

- The genesis of the project: What factors led you to this project?

This project came about with our Jobs Plus, CharlestownWorks initiative,. We discovered many job seekers lacked basic skills necessary to acquire gainful employment.

- Project goals (see below under Objectives section of handout.)
- Project Activities (Be selective—highlights are fine.) (see below in the paragraph after objectives section of handout.)
- Student reaction, participation

Students were fully engaged in the classroom activities, and participated fully.

- The effectiveness of your project: measures used, feedback from students and staff.
(See attached outline of assessment sheet used. Same assessment sheet was used for pre- and post-)
- How you plan to integrate your project into your program going forward

We have extended some key components of the project into our ESOL and low level HiSET prep course, mainly use of Word basics to further computer and digital literacy (we plan on introducing Excel and Power Point depending on gains students make with basics.)

ADMINISTRATIVE ASSISTANT

Charlestown Adult Education

Jaclyn Gans- Instructor

Objective- The course for Administrative Assistant is to provide students with the tools necessary to aid in and successfully carry out the day to day operations of a business or corporate office. These skills include: problem solving (both professional and personal, inter- and intra-office relationships,) negotiating, time management, communication management and general computer/word processing basics.

Using hands-on techniques, the course will utilize role-play for coping skills and tackling problems as they arise; asking for a raise or promotion; telephone tips and assertive but efficient communication. In addition, students will have hands-on training in word-processing through exercises that utilize the main components of a Word tool bar.

Class Time- 15 weeks, broken into three components; office etiquette and personal skills, Word, and Excel. Each section should take 4-5 weeks depending on language level of students, prior skills and work experience and willingness to participate in role-playing scenarios.

WEEKS 1-4

Pre-Assessment-

Students will be handed a list of “Administrative Assistant Vocabulary” and can work together to define as many words as possible. Working together on the “assessment” allows the instructor to observe dynamics and team-work abilities.

Review the List

Some of the words included are: prioritize, coordinate, facilitator, formatting, scheduling, coordinating, processing

Practice the List- try to use a few words in a sentence each day,.

Learn the List

All the words will be added to the student's learning program. To complete learning the list, they must "master" every word, which may take several days (or even weeks), depending on the size of the list and the ability of your students.

While vocabulary of Administrative Assistant is being learned, Office Skills can be introduced.

WEEKS 5-8

OFFICE COMPUTING SKILLS

Pre-Assessment:

Students are presented with a list of Word tasks and on their own, try to complete as many as possible. (Students with prior knowledge of Word can be used to help students with lesser experience, again, underlining the importance of teamwork in an office setting.)

An example of a task sheet is attached below:

COMPUTER BASICS: Pre-Post Evaluation

- Open a NEW WORD DOCUMENT
- Set SPACING to SINGLE

- Using TIMES NEW ROMAN 12 pt. and type you NAME on one line, your STREET ADDRESS on the next and your CITY and STATE on the next
- CENTER all
- Change FONT to CALIBIRI 18 pt.
- Change FONT COLOR to RED
- Come down two SPACES
- LEFT JUSTIFY new text.
- Type the names of the seasons, each on a new line using TIMES NEW ROMAN 12 pt., BLACK
- Add BULLETS to this list
- Put the seasons in ALPHABETICAL ORDER
- Come down two SPACES
- Type the names of the months, each on a new line. Separate this list into three COLUMNS
- Come down two SPACES (remember to set COLUMNS back to one)
- INSERT a TABLE of 5 COLUMNS and 3 ROWS
- Label each COLUMN in the first ROW with each of the following: NAME, STREET ADDRESS, CITY, STATE, and ZIP CODE
- CENTER these labels
- Fill in ROWS 2 and 3 with the names and addresses of yourself and someone you know.
- SHADE the first ROW yellow
- SHADE ROWS 2 and 3 light blue
- Come down two spaces
- INSERT a SHAPE (rectangle)
- Copy this SHAPE so you have four of the same size and SHAPE
- SHADE each shape with a different color
- Using WORD ART, type the names of the seasons, one in each shape
- INSERT ARROWS connecting each SHAPE, following the sequence of seasons
- Come down two SPACES
- INSERT CLIP ART of GRADUATION CAP (resize SHAPES and CLIP ART to fit on page with other work)
- INSERT PAGE NUMBER with HEADER (top of page, ACCENT BAR 1.) After PAGE NUMBER type YOUR NAME / FINAL
- SELECT the list of seasons and COLUMNS of months and change SPACING to DOUBLE (depending on how things shift with change in SPACING, adjust TABLES and SHAPES accordingly.)
- SAVE to DESKTOP as YOUR NAME FINAL
- PRINT

This evaluation is followed by using the Word 2016 guide, which can be found at:

<https://www.gcflearnfree.org/word2016/>

WEEKS 9-13

EXCEL- Part 1- MAIL MERGE

This is often the hardest component for students with little or no computer or business skills. This section may or may not be gotten through completely before final assessments and evaluations.

