Vision	A stable and vibrant learning institution molding the youth into professionals and skilled workers who are competent and ready for employment.
Mission	To provide equal access to quality college education and vocational training to Boholanos.
Goals	To periodically update the curricular offerings of TCC to respond to the demands of the community and the business industries.
	To enhance students' academic performance and work-related skills development.
	To instill values and work ethics in consonance with social responsibility awareness.

Program	**Bachelor of Science in Office Administration**

PROGRAM OUTCOMES	PERFORMANCE INDICATORS
Graduates of **Bachelor of Science in Office Administration** are expected to:	
1. Provide general administrative and clerical support to high-level executives guided by the Code of Ethics for Office Professionals.	• Serve as Public Relations Officers of the company • Plan and schedule meetings, events for administrators, prepare needed logistics and paper and conference rooms. • Relay directives, instructions and assignments to executives on time.

2. Coordinate office management activities.	- Maintain office procedures in all activities - Coordinate program of activities with people concerned. - Apply proper housekeeping and office ergonomics. - Exhibit foresight in planning office activities.
3. Manage office communications.	- Update company information boards - Communicate effectively with fellow workers and stakeholders both orally and writing. - Receive and relay telephone, email, and other voice communications promptly. - Produce business letters, memoranda, reports, forms, tables and other business documents using proper formatting, grammar, spelling, and punctuation. - Exhibit proficiency in the use of the computer and other IT software. - Encode mailable correspondence and reports at the rate of 40-50 words a minute. - Communicate effectively using English and Filipino orally and writing.
4. Organize files, information, and office supplies effectively.	- File accurately using electronic filing system. - Monitor departmental materials, supplies, and orders as needed. - Update company information board.
5. Exhibit acceptable human relation skills in a diverse environment.	- Demonstrate good team-working and management skills. - Work effectively and independently in multi-disciplinary and multi-cultural teams.
6. Engage in lifelong learning to keep abreast of the development in the international employment market.	- Work effectively in the international market. - Enroll in graduate studies. - Join professional organizations and attend seminars and conferences for office professionals.

Course Code	OA 212	Instructor	Carmelo James D. Apale
Course Title	Personal and Professional Development	Email	carmelojamesapale@gmail.com
Course Credits	3 units	Contact Number	09282010063
Course Classification	OA Core	Consultation Hours	
Pre-Requisite(s)	None	Consultation Venue	

COURSE OUTCOMES	PROGRAM OUTCOMES					
After the completion of this course, students should be able to:	PO1	PO2	PO3	PO4	PO5	PO6
CO1 – Acquired techniques for enhancing self-confidence through self-motivation, assertiveness, and projecting professionalism.	L	O	L	O	O	O
CO2 – Applied business etiquette to various office situations.	O	O	L	P	P	O
CO3 - Demonstrated appreciation/internalization of Code of Ethics	O	L	L	P	P	O
CO4 – Demonstrated behaviour and attitudes as Office Professionals	O	P	L	O	O	O

Legend:
- *L - Facilitate LEARNING of the competencies (input is provided and competency is evaluated)*
- *P - Allow student to PRACTICE competencies (no input but competency is evaluated)*
- *O - Provide OPPORTUNITY for development (no input or evaluation, but there is opportunity to practice the competencies)*

COURSE DESCRIPTION

This deals with holistic approach to personality development. It aims to develop self-confidence and enhance self-esteem by providing students with techniques to achieve personal success through self-motivation, assertiveness, and projecting professionalism. It prepares students to deal with people at different levels by adjusting to situations and circumstances in a corporate environment. It emphasizes business etiquette and the Code of Ethics for Professionals.

COURSE CONTENT				
TOPICS	**HOURS**	**LEARNING OBJECTIVES**	**STRATEGY / METHODOLOGY / ACTIVITIES**	**EVALUATION METHODS**
1. Self-Esteem • Self-Esteem and Self-Image • Do's of Building Self-Esteem • Don'ts of Improving Self-Esteem • Rewards of Good Self-Esteem	3 hours	• Explain the term self-esteem. • Examine the dimensions of self-image. • Discuss the "do's" and "don'ts" of building self-esteem. • List the rewards of a high level of self-esteem.	Modules via MS TEAMS Research work Online group discussion Online/recorded reporting Role play via recorded video	**Formative:** Graded Reporting Quizzes Critical Essay Self-Assessment Performance Task

2. Self-Development
 	
• Develop a Self-Improvement Plan
  ✓ Visualize Your Future
  ✓ Set Goals
  ✓ Develop Action Plans
	3 hours	• Understand how to visualize the future self through imaging.
		• Differentiate vague goals from clear goals.
		• Determine the criteria for preparing SMART goals.
		• Create an action plan.
			Modules via MS TEAMS
			
