

Secretarial Studies

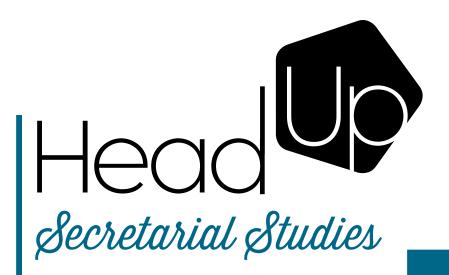
LEARNING GUIDE

960-733



## COORDINATING MULTIPLE TASKS

24
SOFAD



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24



### **COORDINATING MULTIPLE TASKS**

This learning guide was published by the SOFAD (Société de formation à distance des commissions scolaires du Québec).

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The role of secretary-receptionist is traditionally one that is filled by a woman. For this reason, feminine forms (she, her) have been used in the guide where appropriate. This choice was made in the interest of readability and is not intended to reflect any prejudice.

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# INTRODUCTION

The competency *Coordinating Multiple Tasks* is part of the program of study for a DVS (diploma of vocational studies) in Secretarial Studies. The program is divided into 25 competencies representing a total of 1485 hours of training.

Code	Number	Competency	Duration (h)	Credits
960-501	01	The Occupation and the Training Process	15	1
960-515	02	Proofreading	75	5
960-526	03	Word Processing	90	6
960-534	04	Quality of Written English	60	4
960-544	05	Customer Service	60	4
960-554	06	Document Management	60	4
960-562	07	Producing Spreadsheets	30	2
960-572	08	Designing Presentations	30	2
960-584	09	Business Texts in English	60	4
960-596	10	Accounting Operations	90	6
960-605	11	Business Correspondence	75	5
960-613	12	Creating Databases	45	3
960-623	13	Handling Cash	45	3
960-635	14	Translation	75	5
960-644	15	Producing Tables and Charts	60	4
960-656	16	Visual Design of Documents	90	6
960-666	17	Business Texts in French	90	6
960-672	18	Digital Media	30	2
960-833	19	Interacting in French	45	3
960-695	20	Following Up on Business Correspondence	75	5
960-704	21	Meetings and Events	60	4
960-714	22	Producing Reports	60	4
960-722	23	Technical Support	30	2
960-733	24	Coordinating Multiple Tasks	45	3
960-746	25	Entering the Workforce	90	6

One credit corresponds to 15 hours of training.



### PRESENTATION OF THE LEARNING GUIDE

The general competency *Coordinating Multiple Tasks* is one of the 25 competencies covered in the Secretarial Studies vocational program. The educational aims of the program are to maintain and promote the quality of English, improve the quality of customer service, develop learners' desire to improve their knowledge of technological tools, and develop their sense of autonomy and initiative.

Secretaries today are trained to work independently yet play an integral role in any management team. They are indispensable assistants to managers and professionals, handling a variety of files and assuming multiple responsibilities. The competencies required to meet the needs of modern organizations are numerous and increasingly varied.

This learning guide will help you develop your competencies in coordinating multiple tasks. You will learn, among other things, how to produce a work schedule to plan the performance of your tasks and to use Microsoft Word software functions that will help you increase the efficiency of your work.

This guide is a tool for developing your ability to plan your tasks in order to maximize your performance and the efficiency of your work. You will coordinate the execution of several tasks in a simulated context where you will play the role of a secretary. You will receive several requests, such as producing PowerPoint presentations, advertising posters, a newsletter, reports, as well as writing résumés, forms and letter templates, procedures, agendas, and minutes. You will also be required to perform a mail merge and format various documents using databases. You will perform these tasks in a limited time and according to priorities.

### **WORK SITUATIONS**

This guide consists of three work situations (WS) that will not only lead you to acquire new knowledge but teach you to apply it with ease and use it skillfully. Each situation follows the same structure. First, you read about the work context and the assignment you must carry out. Next, you embark on a series of engaging and motivating tasks. Each task is presented in a dynamic and motivating way. You will be guided step by step through each task. The ideas, techniques, rules and concepts will be explained in detail and supported with multiple exercises to ensure that you acquire this new learning. All the answers to the exercises are in the answer key, at the end of the guide.

