

# Procedures and Theory – OCP-A

## Chapter 1

Course Objectives	Identify changes that are occurring in the workplace. Define common types of businesses and organizational structures. Explain crucial skills and qualities of an effective administrative professional.
Competencies	9.0- 9.01- 9.02- 9.03- 9.04
Module Materials	Procedures and Theory for Administrative Professionals textbook
Assignment and Point Value	<p><u>Chapter One:</u> (Type in Word or write all of Chapter One work as one document and turn in for grading.)</p> <p>Let's Discuss Questions – Type questions and answers. (20 points)</p> <p>Vocabulary Review – Type a list of the “Key Terms” shown on page 21. Include a good definition of each term. (20 points)</p> <p>Putting it to Work – Write a summary of the advice you would give. (10 points)</p> <p>Build Relationships – Read the Making Decisions situation. Involving Rocio. Answer the following: What should Rocio consider when deciding what she will do? What advice would you give Rocio. (5 points)</p> <p>Build Relationships – Read the Organizational culture section and answer the three questions at the end. (5 points)</p> <p>Chapter Test (40 points) - See instructor for written Chapter One Test</p>
Assessment	Chapter work graded for completeness and accuracy of work. Chapter tests require an 80% passing score.