

Office Procedures

Chapter 1: Entering the Workforce

Changing Workplace

- Technology – computers, tablets, smartphones, wifi, telecommuting, etc.
- More women in the workforce – particularly in executive positions
- More senior workers
- Greater diversity: ethnic, age, gender, sexual orientation, education, experience, abilities, etc.

Changing Workplace...

- Globalization – multinational companies, like Coca-Cola and McDonald's
- Focus on quality
- Downsizing – reducing the number of full-time workers; using part-time or term workers instead
- Outsourcing – using an outside company or consultant to do work otherwise performed by employees

Workplace Organization...

- Office culture and language
- Sole Proprietorship
- Partnership
- Corporation
- Organization Structures
- Responsibilities

Employability Skills

- Communication skills – speaking, writing, presentation
- Numeracy
- Time, stress and workload management
- Interpersonal skills
 - Teamwork
 - Leadership

Success Qualities

- Openness to change
- Dependability
- Confidentiality
- Integrity / Honesty
- Initiative / Motivation
- Flexibility / Adaptability

What is a professional?

- Strong Work Ethic
- Positive Attitude
- Self-Confident

Professionalism

- Appearance
- Growth

Professional Organizations and Certifications

- IAAP
- ARMA International
- IVAA