Since many ABE and ESOL students have little experience with EXCEL, a pre-assessment tends to scare them off, so just starting with a tutorial is the way to go. One way to start is to go to:

https://www.fairfield.edu/media/fairfielduniversitywebsite/documents/its/its_mailmerge_activities.pdf

WEEKS 14-15

POST EVALUATION

ADMINISTRATIVE ASSISTANT VOCABULARY- how many words have students mastered?

COMPUTER BASICS WORKSHEET- how many Word activities can students complete on their own?

PROBLEM SOLVING- what solutions can students come up with for various office “problems” chosen at random?

EXCEL- in groups of two or three, have students enter data into an Excel spreadsheet and manipulate the data through sorting, adding and deleting columns and rows and sending the end product through e-mail.

Have students discuss their strengths and weaknesses before handing out certificates of completion (which students can create using Word tools.)

Seven Ways To Be Indispensable At Work

Meghan Casserly ,

Forbes Staff

“The prevailing wisdom has been that to get ahead, you should learn something from one company and move on—and up—at the next,” says Brian Kropp, a managing director at CEB, an executive advisory firm which offers data analysis of more than 50,000 employee surveys from 10,000 organizations. “But that only produces short-term effects. In the new workplace we’re seeing greater emphasis on relationships,” he says, which means veteran employees are at a far greater advantage. According to CEB research, **longer-tenured workers are beginning to rise to positions of success more quickly than those who move every few years.**

“Being indispensable is about being the best,” says Lucy Leske, Vice President and Co-Director, Education Practice at the executive search firm, Witt/Kieffer. “If you’re always striving to be a better, more valuable contributor, people will inevitably take note and you *will* get ahead.”

Without further pontification, seven simple strategies to becoming indispensable in 2013.

Be Flexible

“The odds are that the way you’ll do work on January 1st won’t be the way you’ll be doing work on December 31st,” says Kropp. According to CEB research, more than 50% of employees say they have experiences “significant change” at work in the past 12 months, from reorganizations to new workflows to massive layoffs. “Make sure that your boss sees you are someone who can get the job done no matter what’s happening around you.”

Stay Current

“If you’re not regularly reading about industry trends in trade, business and general publications, checking out online sources and staying current on trends in your industry, you’re compromising your career growth,” says Leske. “Keeping up on trends, but more importantly, being able to apply those trends to your organization, demonstrates your understanding of its place within the industry.”

Don’t Be A Loner

In the new workplace, 40% of employees work with more than 20 people on a given day, and more than 80% work with 10 according to CEB research. “The idea that you can be an individual contributor and be successful is an idea of the past,” says Kropp. “Fitting within the network of the workplace is a part of the new definition of a great employee.”

Be A Thought Leader

All of that knowledge you've gained by reading up on the industry? Leske says to make a habit of sharing it. "Write articles, make presentations, serve on panels or blog," she says. "People need to have confidence in you that you know what you're doing and that you're willing to use it to help other peoples' problems."

Prioritize

"It's really easy to add more things to your to-do list but just as critical—if not more so—to know what to take off," says Kropp. It's no secret that work can be an overwhelming place, particularly in a post-recession environment where Kropp says the number of direct reports answering to any given manager has increased by an average of 50% in the past five years. Good decision making, delegating and prioritization are the signs of an effective leader, no matter your position within the organizational matrix.

Seek Opportunities For Management Experience

Speaking of managers, Leske advises that you actively pursue any opportunity for managing employees, no matter how small and trivial (or large and daunting) the task may seem. "There's a difference between begging for these opportunities and raising your hand," she warns, "but if someone says there's a job to be done, raise your hand first and ask for help later. The biggest mistake is passing up the opportunity."

Make Friends With The IT Guy

The average number of work-related emails we receive each day has increased fourfold since 2005, underscoring the explosive importance of technology in the office. This makes the IT department not just a vital team in the workforce, but an essential ally to any employee reaching for success as with their help you can avoid unnecessary downtime due to tech failures.

But Kropp adds that it isn't just the IT team who have become increasingly important within the workplace. "Making friends with admins is an important move as well," he says. As workflows have changed in the workplace of 2013 CEB reports that power, authority and decision making is cropping up in some unexpected places. "The administrative assistant of the CEO decides what's on his or her schedule," he points out. Underestimating their authority—or missing the opportunity to develop a strong relationship with that person is a judgment lapse no indispensable employee would miss.