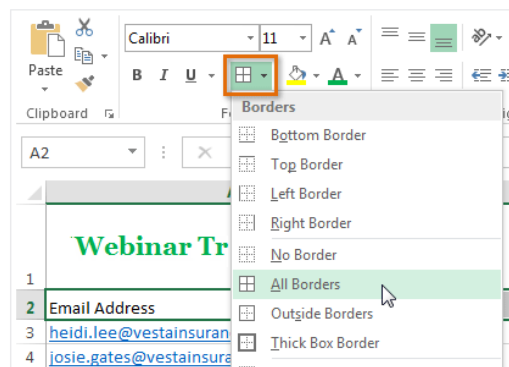
To format any text within a cell, use the same commands on the home tab as we learned to use during the MS Word session.



Cell Borders

To add a border to your cells:

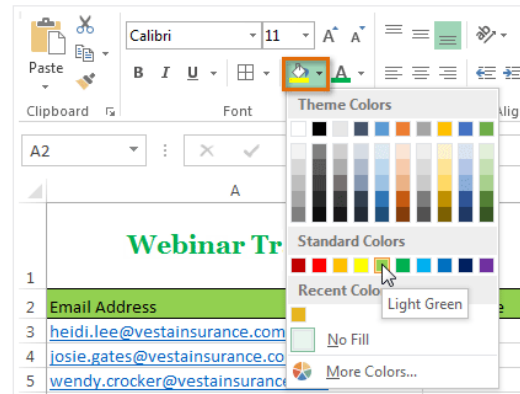
- Select the cell(s) you want to add a border to.
- Click the drop down arrow next to the borders command on the home tab.
- Select the border style you want to use.



Fill Colours

To add a fill colour:

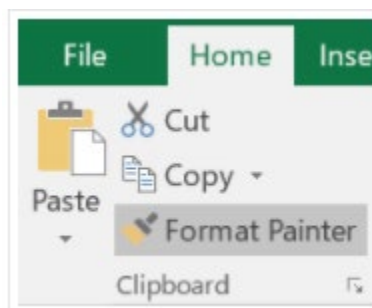
- Select the cell(s) you want to modify.
- Click the drop down arrow next to the fill colour command on the home tab.
- The fill colour menu will appear.
- Select the colour you want to use.



Format Painter

If you want to copy formatting from one cell to another, you can use the format painter command:

- Select the cell you wish to copy formatting for.
- Click the format painter command on the home tab.
- Click and drag over any cells you want to paste the formatting to.

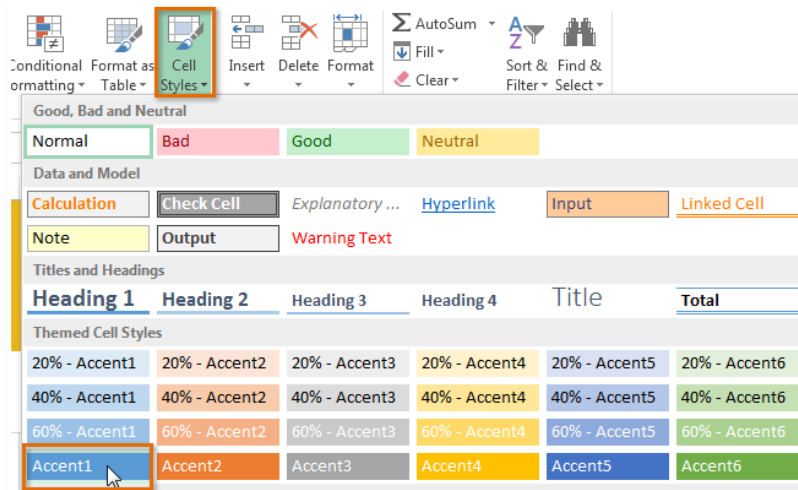


Cell Styles

Excel offers predefined cell styles. These provide a quick way to include professional formatting for things such as titles and headers.

To apply a cell style:

- Select the cell(s) you want to change.
- Click the cell styles command on the home tab.
- Choose the style you would like to apply from the drop down menu.

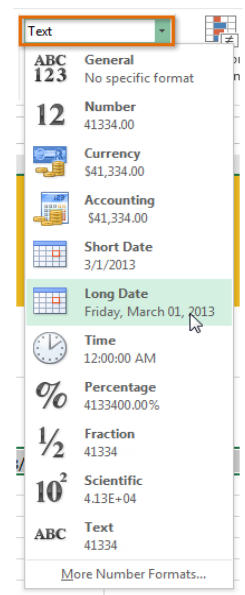


Formatting Text & Numbers

You can use formatting to change the appearance of dates, times, decimals, percentages, currency and much more.

To apply formatting:

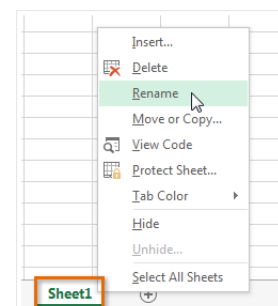
- Select the cell(s) you want to change.
- Click the drop down arrow next to the number format command on the home tab.
- Select the option you want.



Renaming a Worksheet

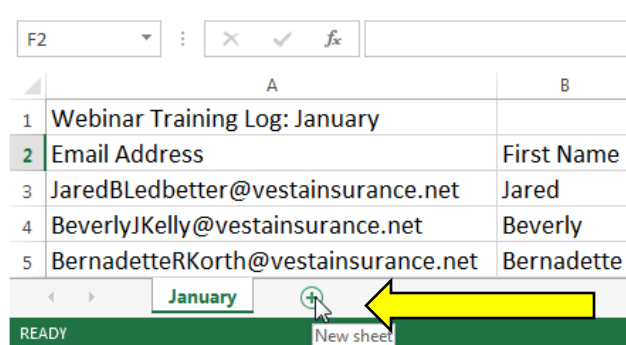
When you create a new Excel workbook, it contains 1 worksheet named Sheet1. You can rename the worksheet using the following steps:

- Right click the worksheet you want to rename.
- Select rename from the menu.
- Type what ever you want your worksheet to be named.
- Hit enter on your keyboard.



Inserting a New Worksheet

To add an additional worksheet to an existing workbook: click on the new sheet button to the right of the current worksheet.