			Research work
			
			Online group discussion
			
			Online/recorded reporting
				Formative:
				
				Graded Reporting
				
				Quizzes
				
				Critical Essay

3. Attitude • What Is Attitude? • Developing Your Attitude • Changing Your Attitude • Productive Vs. Unproductive Attitudes • Your Attitude Influences Others • Attitudes of Others Affect You	3 hours	• Explain the importance of attitude in the workplace and life. • Change negative attitudes into positive attitudes. • Differentiate productive and unproductive attitudes. • Explain how the attitudes of others impact yourself.	Modules via MS TEAMS Research work Online group discussion Online/recorded reporting Role play via recorded video	**Formative:** Graded Reporting Quizzes Critical Essay Performance Task

4. Image
 	
• What Is Image?
  ✓ How You Look
  ✓ How You Speak
  ✓ How You Behave
  ✓ How You Walk, Sit, and Stand
• How Do You Spot A Professional?
	3 hours	• Identify the components that make up the image.
		• Determine the traits of a professional.
			<mark>Modules via MS TEAMS</mark>
			
			<mark>Research work</mark>
			
			<mark>Online group discussion</mark>
			
			<mark>Online/recorded reporting</mark>
			
			<mark>Online/recorded demonstration</mark>
				<mark>**Formative:**</mark>
				
				Graded Reporting
				
				Oral Recitation
				
				Quizzes
				
				Critical Essay
				
				Performance Task
				<mark>**Summative:**</mark>
				Major Exam, Performance Tasks

5. Communicating with Coworkers and Supervisors
 	
• Etiquette in the Electronic Age
• Communicating Electronically
  ✓ E-Mail
  ✓ Text Messaging and Voicemail
	3 hours	• Understand the importance of etiquette in using electronic tools of communication.
		• Determine the proper use of e-mail, text messaging, and voicemail.
			<mark>Modules via MS TEAMS</mark>
			
			<mark>Research work</mark>
			
			<mark>Online group discussion</mark>
			
			<mark>Online/recorded reporting</mark>
				<mark>**Formative:**</mark>
				
				Graded Reporting
				
				Quizzes
				
				Critical Essay

6. Meeting Essentials (Part 1)
 	
• Meeting Basics
  ✓ Types of Meetings
  ✓ Frequency of Meetings
  ✓ Meeting Styles
  ✓ Electronic Meetings
  ✓ Web Conferencing
	3 hours	• Describe the categories and frequency of meetings.
		• Explain the styles of meetings.
		• Determine common types of electronic meetings.
			<mark>Modules via MS TEAMS</mark>
			
			<mark>Research work</mark>
			
			<mark>Online group discussion</mark>
			
			<mark>Online/recorded reporting</mark>
				<mark>**Formative:**</mark>
				
				Graded Reporting
				
				Quizzes
				
				Critical Essay

7. Meeting Essentials (Part 2)
 	
• Planning and Conducting Meetings
  ✓ Plan the Meeting
  ✓ Conduct the Meeting
  ✓ Close the Meeting
  ✓ Follow-Up Activities
	3 hours	• Plan, conduct, close, and follow up a meeting.
		• Identify the special requirements of formal meetings.
			Modules via MS TEAMS
			
			Research work
			
			Online group discussion
			
			Online/recorded reporting
			
			Online/recorded demonstration
				Formative:
				
				Graded Reporting
				
				Quizzes
				
				Critical Essay
				
				Performance Task

8. Applying Critical Work Skills
 	
• Using Technology Effectively
  ✓ Information Management
  ✓ File Management
  ✓ Safety and Security
  ✓ Responsible Use
	3 hours	• Use technology effectively and safely.
		• Create a distribution list or a collection of relatives or friends' contact information.
		• Demonstrate on how to prepare an electronic calendar.
			Modules via MS TEAMS
			
			Research work
			
			Online group discussion
			
			Online/recorded reporting
			
			Online/recorded demonstration
				Formative:
				
				Graded Reporting
				
				Quizzes
				
				Critical Essay
				
				Performance Task

9. Developing Customer Focus • Customer Expectations • Good Customer Relations • Dealing with Difficult Customers • Using the Telephone Effectively	3 hours	• Explain why customers are vital to the success of every organization. • Identify what customers expect. • Demonstrate how to meet customer expectations. • Understand how to deal with difficult customers. • Demonstrate proper telephone techniques.	Modules via MS TEAMS Research work Online group discussion Online/recorded reporting Film showing / Video presentation Online/recorded demonstration	**Formative:** Graded Reporting Quizzes Critical Essay Reflection Paper Performance Task

