

STATE DEPT

Program	FY-1979						FY-1980						FY-1981						Length of Course
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
SCHOOL OF PROFESSIONAL STUDIES (Cont'd)																			
<u>CLERICAL TRAINING</u>																			
Basic Office Skills and Techniques (K101)	7	...	18	8 days 20 hours
Foreign Service Secretarial Training (K102)	30	...	24	...	19	11	...	7	...	2	28	...	22	...	17	...	5 days
Word Processing Techniques (K103)	Course held on weekly basis except for holiday weeks																	4 1/2 days 35 hours	
Management Skills for Secretaries (K104) (off-site)	22	2 days
OCR Telegram Preparation (K105)	As Applications Warrant																	4 hours	
Dictation and Transcription Workshop (K110)	11	15	9	10 weeks 60 hours
Passport Workshop (K112)	As Applications Warrant																	1/2 day	
"How to Communicate by Letter and Memo" for Secretaries (K113)	18	25	13	16	8 days 24 hours
Human Relations and Secretarial Office Procedures (K114)	10	...	12	20	22	8 days 20 hours
\$15 ✓ The Art of Dictation Workshop (K115)	6	10	7	12	16	7	18	8	7	18	23	20	11	8	19	3 hours
Foreign Service Local Clerical Training (K118)	As Applications Warrant																		

HUMAN RELATIONS AND SECRETARIAL OFFICE PROCEDURES (K114) (8 days - 20 hours)

This workshop is designed for secretaries and stenographers at the GS-6 (FSS equivalent classes) and above levels who at present have office-manager type responsibilities, or for those exhibiting or expressing interest in assuming such responsibilities. The workshop is concerned with helping the secretary to identify and cope with the human aspects of the position while at the same time maintaining or increasing the high level of production in the office. Specific areas of concentration include: determining how a secretary perceives his or her personality, ability, and career goals; how the secretary related to people at all levels; identifying games people play; how to cope with identifiable human relations problems. Role-playing, work projects, and lecture-discussions constitute some of the instructional techniques. Participants should complete the workshop with a better understanding or improved concept of themselves and of work which should result in greater job dignity and improved levels of office performance and production.

THE ART OF DICTATION WORKSHOP (K115) (3 hours) ✓ **STATE DEPT.**

A workshop designed for supervisors who now make use of or are interested in using dictating equipment. Some of the techniques covered in these sessions include: basic principles of dictation; based types of dictation; and practice exercises. **COST: \$15.00**

BEGINNING STENOGRAPHY (K119) (10 weeks - 60 hours)

This course is designed for employees who have little or no shorthand but who with a mastery of stenography would be more productive in their present jobs or would be eligible to move into positions requiring the skill. The Gregg Shorthand system, Diamond Jubilee Series, is taught. In this course emphasis is given to mastery of basic shorthand theory as demonstrated through the ability to read and write shorthand outlines fluently and accurately. Satisfactory completion of the course is the ability to take dictation of familiar materials at a minimum rate of 60 words a minute. Students completing this course will be expected to enroll for Intermediate Stenography.

INTERMEDIATE STENOGRAPHY (K120) (10 weeks - 60 hours)

This course is designed for employees who have a reading and copying knowledge of shorthand skill but who with a mastery of stenography would be more productive in their present jobs or would be eligible to move into positions requiring the skill. The Gregg Shorthand system (Simplified and Diamond Jubilee Series) is taught. In this course emphasis is given to the mastery of basic shorthand theory as demonstrated through the ability to read and write shorthand outlines fluently and accurately. Techniques for rapid and accurate transcription will be developed including effective use of materials used in making corrections and the proper use of reference manuals. Emphasis will also be placed on the correct application of rules of grammar, spelling, punctuation, and word usage necessary in the production of business papers which meet office standards. Satisfactory completion of the course is the ability to take dictation of new materials at a minimum rate of 70 words a minute. (More than 50% usually quality at 80 words a minute for Civil Service certification). Students who may not qualify for Civil Service certification will be expected to enroll in Dictation and Transcription or Advanced Stenography.

ADVANCED STENOGRAPHY (K121) (10 weeks - 60 hours)

This course is designed for employees who have a knowledge of shorthand and whose jobs require stenography and who by upgrading their skills could become more productive in their present jobs or would be eligible to move into other positions requiring the skill. Emphasis is given to developing speed and accuracy in the construction of basic shorthand outlines through the review of the shorthand theory and dictation of new materials. Particular emphasis is given to development of a shorthand vocabulary related to the work of the Department of State and other Government agencies. Techniques for rapid and accurate transcription are stressed including correct use of grammar, punctuation, materials used in making corrections, and the efficient use of references. Satisfactory completion of the course is the ability to take dictation of new materials at rates in excess of 80 words a minute. Proficiency in machine transcription

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ORD-344-80

20 March 1980

MEMORANDUM FOR: Chairman, Career Service Panel
FROM : Chairman, ORD Management Advisory Group
SUBJECT : Agenda Item for May CSP Meeting

1. It is requested that the following item be placed on the agenda for discussion at the May Career Service Panel (CSP) Meeting.

2. It is the recommendation of the ORD MAG that in order to update skills of secretaries in ORD, to improve their potential, the following courses be made available to them with the concurrence and approval of the Career Service Panel. These secretarial courses are being offered at the State Department here in Rosslyn for a ten week period, 1 1/2 hours per day, 4 days per week. The attached copies give more detail regarding the goals of the offered courses:

Beginning Stenography
Intermediate Stenography
Advanced Stenography

3. ORD secretaries should be encouraged to attend these courses, either as an introductory course or for keeping existing skills up to date. There have been frequent complaints that secretaries who have passed the Agency test in stenography are never given a chance to use those skills. This course would be an excellent opportunity for a brush-up on skills as well as teaching shorthand to novices.


Chairman, Management Advisory Group

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Attachments:
As Stated

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