Deleting a Worksheet

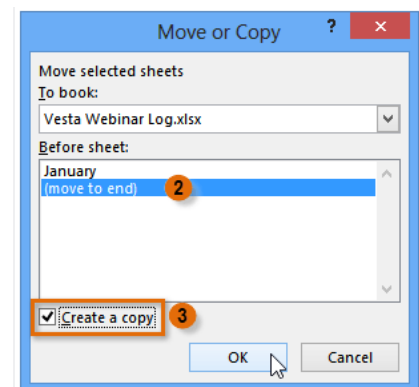
To delete an existing worksheet:

- Right click the worksheet you want to delete.
- Select delete from the menu.

Copy a Worksheet

If you need to duplicate the content of one worksheet to another, you can do so by following these steps:

- Right click the worksheet you want to copy.
- Select move or copy from the menu.
- When the dialog box appears, choose where the sheet will appear in the Before sheet field.
- When the worksheet is copied, it will have the same title as the original worksheet with a version number.



SESSION 9

In this session you will develop the following skills for success:

Adaptability	You will practice your ability to adapt to changes in the workplace, such as filing and communication being primarily online.
Collaboration	You will learn to collaborate with co-workers and business partners using various digital platforms.
Communication	You will practice your communication skills using email.
Digital	You will practice the effective use of various digital tools such as email accounts, search engines, and external and online storage.
Problem Solving	You will practice your ability to identify, work through and solve problems while learning to use various digital tools.
Reading	You will find, read and understand information using search engines, email accounts and online storage.
Writing	You will write emails and label online and external storage devices.

Search Engines

When you are working in an office setting, you may be required to do research for various tasks. This task will require you to use a search engine.

Search engines are websites that help us find information. There are lots of different search engines available. Some popular ones include:

- Google
- Yahoo
- MSN
- Bing

Search engines allow you to type in a few key words to search for information. You are then given a list of results to choose from. Different search engines can produce different results.

Google is the most popular search engine. Therefore, we will focus on using a Google search engine.



ACTIVITY

Follow along with the steps below to practice using a Google search engine.

1. Open a web browser.
2. Type google.ca into the address bar and hit enter on your keyboard.

When you arrive at the Google website, you will see an empty box. This is the search box where you will type in your key words or question.

A screenshot of the Google search interface. It shows a search bar with the text "office supplies" entered. Below the search bar are two buttons: "Google Search" and "I'm Feeling Lucky". A mouse cursor is pointing at the "Google Search" button.

Google Search Criteria Tips:

1. Keep it simple.
 - a. Use keywords or phrases instead of full sentences.
 - b. Don't worry about spelling, case or punctuation.
2. Use suggestions given by Google.
 - a. As you type, Google will try to guess what you are looking for and start showing you a list of suggestions.
 - b. If you see what you are looking for, stop typing and left click once on the option you want.
3. Change your search criteria if you aren't finding what you are looking for.
 - a. Add more words.
 - b. Change the words you have already used.
4. Search for an exact phrase.
 - a. If you want to search for an exact phrase, when you type that phrase into the search box use quotation marks.
 - b. E.g. "Laubach Literacy Ontario"
5. Select a content option.
 - a. Google allows you to choose what type of content you would like to see:
 - i. Maps
 - ii. Images
 - iii. News
 - iv. Videos
 - v. Shopping



ACTIVITY

Use a Google search engine to search for post secondary office administration programs.

Online Resources

Being able to find resources and information online will be an asset. There may be times when you aren't sure how to complete a task. For example, how to create an email signature. This is a task you can learn on your own, using the internet. The following are resources that may help you with simple tasks that don't require a training session from your employer:

- www.google.ca
- www.youtube.com
- <http://www.gcflearnfree.org>



ACTIVITY

Think of a task you may need to complete while working as an office administrator. Use the suggested websites above to try and find information or a lesson on how to complete that task.

Using a USB Drive

A universal serial bus (USB) flash drive is a small portable device that plugs into a USB port on any computer. It allows us to store information and transfer it from computer to computer.

There are lots of different names for USB drives:

- Flash drive
- Travel drive
- Thumb drive
- Jump drive
- USB key
- Memory stick
- Memory key



Like any other product, there are many different makes, models and brands available for purchase. All USB drives hold different amounts of information depending on their storage capacity. There are different types of files you can save on a USB drive. These include:





- Documents
- Pictures
- Music
- Videos

Depending on the size of each individual file, you can store different amounts of files on a USB drive.



REVIEW:

Review the chart below to better understand a USB drive's memory capacity.

How much will a USB hold?	VIDEO (6Mbps) 	PHOTOS 10MP JPG(3Mb) 	SONGS MP3(4Mb) 	DOC WORD(400Kb/s) 
128MB (actual approx. 119MB)	2.8 min	39	29	304
256MB (actual approx. 238MB)	5.5 min	79	59	609
512MB (actual approx. 476MB)	11 min	158	119	1,218
1GB (actual approx. 954MB)	22 min	318	238	2,442
2GB (actual approx. 1.85GB)	44 min	631	473	4,849
4GB (actual approx. 3.72GB)	1.47hr	1,269	952	9,751
8GB (actual approx. 7.42GB)	2.95hr	2,532	1,899	19,451
16GB (actual approx. 14.86GB)	5.9hr	5,072	3,804	38,954
32GB (actual approx. 29.30GB)	11.5hr	10,000	7,500	76,808

Why should you use a USB drive?

1. To protect your files.
2. They are portable and durable.
3. Once you are comfortable with using one, it is quick and easy.

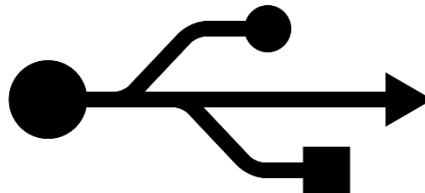
Using Your USB Drive

When you are ready to use your USB stick to save a file or open a file already saved on it, plug it in to any USB port on the computer.

USB ports can be found in various places on a computer. On a desktop computer, they are usually found on the front of the tower. On a laptop computer, they can be found anywhere around the outside of the base of the computer.



