



Administrative Office Procedures Course Schedule

* Please label your homework with your last name and the assignment name. *

Date	Day	Content
<i>January 13</i>	<i>W</i>	<i>Introduction to Course and Classmates</i> (Icebreaker activity and Learning Styles) Staff Meeting
<i>18</i>	<i>M</i>	<i>Microsoft Outlook – Email, Calendar, and Contacts</i>
<i>20</i>	<i>W</i>	<i>Meetings & Conferences - Chapter 13</i> Staff Meeting
25	M	Meetings & Conferences - Chapter 13 continued
<i>27</i>	<i>W</i>	<i>The Ever Changing Workplace – Chapter 1</i> Staff Meeting
February 1	M	Generational Differences Presentation Julanne Ranek-Stoltz, MSTC Stevens Point Counselor
<i>3</i>	<i>W</i>	<i>The Workplace Team - Chapter 9</i> Staff Meeting
8	M	Workplace Project
<i>10</i>	<i>W</i>	<i>Presentations - Chapter 8</i> Staff Meeting
15	M	Event Planning Made Easy Presentation Lana Mallek, MSTC Enrollment Advisor
<i>17</i>	<i>W</i>	Presentations
22	M	<i>Information Processing & Workplace Mail - Chapter 4</i> Staff Meeting
24	W	True Colors Personality Mark Marks, MSTC Disability Services Facilitator
<i>March 1</i>	<i>M</i>	<i>Customer Service - Chapter 10</i> Staff Meeting
3	W	Customer Service Game
<i>8</i>	<i>M</i>	<i>Ethics-Essential in the Workplace – Chapter 2</i> Staff Meeting
10	W	Ethics in-class activity

Date	Day	Content
March 15-18	M-R	 Spring Break
22	M	Telecommunications - Chapter 5 Telephone Role Play Activity
24	W	Stress, Anger, & Time Management - Chapter 3 Staff Meeting
29	M	Leadership - Chapter 16
31	W	Staff Meeting
April 5	M	In-class activity
7	W	Stress Relief Techniques Presentation Deborah Adams, Wellness Spa Owner
12	M	Travel Arrangements - Chapter 12 Staff Meeting
14	W	Visit Travel Guard/AIG Dave McKenna, Business Contact
		Administrative Professionals Week April 18-24, 2010 Theme for 2010: Power of Commitment
19	M	Business Etiquette Luncheon
21	W	Celebration seminar success – recap – what would we change, improve, went well, etc. Staff Meeting Tally Evaluation Results
26	M	Teleworker/Virtual Assistant - Chapter 15
28	W	Virtual Assistant Experience Presentation Rose Fields, Expert Business Results ✓ <i>Event Planning Reference binder due</i>
May 3	M	Career Path: Where are you headed?
5	W	In-class activity
10	M	In-class activity
12	W	Wrap-up Course

