**Procedures and Theory – OCP-B**

**Chapters 5, 7, 8, and 9**

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| Course Objectives | Understand the basics of ethics and consider the importance of ethical behavior in the workplace  Define customer service and explain the importance of an organization’s commitment to customer service  Apply appropriate guidelines for writing e-mail, memos, letters and reports  Identify elements of effective verbal and nonverbal communication  Prepare and demonstrate an effective presentation |
| Competencies | 16.01, 16.02, 18.01, 18.02, 18.04, 30.01, 21.01, 21.02, 24.01, 24.03, 24.04, 29.01, 29.02 |
| Module Materials | Procedures and Theory for Administrative Professionals textbook |
| Assignment and Point Value | Chapter Five: (Type in Word or write all of Chapter Five work as one document and turn in for grading.)  Let’s Discuss Questions -- Type questions and answers. (15 points)  Vocabulary Review -- Type a list of the “Key Terms” shown on page 108. Include a good definition of each term. (15 points)  Putting it to Work -- Write a summary of the advice you would give. (10 points)  Communicate Successfully -- #2 Personal Ethics. Provide your ethics paragraph. (10 points)  Develop Workplace Skills -- #8 Provide your answer for the “Food for Thought” situation. (10 points)  Chapter Test (40 points) -- See instructor for written Chapter Five Test |
|  | Chapter Seven: (Type in Word or write all of Chapter Seven work as one document and turn in for grading.)  Let’s Discuss Questions -- Type questions and answers. (15 points)  Vocabulary Review -- Type a list of the “Key Terms” shown on page 145. Include a good definition of each term. (15 points)  Putting it to Work -- Write a summary of the advice you would give. (15 points)  Plan Ahead – Provide your answer. (15 points)  Chapter Test (40 points) -- See instructor for written Chapter Seven Test |
|  | Chapter Eight: (Type in Word or write all of Chapter Eight work as one document and turn in for grading. Please insert a manual page break before the Memo and before each letter.)  Let’s Discuss Questions -- Type questions and answers. (15 points)  Vocabulary Review -- Type a list of the “Key Terms” shown on page 175. Include a good definition of each term. (15 points)  Communicate Successfully -- #3 Write a Memo. (15 points)  Develop Workplace Skills -- #5 Write a letter as instructed. #6 Write a letter as instructed. (15 points)  Chapter Test (40 points) - See instructor for written Chapter Eight Test |
|  | Chapter Nine: (Type in Word or write all of Chapter Nine work as one document and turn in for grading. Exception: The Presentation assignment will be prepared using PowerPoint.)  Let’s Discuss Questions -- Type questions and answers. (15 points)  Vocabulary Review -- Type a list of the “Key Terms” shown on page 204. Include a good definition of each term. (15 points)  Communicate Successfully -- #2 Telephone Responses. Write a response to each situation. (30 points)  Chapter Test (40 points) - See instructor for written Chapter Five Test  Plan Ahead – You will prepare a presentation to present to your classmates on a topic given. Meet with your instructor to discuss your topic before starting. (100 pts) |
| Assessment | Chapter work graded for completeness and accuracy of work.  Chapter tests require an 80% passing score. |