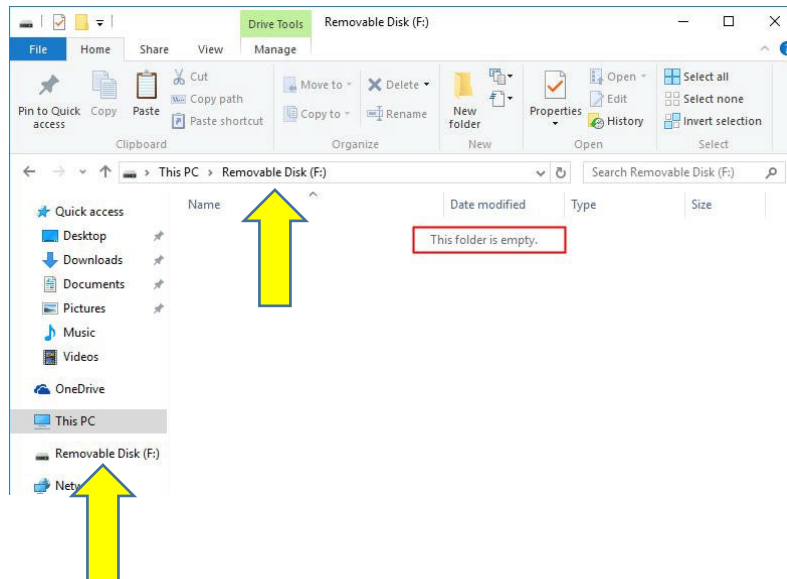
When searching for the USB port, look for the symbol below:



Once you have plugged your USB drive into the computer, the file explorer window will usually pop up. The file explorer window allows you to explore all files saved on that computer, or on any device plugged into that computer, such as the USB drive. At any time, you can access the file explorer window by left clicking once on the icon in the task bar.



Any time you plug a device into your computer, it will be assigned a drive letter. For example, when you plug the USB drive into your computer, it may be called “Drive (E:)”. You will know which drive letter your USB drive has been assigned, because it will be displayed at the top of the file explorer window and in the list on the left side as seen below.



If you are opening a file already saved on the USB drive, double click on it to open. If you are going to save a file to the USB drive, you do not need the file explorer window and this time and can minimize or close the window.

Saving a File to Your USB

When you are saving a file to any device, there are generally 5 steps:

1. Click FILE.
2. Click SAVE AS or SAVE.
3. Select the folder or device you want your file to be saved in.
4. Change the file name.
5. Click SAVE.

Save vs. Save As

Save allows you to update the file with any changes that have been made.

Save As allows you to store a new file or to store an existing file to a new location with the same file name or a different file name.

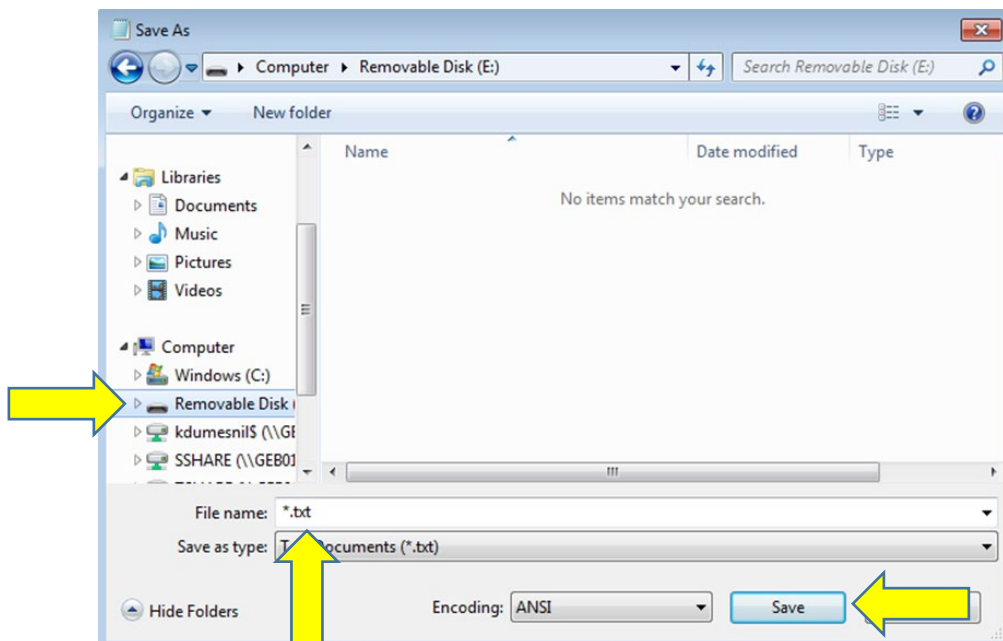
Both options can be used when saving a file for the first time.



ACTIVITY

Follow the steps below to practice saving a file to a USB drive.

1. Open the NOTEPAD program.
 - a. Click the START menu.
 - b. Type NOTEPAD in the search box.
 - c. Click NOTEPAD.
2. Type the word "TEST" in the blank space.
3. Click FILE.
4. Click SAVE or SAVE AS (because we are saving this file for the first time, the outcome will be the same).
5. Find your USB drive folder in the list on the left, and click on it.
6. Type the word TEST in the file name box.
7. Click SAVE in the bottom right corner of the save window.



Double Checking

You can confirm that your file has saved by doing the following:

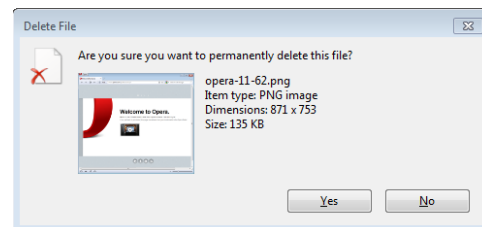
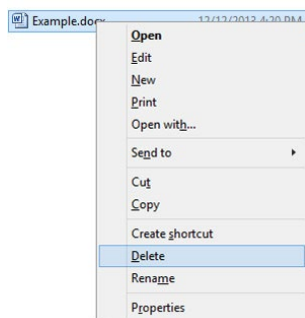
1. Click on the file explorer icon in your task bar.
2. Select the USB drive folder.
3. Look for your file name in that folder.

Deleting Files

When you no longer want to keep a file saved, you can delete it from any device's memory.

From the file explorer window:

- Select the file you wish to delete by left clicking on it once.
- Hover your cursor over that selected file and right click.
- From the menu that has appeared, select delete with one left click.
- Another window will appear asking you if you are sure you want to delete the file. You can select yes, if you are sure.



