



COSTI Employment Services - Online Services Program

Office Skills for Workplace Success Online Course

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This is an interactive online course designed for Office Administration- Office professionals and individuals interested in the office administration field. You can benefit from COSTI's online facilitators, who will guide course topics and assist you with any questions you may have. In addition, you will have the opportunity to network with other course participants and learn from each other. Below is an overview of what will be covered in this 3-week online course:

Topic 1: Introduction to Office Administration

- What types of jobs are available in this field?
- What are the duties of an Office Administrator/Office Assistant?
- Essential skills needed to work in an office environment
- Future job projections and wages

Topic 2: Let's Practice Telephone Skills

- Understanding telephone reception
- Asking for identity of caller and purpose for the call
- Transferring a call / connecting a call to someone else
- Putting customer on hold
- Clarifying or asking for repetition
- Taking a message

Topic 3: Workplace Written Communication

- Communication skills in demand
- Evaluate and apply effective written communication principles to write various types of business texts
- Apply professional tone and etiquette to communication tools, such as email

- Apply customer service principles to written communication while communicating with customers

Topic 4: Workplace verbal and non-verbal Communication

- Utilize communication skills in various contexts to succeed in Canadian workplaces
- Analyze and assess your own strengths and weaknesses as communicators
- Evaluate which aspects of communication are most important for them to learn

Topic 5: Conflict Management

- Dealing with conflict
- Explain various strategies to deal with conflict including win-win solution
- Tips to avoid miscommunication
- Steps to follow in dealing with a customer complaint in person and on the phone
- Softening negative responses

Topic 6: Customer Service Skills

- Best practices in customer service
- Handling customer complaints and difficult customers
- Building positive relationships with customers

Topic 7: Computer Skills in Demand

- Research the Labour Market and discuss computer programs in demand
- Assess your computer skills and knowledge
- Create an action plan to upgrade your computer skill

Topic 8: Succeeding in the Workplace

- Understand workplace expectations
- Skills to succeed in the workplace
- Developing a professional resume and cover letter
- Create a professional resume and cover letter
- Practice interview questions
- Goal setting and continues professional development