

DESE Model Curriculum

GRADE LEVEL/UNIT TITLE: 11-12/Apply Administrative Assistant Skills

Course Code: 034330 CIP Code: 11.0103

COURSE INTRODUCTION:

Business Technology

Course Rationale: This area of instruction provides content for employment in one of the largest major occupational groups--administrative support. Demand in this career area will continue to expand as businesses utilize advanced office technology to increase their production efficiency and improve the quality of their products and services. This area of instruction benefits students by enhancing the software application skills and communication competencies needed by administrative support professionals and those students continuing their education.

Course Description: This course is designed to help students develop the qualities, knowledge, and skills necessary for working in a business. Students enhance computer application skills as they develop competencies needed by administrative support professionals. The content includes the use of technology to develop communication skills, the performance of office procedures tasks, the production of quality work using advanced features of business software applications, and the production of high quality employment portfolios and job-seeking documents. In addition, this course provides training or skills many employers find deficient: dealing with other people, using the telephone, organizing work, and handling other crucial tasks.

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UNIT DESCRIPTION: Effectively apply business administrative skills that would be used in the workplace. These skills include filing, coordinate business travel, preparing documents, operating a 10-key calculator all through critical-thinking and problem-solving skills.		SUGGESTED UNIT TIMELINE: 1 MONTH CLASS PERIOD (min.): 50				
ESSENTIAL QUESTIONS: 1. How does one manage information and utilize technology effectively? 2. In the age of information, how can data be best stored, retrieved, and organized for reporting and analysis, in order to improve business operations? 3. How can the use of electronic resources increase productivity in school and the workplace?						
ESSENTIAL MEASURABLE LEARNING OBJECTIVES	CCSS LEARNING GOALS (Anchor Standards/Clusters)	CROSSWALK TO STANDARDS				
		GLEs/CL Es	PS	CCSS	NBEA	DOK
1. Effectively represent the organization to current and potential clients using appropriate customer service skills					CD.III.D.4.1 CD.III.D.4.1	4
2. Manage electronic and/or paper financial records				RST.11-12.3 RST.11-12.4 L.11-12.2	A.III.3.1	2
3. Establish and maintain records management systems				RST.11-12.3 RST.11-12.4 L.11-12.2	IT.III.1.2	2
4. Operate a 10-key calculator					CP.I.1.2 IT.IV.1.1	2
5. Prepare travel, meeting and events documents				RST.11-12.3 WHST.11-12.9 SL.11-12.1	IB.I.D.3.1 COMM.I.D.3. 14	3

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6.	Maintain electronic calendaring					IT.V.1.1	2
7.	Produce business documents from dictated material				RST.11-12.3 WHST.11-12.9 SL.11-12.1	COMM.IV.3.6	2
8.	Apply critical-thinking and problem-solving skills to business decisions				RST.11-12.3 WHST.11-12.9 SL.11-12.1	MAN.IA.2.1	4
9.	Explore methods for economical and efficient inventory management					A.IV.B.3-4.3	3
<p>ASSESSMENT DESCRIPTIONS*: (Write a brief overview here. Identify Formative/Summative. Actual assessments will be accessed by a link to PDF file or Word doc.)</p> <p>*Attach Unit Summative Assessment, including Scoring Guides/Scoring Keys/Alignment Codes and DOK Levels for all items. Label each assessment according to the unit descriptions above (i.e., Grade Level/Course Title/Course Code, Unit #.)</p>							
Obj. #	INSTRUCTIONAL STRATEGIES (research-based): (Teacher Methods)						
2, 3	1. Present PowerPoint on proper filing and records management						
5, 7, 8	2. Independent practice, observe & offer assistance as needed						
4	3. Review 10-key touch typing methods and proceed with online practice (see below)						
Obj. #	INSTRUCTIONAL ACTIVITIES: (What Students Do)						
2, 3	1. Complete the exercises from the PowerPoint applying proper filing and records management						
5, 7, 8	2. Team project for planning a senior trip using critical-thinking and problem-solving skills to meet the guidelines provided by the instructor						
4	3. Complete the drills on the provided website to demonstrate an understanding of the 10-key touch type method (see below)						

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UNIT RESOURCES: (include internet addresses for linking)

http://www.educ.uidaho.edu/bustech/Accounting/Bus_math/10key_practice.htm

Resources@MCCE - BE DVD ROM 100 - Career Clusters 4: Business, Management & Administration: Cambridge Educational, HAMILTON, NJ, CAMBRIDGE EDUCATIONAL, 2007. This program profiles a corporate accounting assistant, an administrative assistant, an account director, and a principal at a commercial real estate services firm. They discuss the challenges and rewards of their work, providing information on necessary skills, educational credentials, and personal qualities. 23 minutes.

Resources@MCCE - C&E DVD ROM 15 - Career Clusters 4: Marketing, Sales & Service: Cambridge Educational, LAWRENCEVILLE, NJ, CAMBRIDGE EDUCATIONAL, 2007. This program profiles a corporate accounting assistant, an administrative assistant, an account director, and a principal at a commercial real estate services firm. Together they cover a lot of ground as they discuss the challenges and rewards of their work, providing information on necessary skills, educational credentials, and personal qualities. 22 minutes.

Resources@MCCE - BE KIT 8 - The Power of Customer Service: Paul R Timm, CHICAGO, IL, JACK WILSON & ASSOCIATION INC, 2004. Great customer service comes from the inside. It is the desire to provide excellent service to everyone. Use the "three Cs" of customer service: Concern, Communication and Competence - to enrich any customer relationship. Learn to deal positively with "the boss" - the customer!

Resources@MCCE - MCE DVD ROM 39 - Jane Handly: Would You Do Business With You?: Jane Handly, WATERFORD, MI, SEMINARS ON DVD, 2005. Jane Handly is a speaker, trainer & consultant in the area of customer service & retention. She teaches practical ideas on exceeding expectations, handling difficult situations, increasing internal team work, boosting sales and much more. As dynamic as she is down to earth, her unique style captivates and motivates people to go the extra mile to wow their customers. Part one - 40 minutes, Part two - 38 minutes.

Resources@MCCE - MCE DVD ROM 43 - Michael Wickett: Creating Customers for Life: Michael Wickett, WATERFORD, MI, SEMINARS ON DVD, 2006. This program delivers practical and powerful strategies for connecting with customers at a deeper level through questions, listening, and communication excellence. In this program you'll learn: How to ask the most important questions at the right time; Turn customers into walking testimonials; Receive high quality, honest answers to your questions; Outsmart the competition with clever sales ideas; Strengthen relationships by supporting people's aliveness. One hour 32 minutes.

Resources@MCCE - MCE DVD ROM 8 - Managing Difficult Situations: Films for the Humanities & Sciences, PRINCETON, NJ, FILMS FOR THE HUMANITIES & SCIENCES, 2003. The customer is not always right, but the customer's needs remain the number one priority. This program moves beyond the fundamentals of good customer service to the problems of dealing with more complex and difficult situations: How do you satisfy customers who want something you cannot give them? How do you work out a deal with a customer when you cannot agree on the

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terms? What are the most effective ways of dealing with angry customers? 20 minutes.