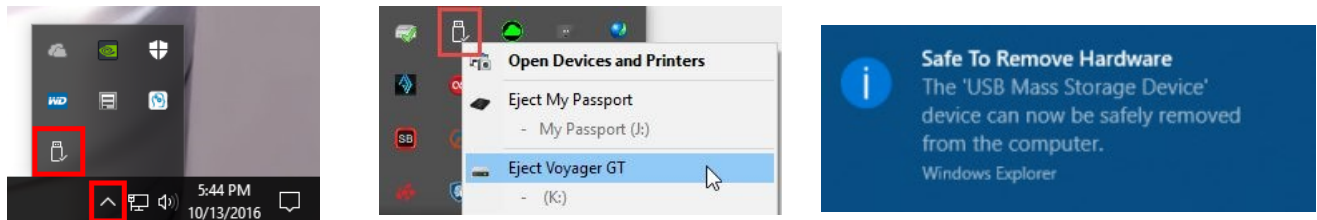
Note: When deleting a file from the computer's memory, the file is moved into the recycle bin, found on the desk top. Therefore, if you accidentally delete a file, you can still access the file. However, when deleting a file from a device, such as a USB drive, the file is deleted permanently upon completing the above steps.

Safely Removing Your Device From a Computer

When you have finished working with any device you have plugged into your computer, it is important that you remove the device safely. If you do not, you could cause data corruption. This means that the files saved on your USB drive or computer could be harmed.

To remove your device safely, complete the following steps:

1. From the system tray, on the right side of the task bar, click on the white arrow.
2. From the new window that popped up, click on the USB icon.
3. From the new window that popped up, select the device you wish to remove from the computer.
4. Unplug the device once the message pops up telling you it is safe to remove the device.



ACTIVITY

Using the skills we have learned today, complete the following:

1. Open the Microsoft Word program.
2. Type 3 sentences describing your three strongest workplace skills.
3. Save the file to your USB drive.
4. Remove your USB drive safely.

Email

Using an email system will most likely be an important task on a daily basis when working in an administrative setting. It is essential that you are familiar with common email features.



ACTIVITY

Log into your email account and follow along as we begin to review the common features of an email account.

Inbox

When you log in to any email account, you will automatically be in your inbox. The inbox is a folder where unread and read emails are stored that you have not deleted, or moved to another folder. Emails that have been read, will usually stand out somehow, whether it is bold, or highlighted a different colour.

Sent

After you have sent an email, it will automatically be stored in the sent folder.

Spam/Junk

Emails such as advertisements, that your email account blocks are stored here.

Trash/Deleted

Emails that you have deleted are stored here.

Drafts

Emails you are working on are stored in this folder.

Folders

In any email account, you can create folders to organize your emails. In Gmail, folders are called “labels.”



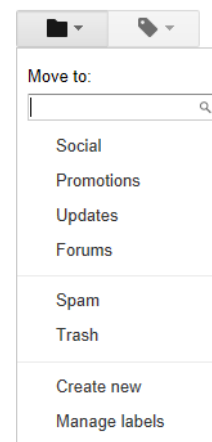
ACTIVITY

Follow the steps below to create a new label/folder in your email account.

1. You will see a link in the list at the left of your screen called “create new label” or “new folder”. Click on this link. If you can not see this link, let your facilitator know.
2. Name your label/folder “test”.

Adding Emails to a Label/Folder

1. Open an email from your inbox.
2. You will see an icon that looks like a file folder, when you hover your cursor over the icon it will say “move to”.

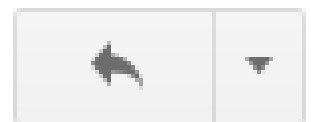


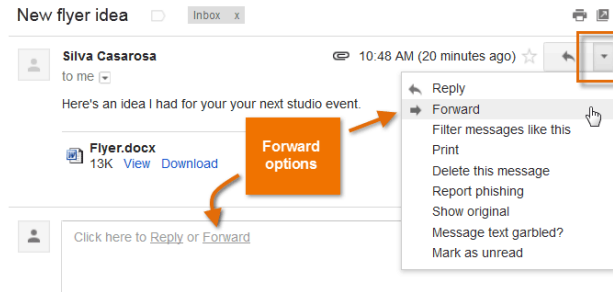
3. When you click on the icon, you will see a list of possible labels/folders.
4. Select the label/folder you wish to store your current email in.

Replying to an Email

When you open an email, you have the option to:

- *Reply*: Send a message back to the person who sent you the current email.
- *Reply All*: If the email was sent to yourself AND others, when you reply to all, everyone who received the original email, will also receive your reply.
- *Forward*: The forward feature can be used to send an email you received to a different email address, or several other email addresses.
- *Delete*: Deletes the email and sends it to your trash can.

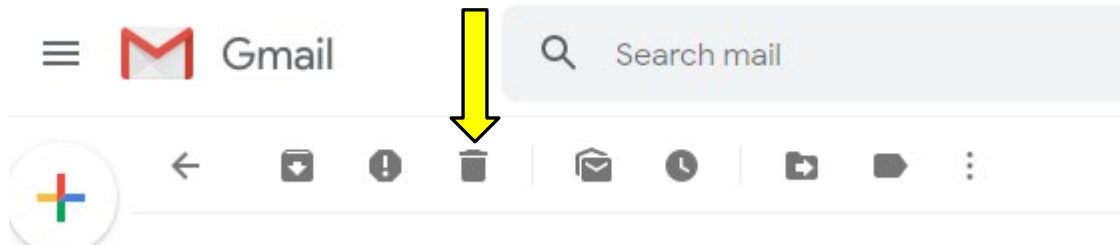




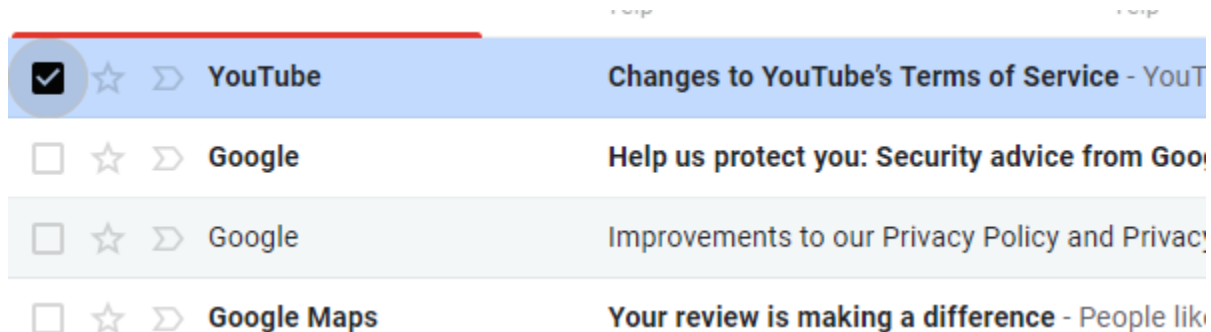
Deleting an Email

There are 2 ways to delete a single email.