				Summative:
				Major Exam, Performance Tasks
10. Valuing Diversity • Bias and Stereotypes • Dealing with Language Barriers • Inappropriate Job Interview Questions • Protections from Sexual Harassment	3 hours	• Determine the possible biases and stereotypes in the workplace. • Explain why it is important to understand other cultures. • Identify inappropriate job interview questions. • Understand how to deal sexual harassment in the workplace.	Modules via MS TEAMS Research work Online group discussion Online/recorded reporting Online/recorded role play	**Formative:** Graded Reporting Quizzes Critical Essay Performance Task
11. Executive Behavior • Executive and Assistant • Subsidiary Personnel • Setting Standards • Introducing Executive and Assistant • Issues and Concern of Executive and Assistant	3 hours	• Understand the concept of executive behavior. • Demonstrate different proper executions in an executive manner.	Modules via MS TEAMS Research work Online group discussion Online/recorded reporting Online/recorded role play Video Presentation	**Formative:** Graded Reporting Quizzes Critical Essay Performance Task Reflection Paper

Topic	Time	Learning Outcomes	Teaching/Learning Activities	Assessment
12. Career Development • Analyzing Interests and Qualifications • Networking and Other Sources of Job Leads • Job Search Documents • The Job Interview	3 hours	• Analyze personal values, traits, interests, aptitudes, and skills. • Investigate possible job leads. • Present a resume, job application form, and cover letter. • Understand the interview process.	Modules via MS TEAMS Research work Online group discussion Online/recorded reporting Online/recorded role play Video Presentation	**Formative:** Graded Reporting Quizzes Critical Essay Performance Task Reflection Paper
13. Etiquette in the Workplace • Etiquette Among Colleagues • Facilities for Employees • The Restroom • Office Space/Tables • Dining Etiquette • Billing and Tipping	3 hours	• Understand the concept of etiquette in the workplace. • Determine and execute the proper etiquette in the workplace. • Inspect a workplace environment through office visit. • Interview a professional.	Modules via MS TEAMS Research work Online group discussion Online/recorded reporting Online/recorded role play Video Presentation	**Formative:** Graded Reporting Quizzes Critical Essay Performance Task Reflection Paper **Summative:** Major Exam, Performance Tasks

FINAL COURSE OUTPUT (PROJECT-BASED)

- Office Visit concerning the workplace environment
- Interview with professionals (with guide questions)
- Submission of Activity Compilation

CRITERIA	Setting and Achieving Personal and Professional Career Goals 20%	Engagement in Learning and Development 20%	Demonstrating Accountability 30%	Demonstrating Professionalism 30%
	- Demonstrate initiative and resourcefulness with self-advocacy for academics, personal, social, financial, and career support. - Engagement in career decision-making process, maintaining and completing of personal portfolio. - Accuracy and self-assessment in articulating one's work/performance - Using career assessment tools to confirm areas of interest, skills, and values	- Commitment to inquiry and learning within academic and community setting. - Attending information to help with program and career decisions. - Striving for excellence by submitting task exhibiting professionalism. - Interpersonal relationship with peers	- Assuming responsibility of his/her actions and outcomes - Demonstrates accountability in all aspects in the workplace and professional expectation in the field and service commitment .	- Collaborates with a diverse population in the workplace - Working successfully as part of a group to complete task/project - Showing interest and respect for others idea - Respond appropriately in formal and informal settings.

GRADING SYSTEM

Prelim to Tentative Final Grade:

Conception Activities	-	10%
Performance Tasks	-	40%
Quizzes	-	20%
Major Exam	-	30%
Total		**100%**

Prelim Grade = grade computed for the prelim period
Midterm Grade = grade computed for the midterm period
Tentative Final Grade= grade computed for the final period
Final Grade = 25% of Prelim + 25% of Midterm + 50% of Tentative Final Grade

Passing rate: 40%

LEARNING MATERIALS

- Adam Sferra, Mary Elizabeth Wright, Louis A. Rice (1971), Personality and Human Relations, Gregg Publishing Division McGraw-Hill Book Company, Inc. ISBN 971-08-1205-X
- Ann Masters & Harold R. Wallace – Personal Development for Work and Life (2010). Cengage Learning.
- David Megginson, Vivien -Whitaker Continuing Professional Development
- Ethel Magalona, Evelyn Salting-Sadsad, Elaine Magalona (2015), Personality Development: A Scientific Perspective, Mindshapers Co., Inc. Rm. 108, Intramuros Corporate Plaza Bldg., Recoletos St., Manila, ISBN: 978-621-406-047-4.
- Gabriel Diaz-Maggioli -Teacher Centered Professional Development
- Pedrajas Teresita P., Personality Enrichment Program

Prepared by: **Carmelo James D. Apale**	Noted by: **Mitzi S. Fortich, MBA, MIS**
Faculty	Program Head
Date: November 15, 2019	Date:
Approved by:	
Director	
Date:	