### **EVALUATION OF LEARNING**

This guide includes two scored activities, presented in separate booklets that have been provided with the guide. You can also download them from the **portailsofad.com** website. You will find all the information you need in your guide when you reach the appropriate stage for evaluation.

Scored activities must be submitted for correction and grading. You will hand them in to your teacher if you are taking the course in an education centre, or you will send them to your tutor if you are registered for distance learning. In either case, the corrected document will be returned to you.



Scored activities are an excellent way for you to identify areas of difficulty so that you can work to overcome them. The last scored activity in the guide was developed following the same criteria as those of the final evaluation for the course. It therefore serves as a realistic practice test for the official final examination, which will take place under supervision in an adult education centre.

### **REQUIRED MATERIALS**

The materials for this course include the following:

- the learning guide and answer key
- · two scored activities
- access to the portailsofad.com website
- documents pertaining to Situations 1, 2 and 3 (available on the portailsofad.com website)

### RECOMMENDATIONS FOR SUCCESS

We recommend that you do all the exercises in the learning guide as well as the two scored activities provided. Carefully compare your answers with the answer key and, if necessary, review content to make sure you fully understand it before going on to the next task.

If you have questions, do not hesitate to ask your teacher or tutor for explanations.

The course is estimated to take approximately 45 hours to complete. Set up a study schedule that takes into account your needs as well as your obligations: family, work or other responsibilities. Follow the schedule you have set as closely as possible.



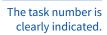
### **OVERVIEW OF THE LEARNING GUIDE**





The total length of all the situation tasks includes the scored activity, if applicable.

### **Situation Highlights**



Analyzing Requests and Collecting relevant Information

Every Friday afternoon, your bosses, Robert and Sophie, send you their requests for the following week. You must read the requests carefully, make sure you understand them properly and collect all the information you need to carry them out.

Analyzing a request means that you must understand the work and recognize the relevant elements. There are severe pany, and your bosses sometimes s or for which inform functions the organi

**TASK 1.4** 

TASK 1.1

# Planning and Performing Tasks

The last task presents a situation that is similar to what can happen if you are the secretary of Groupe RHE. You will need to coordinate multiple tasks, make good planning, and execution decisions based on requests and instructions.

 $oldsymbol{A}_{ ext{t 1 p.m., when you return from lunch, you have several tasks waiting for$ you. You will need to plan and perform them before you finish your usual day at 5 p.m.





COORDINATING MULTIF

Go to portailsofad.com and download the files listed under: documents/situation 1/question 11:

- 01\_task\_table
  - 02\_notes\_cv\_sbisson
  - 03\_instructions\_ppt

Make sure you save these files to your workstation so you can access them throughout the activity. Read the content of these files.

a) Read the requests and directives on the following page, then use the workbook (01\_task\_table) to fill in the table, prioritizing the tasks to be performed.

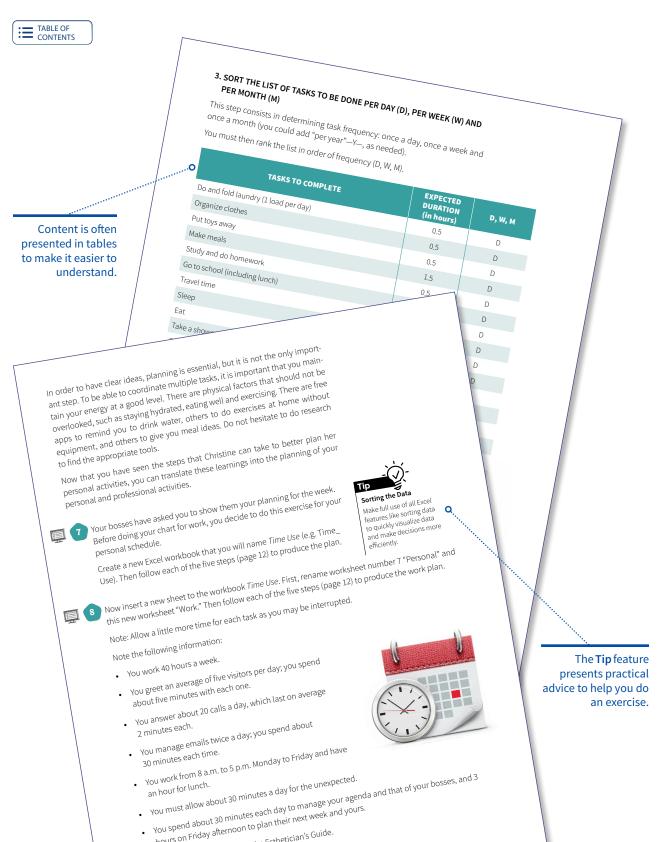




This pictogram indicates that you must download documents from portailsofad.com.