1. Open the email, then click on the trash can icon.



2. From your inbox list, click the box to the left of the email you wish to delete. Then, click on the trash can icon, as seen in the image above.



If you wish to delete more than one email at a time, this can be done when viewing your inbox. You can click as many of the boxes to the left of the emails as you wish. Then click on the trash can icon.

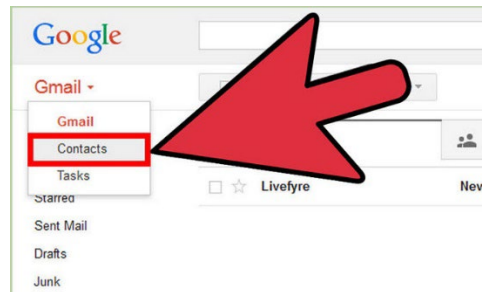
Contacts / Address Book

All email accounts allow you to save people's email addresses in either a contacts folder or an address book.



ACTIVITY

Locate the contacts folder, or address book and complete the steps below.



1. Click on the link called “new”, or “add”, or “new contact”.
2. Add your facilitator's email address to your address book.

Sending Email

To create a new email, you need to click on a link labeled “new” or “compose” or “create”. A window will pop up on your screen.

A screenshot of a 'New Message' email composition window. The window has a dark title bar with the text 'New Message' and standard window controls (minimize, maximize, close). Below the title bar, there are three main sections: a 'To' field with a cursor, a 'Cc Bcc' link, and a 'Subject' field. The body of the email is a large, empty text area. At the bottom, there is a toolbar with a blue 'Send' button, a text formatting icon (underline), an attachment icon, a camera icon, a link icon, and a smiley face icon. On the far right of the toolbar, there is a trash can icon and a dropdown arrow.

TO: This is where you will need to type the person's email address.

- Some email accounts will allow you to start typing the address or person's name and the remainder of the contact will show up for you.
- Some email accounts will require you to use your contacts folder or address book to find the address.
- You can enter more than one person's name.

CC: CARBON COPY: This is used when you want a copy of your email sent to another recipient, usually as a FYI.

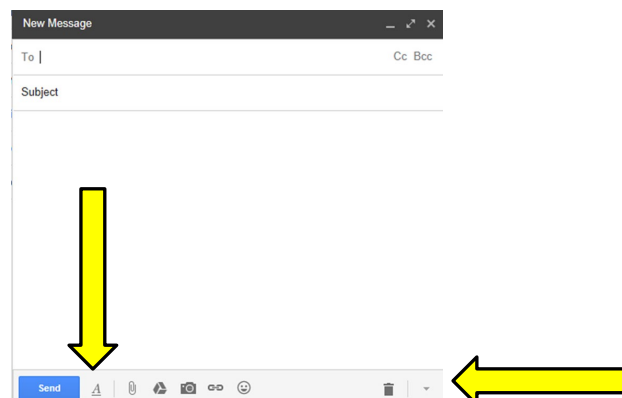
BCC: BLANK CARBON COPY: When a copy of an email message is sent to a recipient whose email address does not appear in the message.

- The person in the TO box will not know that the person in the BCC box is also getting the email.

SUBJECT: Gives the recipient an idea of what your email is about.

- Only needs to be a few words.
- Example: office administration position.

Once you have filled in the TO box and the subject, you can type the body of your message. When you have finished typing your message, you can use features similar to those in MS Word, such as bold, underline, font size, etc. by clicking on the A at the bottom of the message box. You can also use spell check by clicking on the downward facing arrow in the bottom right corner of the message box.



Attaching a File

Sometimes you may want to attach a file to an email. For example, employers are now requiring applicants to apply for jobs by emailing their resume and/or cover letter.



ACTIVITY

Attach a file to your email by following the steps below.

1. Locate the link for attaching a file. It is usually symbolized by a paperclip, or the word “attach” or “insert”. Click on the link.
 - a. If you have a Hotmail or Outlook account you may have an extra step. Once you have clicked the paperclip, you must select “files as attachments”.



2. A dialogue box will appear allowing you to search for the file you would like to attach.
 - a. When you have found the file you would like to attach you can double click or left click once on the file and then left click once on “open”.
3. Somewhere on your email it will indicate that your file has been attached. Your facilitator will come around and show you on your screens individually.
4. When you are ready and have double checked everything, you can click send.



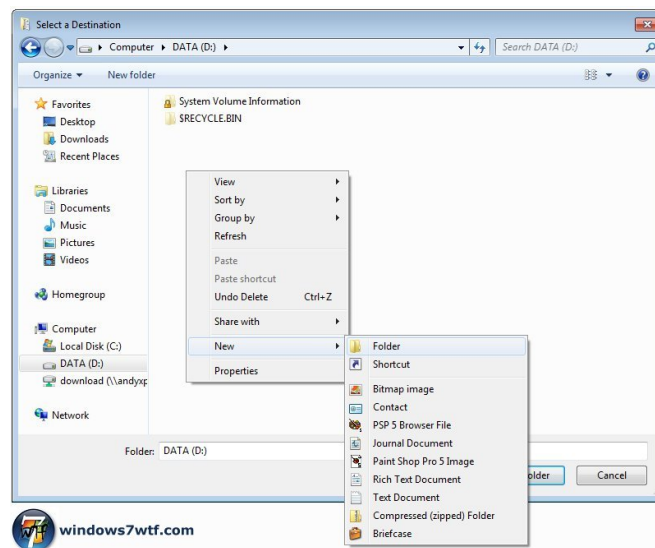
ACTIVITY

Use a Google search engine to find a picture of a computer. Save the picture to your USB drive. Send the picture to your facilitator’s email.

Organizing Online Files

Using a folder system is beneficial regardless of what type of drive you are using to save files. To create folders follow these steps:

1. Select the location you would like your files to be saved in. E.g. documents or removable disc
2. Sometimes there will be an icon to click that says “new folder”
 - a. If you do not see an icon called “new folder”, right click for a list of additional options
 - i. Hover your cursor over “new”
 - ii. Click on “folder”



ACTIVITY

Using the USB drive you have been given, create a folder system that could be used to sort client information alphabetically. Be creative. Your facilitator will come around and check your file system when you have completed.

Cloud Storage

There are various online cloud storage platforms. If you have a Google account, you have access to Google Drive. If you have a Microsoft Office account, you have access to OneDrive. These cloud storage platforms allow you to store files online so they can be accessed from any computer or mobile device with internet or data access. Using these cloud storage platforms also gives you the ability to easily share files with co-workers.

