

## DSE (Stream)- Modern Office Management

### Executive Assistant Skills

| Course title & Code        | Credits | Credit distribution of the course |          |                        | Eligibility criteria | Pre-requisite of the course (if any) |
|----------------------------|---------|-----------------------------------|----------|------------------------|----------------------|--------------------------------------|
|                            |         | Lecture                           | Tutorial | Practical/<br>Practice |                      |                                      |
| Executive Assistant Skills | 4       | 3                                 | 0        | 1                      | Pass in Class XII    | NIL                                  |

#### Learning Objective:

This course equips undergraduate Commerce students with a blend of traditional shorthand, transcription, AI-assisted office tools and professional communication skills required for entry-level executive assistant roles in modern organisations.

#### Learning Outcomes:

After completion of the course, learners will be able to:

1. Apply Pitman shorthand fundamentals and contemporary note-taking methods to record business communication accurately and efficiently.
2. Transcribe shorthand notes and audio recordings into well-formatted business documents observing standard punctuation and layout rules.
3. Use AI-assisted tools for drafting correspondence, generating meeting summaries and managing schedules while critically evaluating their output.
4. Demonstrate professional oral and written communication skills appropriate for executive support functions including email, telephone and video-call handling.
5. Prepare a work-ready portfolio comprising a resume, cover letter and sample office documents reflecting competence in executive assistant skills.

#### Course Contents:

##### Unit 1: Shorthand Fundamentals & Modern Note Taking (12 hours)

Pitman Shorthand-brief review of essential strokes, consonants, vowels and logograms. Gramalogues and short forms in common business use. Circles, loops and small hooks for speed writing. Phraseography for frequently used business expressions. Speed building exercises. Alternative note-taking methods-Cornell method, mind mapping, symbol-based personal shorthand for meetings. Comparison of traditional shorthand with contemporary speed-writing systems.

##### Unit 2: Transcription Skills & Document Preparation (11 hours)

Principles of accurate transcription from shorthand notes and audio recordings. Punctuation, paragraphing and formatting rules during transcription. Transcription of business letters, office orders, memorandums, notices, agenda and minutes of meetings. Structure and layout of formal documents-different styles of business letters, circulars and reports. Proofreading and editing transcribed

documents. Speed targets on computer for transcription. Use of MS Word for document formatting-styles, track changes, mail merge, table of contents, footnotes and endnotes.

### **Unit 3: Technology Assisted Office Tools for Executive Assistants (11 hours)**

Introduction to Artificial Intelligence (AI) in the modern office. Speech-to-text tools-using built-in dictation features in MS Word, Google Docs, Google Sheet, Google Form. Mobile applications for transcription. AI writing assistants-drafting and polishing emails, letters and reports using tools such as Copilot or similar assistants; understanding prompts and reviewing AI-generated output critically. AI-powered meeting tools-automated meeting summaries, action-item extraction and transcript review for accuracy. Scheduling and calendar management using AI-assisted tools. Data organisation-using AI features in spreadsheets for sorting, summarising and presenting information. Ethics and limitations of AI, accuracy concerns, confidentiality of dictated content, and the importance of human verification of all AI output.

### **Unit 4: Professional Communication & Executive Support Skills (11 hours)**

Oral and written communication skills for executive assistants. Email etiquette-structure, subject lines, reply conventions and managing correspondence on behalf of a senior. Telephone and video-call handling- taking messages, scheduling calls and preparing briefing notes. Diary and travel management-drafting itineraries, booking confirmations and coordination memos. Handling confidential information-professional discretion, data privacy basics and office ethics. Preparation of presentations using MS PowerPoint-slide design principles, inserting charts and smart art, speaker notes. Introduction to professional portfolio building-resume, cover letter and a sample work portfolio for executive assistant positions.

### **Practical Exercises (30 hours):**

The learners are required to:

1. Write shorthand outlines for a given set of 50 business phrases and grammalogues, and transcribe them accurately on computer within a stipulated time.
2. Listen to a three-minute recorded business meeting and produce a structured transcript with agenda, key discussion points and action items using MS Word.
3. Use a speech-to-text or AI writing tool to draft a formal business letter from bullet-point instructions, then proofread and correct the output independently.
4. Prepare a complete travel itinerary and a set of meeting documents- notice, agenda and minutes for a simulated executive's two-day official tour.
5. Compile a one-page resume, a cover letter for an executive assistant position and one sample formatted office document as a starter professional portfolio.

### **Suggested Readings:**

- Baugh, L. S., Fryer, M., & Thomas, A. (2007). *How to Write First-Class Business Correspondence*. Mc Graw Hill Education.
- Bhatia, D. P., & Sangal, S. S. (1996). *Principles of Typewriting*. Delhi, India: Pitman S.S. Publications.
- Bhatia, R. C. (2018). *Principles of Short-hand Theory*. Delhi, India: G. Lal & Co.
- Bovée, C. L., & Thill, J. V. (2022). *Business Communication Today* (15th ed.). United States: Pearson Education.
- Google. Google Workspace Learning Centre. Retrieved from <https://workspace.google.com/learning-centre>
- Jain, H. C., & Tiwari, H. N. (2021). *Computer Applications in Business* (6th ed.). Delhi, India: Taxman Publications Private Limited.
- Kuthiala, O. P. (1998). *Graded Dictation Exercises on Shorthand Made Easy*. Delhi, India: Pitman S.S. Publications.

- Rentz, K.&Lentz,P. (2013). Lesikar's Business Communication: Connecting in a Digital World. Irwin Professional Pub.
- Microsoft. Microsoft Copilot Documentation and Learning Modules. Retrieved from <https://learn.microsoft.com/en-us/copilot>
- Monthly Magazines (2022). Sir Kailash Chandra's Shorthand Transcriptions, Vol. 1–24.
- Pitman, I. (2022). Pitman Shorthand Instructor and Key. Delhi, India: Pearson Education Ltd.
- Rouhiainen, L. (2018). Artificial Intelligence: 101 Things You Must Know Today About Our Future. United States: Amazon KDP.
- Sharma, R. C., & Mohan, K. (2020). Business Correspondence and Report Writing (5th ed.). New Delhi, India: Tata McGraw-Hill Education.
- Thrope, E. (1992). A Handbook of Commercial Phraseography. Delhi, India: Pitman S.S. Publications.
- Thrope, E. (1998). 2000 Common words reading and dictation exercises. Delhi, India: Pitman S.S. Publications.

**Note: Students are advised to use the latest available versions of MS Office (Word, PowerPoint and Excel), Google Workspace (Docs, Sheets and Meet) and any current AI writing assistant such as Microsoft Copilot or equivalent tool.**

**Note: Suggested readings will be updated by the Department of Commerce and uploaded on the Department's website.**

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