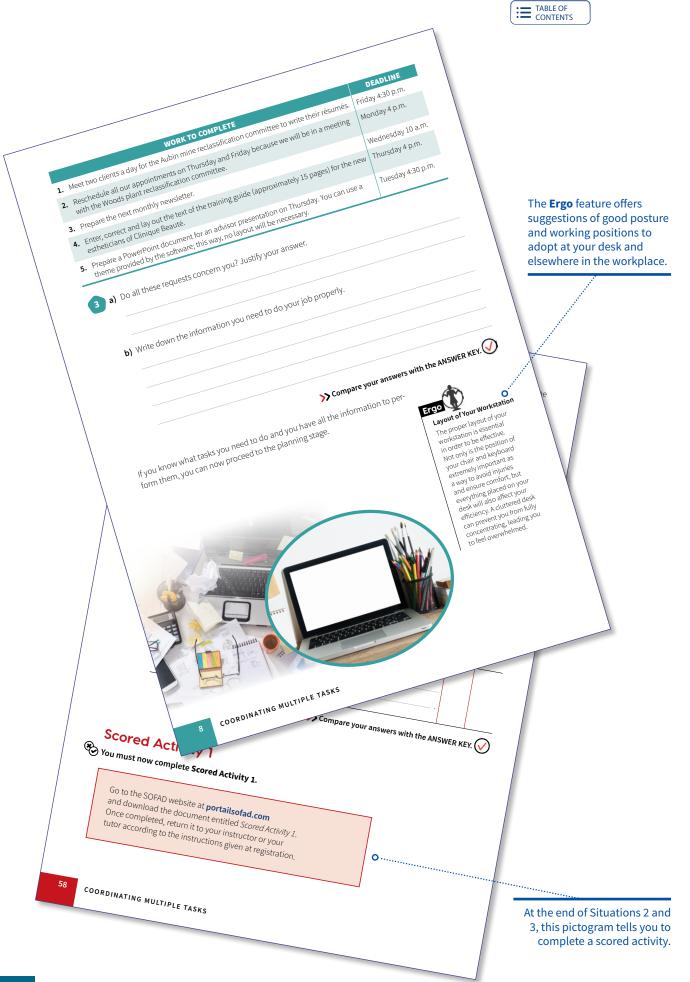


- hours on Friday afternoon to plan their next week and yours.
- You have 7 hours to create the Esthetician's Guide.
- You have 3 hours to produce the newsletter.
- $_{\mbox{\scriptsize YOU}}$  have 2 hours to complete the PowerPoint presentation.
- Rescheduling your bosses' appointments takes about 25 minutes.



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# COORDINATING MULTIPLE TASKS

### A LEARNING GUIDE FROM THE COLLECTION

With the Head learning guides, students acquire competency through authentic work situations so that they are ready to deal with the demands and needs of the labour market.

The *Coordinating Multiple Tasks* learning guide is fully compliant with the vocational programs in secretarial studies (DVS 5357) in the training sector of administration, commerce and computer technology.

As students perform the assigned tasks, they acquire elements of the competency *Coordinating Multiple* 

### Tasks:

- planning tasks
- ensuring efficiency and quality of work
- tracking the completion of tasks
- ne Coordinating Multiple Tasks learning guide consists of three work situations:
- Planning Tasks
- 3 Ensuring Efficiency and Quality of Work Tracking the Completion of Tasks

Discover our new Head series: stimulating learning resources for contextualized training that promotes success both at school and in the workplace.

The learning guide and the answer key (PDF), as well as complementary digital resources, are available online at **portailsofad.com**.