Google Drive

Using Google Drive you can create and share the following types of files:

- Documents
- Spreadsheets
- Presentations
- Forms
- Drawings



VIDEO

Watch the video “Google Drive Getting Started”

<https://youtu.be/P7555XLfHgs>

OneDrive

Using OneDrive, you can store and share various file types. You have access to OneDrive with an Outlook or Hotmail account.



VIDEO

Watch the video “OneDrive Getting Started”

https://youtu.be/OR_RjigF1qc



ACTIVITY

Log into your Google or Microsoft account. Access the Google Drive or OneDrive platform. Complete the following tasks:

1. Create a folder called “Get Set for Office Administration”.
2. Upload all saved files from your USB stick into your new folder.

SESSION 10

In this session you will develop the following skills for success:

Adaptability	You will practice your ability to adapt to changes in the workplace, such as online meetings and communication.
Collaboration	You will learn to collaborate with co-workers and business partners using Zoom and Teams.
Communication	You will practice your verbal communication skills using Zoom and Teams.
Digital	You will practice the effective use of Zoom and Teams to take part in workplace meetings.
Problem Solving	You will practice your ability to identify, work through and solve problems while learning to use Zoom and Teams.

Video Conferencing Platforms

Video conferences allow two or more people to simulate a face to face meeting. Video conferences have replaced many in person meetings. There is a variety of software available to perform video conferences. Some of them include:

- Zoom
- Teams
- Google Meet
- Skype
- Google Hangouts
- Webex
- GoTo Meeting

Today we will focus on Zoom and Teams.

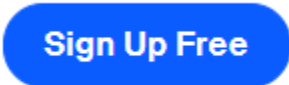
Zoom

Zoom is a video conferencing platform that allows you to host video and audio meetings, as well as chat. There are different versions of Zoom you can download. There is a free version that allows you to host meetings up to 40 minutes long. There are paid versions that allow unlimited meeting times. If you are not the host, you will not have a limit. You can stay in the meeting as long as you need to.

Zoom has many features. Some important features include:

- Video and audio meetings
- Ability to record meetings
- Chat
- Share-screen

Before you can join a zoom meeting or host one, you must create a Zoom account. To create a Zoom account, visit: <http://zoom.us> and click on “sign up”. Complete the sign up process using a valid email address.



Sign Up Free

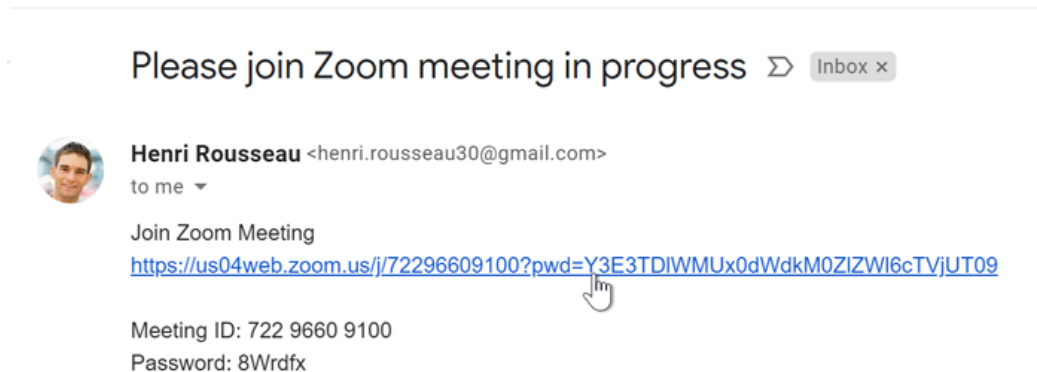
The next step is downloading Zoom. There is a link at the bottom of the page that says “download”. Click on this link to download the software.

Once the download is complete, you can click on “install”. Once the installation process is complete, you can sign in.

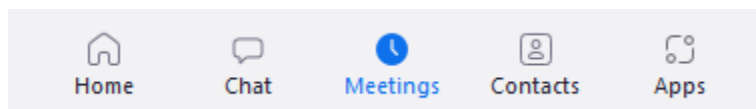
Joining Zoom Meetings

There are 2 different ways you can join a Zoom meeting. They are:

1. Click on the link you receive in your email. You will be prompted to launch Zoom. You can then enter the password you were given with the invitation link.

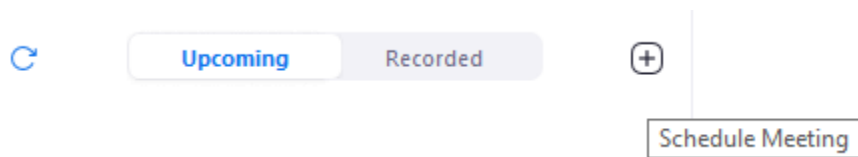


2. Open your Zoom software, click on the meetings tab, find the scheduled meeting you want to join and click on “join”.



Scheduling a Meeting

If you are going to be the host of a meeting, you need to schedule a meeting and invite participants. To schedule a meeting, click on the “meetings” tab and then on “schedule a new meeting”, which may just be a “plus sign”.



A window will pop up that will allow you to choose the features you want for your meeting.

Schedule meeting

×

Schedule Meeting

Topic

Start: Mon January 30, 2023 04:00 PM

Duration: 0 hour 30 minutes

☐ Recurring meeting Time Zone: Eastern Time (US and Canada)

Meeting ID

☒ Generate Automatically ☐ Personal Meeting ID 874 334 8651

Security

☒ Passcode dxvj2g

?

Only users who have the invite link or passcode can join the meeting

☒ Waiting Room

Only users admitted by the host can join the meeting

Video

Host: ☐ On ☒ Off Participants: ☐ On ☒ Off

Calendar

☒ Outlook ☐ Google Calendar ☐ Other Calendars

Advanced Options

Save

Cancel



DISCUSS

Discuss the features available when setting up a meeting.

Sharing a Meeting Link

After you have clicked “save” and your meeting is scheduled, you will have to share the meeting link to participants you want to attend the meeting. Follow these steps:

1. Click on the meetings tab.
2. Select the meeting you want to invite others to.
3. Click copy invitation.
 - a. The meeting link will be copied, you can now paste the link into an email and send to participants.

My Meetings > Manage "Club Meeting"

Start this Meeting

Topic	Club Meeting
Time	Mar 1, 2022 02:00 PM Eastern Time (US and Canada)
Add to	Google Calendar Outlook Calendar (.ics) Yahoo Calendar
Meeting ID	987 9957 5480
Security	✓ Passcode ***** Show ✓ Waiting Room
Invite Link	https://zoom.us/j/98799575480?pwd=b2dyTzBhakpWWkpEVmRTVTdpZk5YUT09 Copy Invitation

Configuring Audio & Video on Zoom

When you are joining a meeting, you can select the “join audio” icon at the bottom left corner of your screen and then select “join with computer audio”.

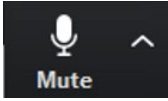
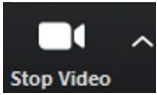

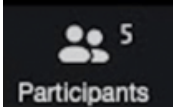
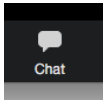
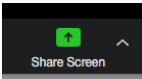
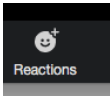
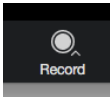
Join with Computer Audio

Test Speaker and Microphone

☒ Automatically join audio by computer when joining a meeting

You will also notice the “test speaker and microphone” option. This allows you to test your audio before the meetings starts.

Meeting Controls

	Mute	Use the mute control to turn your microphone off and on. It is best practice to leave your microphone off when you are not speaking. This will eliminate any background noise interfering with your meeting.
	Start/Stop Video	You may want to shut your camera off or turn it on during a meeting. By clicking on the upper arrow you can also choose your camera source. If you are having connection issues while in a meeting, it may help to shut your camera off, if possible.
	Security	If you are the host of the meeting, this option allows you to lock the meeting, which means participants can not enter once the meeting starts, it can enable the waiting room and allow participants to share their screen, chat and rename themselves.
	Participants	This option will show you the number of people in the meeting. If you click on it, an expansion will show up to the right of your screen with a list of people who have joined the meeting.
	Chat	This feature allows people in the meeting to send text messages to other participants in the meeting. This feature also allows you to send files to everyone in the meeting.
	Share Screen	This features allows individuals to share their screen so that participants can see documents or presentations from each other or the host.
	Reactions	During a meeting, you can use this feature to react to the meeting by clapping or showing a thumbs up.
	Record	This feature allows you to record the meeting so you can review the contents at a later time. If you are in charge of taking meeting minutes, this may be a great tool to make sure you don't miss anything.



VIDEO

Watch the video “Getting Started With Zoom: Basic In-Meeting Navigation”

<https://youtu.be/Dcd6nNmtGo0>

Your facilitator will be scheduling a Zoom meeting with you for session 12. Check your emails for the link, when your facilitator has sent the link.

Teams

Teams is an online communication platform that allows participants to collaborate using video conferencing and chat. To use Teams, you must create or already have a Microsoft Office user account. Some office settings will use Microsoft Office, therefore, you will have an office account set up with that organization.



The first step is installing Teams on your computer, tablet, or mobile device. Most organizations and businesses will already have this software installed on their technology. Next, you will log into your Teams account.

Once logged in you will see the MS Teams home page.





VIDEO

Watch the video “Microsoft Teams Tutorial in 10 min” to learn the basic features of MS Teams.

<https://youtu.be/VDDPoYOQYfM>



DISCUSS

Has anyone used Zoom or Teams before? Has anyone used alternate video conferencing software? Which software do you like best? Why?

SESSION 11

In this session you will develop the following skills for success:

Communication	You will practice your ability to communicate in a job interview and in a workplace.
Digital	You will practice the effective use of various digital skills while building resumes and cover letters and using online platforms to look for work.
Reading	You will find and use information about job openings using various job search resources.
Writing	You will practice your writing skills to prepare resumes and cover letters.

Resumes

A resume is a one page summary of your skills, education and experience. It is a good idea to spend a good amount of time creating, editing and proofreading your resume. A resume is your advertisement. A strong resume is the key to finding good jobs.

Some common features a resume should include are:

- a) **Heading:** The heading should include your personal information; your name, address and contact information.
- b) **Objective:** Generally a one sentence explanation of the type of job you are seeking. If you are applying to multiple jobs, change the objective to match each type of job. If you are not sure about the specific jobs available, write about your areas of interest.
- c) **Education:** In this section you should list education you have completed or are in the process of completing. Include graduation dates or indicate you are presently enrolled still.
- d) **Work Experience:** In this section, you should include previous employers, job title, location and employment start and finish dates. When using dates, a year will suffice, unless the employment start and finish dates occurred within the same year; in that case, include a month.
- e) **Activities/Volunteer Work:** Employers like to see applicants who are involved in community activities. In this section you can include any organizations you are a part of or volunteer work you have done or are still currently doing.
- f) **Summary of Skills:** This section is sometimes included to list any special skills you may have that were not captured somewhere else on the resume. For example, how many words you can type per minute, or if you speak more than one language.
- g) **References:** It is common practice to state, “references available upon request” at the bottom of your resume. Make sure to prepare list of at least 3 references to take with you to an interview.

Resume Tips

1. Proofread your resume multiple times. Have other people proofread it. An employer will disregard your resume if a single spelling or punctuation error is found.
2. Limit your resume to one page.
3. Use 1 inch margins around the outside of the page. Use 12 point font and a professional font style such as Arial, Calibri or Times New Roman.
4. Make sure you adjust the spacing so your resume is easy to read.
5. Ensure your resume is in chronological order, starting with most recent.
6. Always tell the truth. If you exaggerate or lie, you will be caught in a job interview.



ACTIVITY

Fill the resume builder chart below to start the process of writing a resume.

Heading	
Objective	
Education	
Experience	
Activities/ Volunteer Work	
Summary of Skills	
References	

Cover Letters

A cover letter is a document that accompanies your resume. It introduces you to the employer and outlines your qualifications for the job. A cover letter is not always required by an employer when applying for a job. Be sure to read the job posting carefully so you know what elements are required when applying.

A cover letter generally has 3 paragraphs:

1. Introduction
 - a. Introduce yourself
 - b. Explains the purpose of the letter
 - c. Explains why the employer should hire you
2. Body
 - a. Highlights your skills, education and work experience relevant to the job you are applying for
3. Conclusion
 - a. Thank the employer for considering you
 - b. Express your enthusiasm for meeting with the employer in person
 - c. Include your contact information

An example of a cover letter for an office administration position can be found on the following page.

Jane Smith
1 Main Street
Toronto, Ontario
N3T 6C8

Monday, March 6, 2023

Mr. Cocoa's Chocolate Factory
12 First Avenue
London, Ontario
N3T 8B4

Re: Office Administrative Assistant Position

To Whom It May Concern:

I am writing in response to your listing in the London Gazette for an office administrative assistant. Please accept my enclosed resume for consideration.

As a graduate of the Conestoga College Office Administration program, I have the formal training necessary for this position. Additionally, with two years of experience in an office setting, I have excellent organizational and customer service skills that can translate well to this position.

I hope to meet with you to discuss how I can be beneficial to your team. I look forward to hearing from you to schedule an interview at your earliest convenience.

Thank you for your consideration.

Sincerely,

Jane Smith
(905)547-0000
Janesmith@gmail.com

Job Interviews

If you are asked to attend a job interview, you have some work to do. First of all, be accommodating to the employer. Do everything you can to attend the appointment you are offered. When you have an interview scheduled, get to work with preparations. The following is a list of job interview tips:

- Prepare thoroughly: Do some research on the company you are applying to. Make sure you understand what they do and what their values and philosophies are.
- Make a good first impression: This might include being punctual, being prepared (bringing references and a copy of your resume with you), dressing professionally and your enthusiasm for the opportunity.
- Run offense, not defense: This means asking open ended questions so you can control the direction of the interview.
- Turn off your cell phone.
- Use positive body language: This might include a smile and avoid crossing your arms.
- Do not bring drinks or food into the interview with you.



VIDEO

Watch the video “Top Interview Tips: Common Questions, Nonverbal Communications and More” for more interview tips for success.

<https://youtu.be/HG68Ymazo18>



ACTIVITY

Answer the practice interview questions below.

1. Why did you choose this particular field?

2. Why are you interested in working for this company?
3. Can you tell me about a time when you faced a workplace problem and how you solved that problem?
4. Give an example where you showed leadership and initiative.
5. What do you think is your greatest strength?



DISCUSS

At the end of your interview you will usually be asked if you have any questions. It is a good idea to have your own questions prepared. As a group, discuss some possible questions to ask the employer.

Use the remainder of class time to work on your resume and/or cover letter.

SESSION 12

In this session you will develop the following skills for success:

Adaptability	You will practice the ability to adjust your behaviour when change occurs and still successfully focus on your responsibilities.
Collaboration	You will learn to work collectively with your classmates while completing a variety of task based activities to practice your office administration skills.
Communication	You will communicate with classmates and facilitators while practicing your verbal and written communication skills using various techniques.
Creativity & Innovation	You will practice your creative and innovation skills when scheduling, planning and preparing for a variety of meetings and appointments.
Digital	You will use various digital platforms and skills to complete office administration tasks.
Numeracy	You will read and record various numbers while developing and using spreadsheets, doing research and planning budgets.
Problem Solving	You will practice your ability to identify, work through and solve problems while completing a variety of office administration tasks.
Reading	You will find, read and understand information using various techniques learned throughout the series.
Writing	You will document information using various platforms both digitally and hard copy.

In this session you will be given the opportunity to practice all of the office administration skills you have been learning throughout this series. Your facilitator will provide you with a list of tasks to complete.

This session may take place over more than one scheduled class.

When you have completed all tasks assigned by your facilitator, please complete the parting activity on the following page.



Parting Activity

Complete the chart below and discuss your next steps with your facilitator.

Date:	
Program / Learning Series Completed:	Get Set for Office Administration
Milestones Attained:	22: Write an email 56: Use a wide range of software features to present information
Suggested Next Steps:	
Referrals Made:	
Strengths:	
Continue Working On:	
Comments:	



Learner Satisfaction Survey

Please complete the learner satisfaction survey provided by your facilitator.



Thank you for completing the Get Set for Office Administration Learning Series. Good luck with all future endeavors!

	Level 1	Find & Use Information			Communicate Ideas & Information				Understand & Use Numbers				Use Digital Technology			Manage Learning	Engage With Others
Page	Activity	A1	A2	A3	B1	B2	B3	B4	C1	C2	C3	C4	D1	D2	D3	E	F
10-11	Fill in chart to convey information.					•											
15	Set employment goals															•	
17	Share work ethic experiences with group.																•
29	Define and discuss good customer service skills.				•	•											
57	Complete a fax cover sheet.						•										
58	Complete a phone message template.						•										
61	Create a stress reducer ring.							•									
62	Fill in a calendar using information provided.					•	•										
63	Covert 12 hour time to 24 hour time.									•							
73	Organize information provided by facilitator.	•															
74	Organize and display information.						•										
79	Extract information from a health form.	•															
81	Complete a mileage form using information provided.						•										
84	Make simple calculations about photocopy numbers.								•								
89	Make cost calculations about inventory supplies.								•								

93	Write a brief text using MS Word.				•								•				
122	Use a search engine to research.	•				•							•				
124	Interpret a chart about file sizes.		•														
127	Follow steps to save files.												•				
137	Extract information about Google drive from a video.			•													
137	Extract information about OneDrive from a video.			•													
144	Extract information about Zoom from a video.			•													
146	Extract information about Teams meetings from a video.			•													
149	Complete a resume builder chart.					•											
152	Answer interview questions.					•											
	Level 2	Find & Use Information			Communicate Ideas & Information				Understand & Use Numbers				Use Digital Technology			Manage Learning	Engage With Others
Page	Activity	A1	A2	A3	B1	B2	B3	B4	C1	C2	C3	C4	D1	D2	D3	E	F
9-10	Extract information from the Canada job bank labour market information page.		•			•											
13	Use a website to find information about education.		•			•								•			
22	Work with a small group to solve a problem.					•											•

55	Write an email using proper email etiquette.					•												
64	Create to-do lists to manage time for completing tasks.									•								
65	Analyze scenarios to calculate time.									•								
70	Make entries in an online calendar.													•				
98	Create tables in MS Word.													•				
135	Attach files to an email.													•				
	Level 3	Find & Use Information			Communicate Ideas & Information				Understand & Use Numbers				Use Digital Technology			Manage Learning	Engage With Others	
Page	Activity	A1	A2	A3	B1	B2	B3	B4	C1	C2	C3	C4	D1	D2	D3	E	F	
11	Use the Canada Skills for Success webpage to extract information and make inferences about tasks.			•														
24	Work as a group to solve a complex problem.																•	
85	Enter information on a graph.						•											
87	Create a process diagram						•											
116	Use MS Excel to create spreadsheets.														•			
136	Create an online folder system.														•			

Get Set for Office Administration

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