

Working Smarter: Using Technology to Your Advantage

Course Overview

Rudeness in the workplace is increasing to the level that universities are studying it. Everyone is busy, everyone is stressed, and most people take it out on their colleagues at one time or another. We've all been in a situation where we need to print something ASAP and someone has left the printer jammed, or we need coffee and the coffeepot is empty. Technology is supposed to make life easier and simpler, but most managers find themselves cleaning up the messes caused by too many gadgets. This course will show you how to leverage technology to work smarter, not harder.

Learning Objectives

- Make your workplace a technology-friendly place
- Make the most of computers, telephones, instant messaging, e-mail, contact management applications, and scheduling software
- Communicate better with the IT department
- Make the best software and training choices
- Set an IT budget
- Set expectations and responsibilities for security and privacy
- Keep employees safe and healthy
- Develop and implement a system usage policy
- Implement policies for dealing with company property
- Decide whether or not employees should telecommute
- Make telecommuting work
- Deal with workplace rage
- Address technological issues

Course Outline

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| 1. Session 1: Course Overview | Upgrading Software |
| Learning Objectives | Stretch! |
| Pre-Assignment | Staying Focused |
| Pre-Course Assessment | Case Study |
| 2. Session 2: Technology-Friendly Workplace | Have Fun With It! |
| Tips and Tricks | 4. Session 4: Communicating with the IT Dept. |
| Tips for Employees | Communicating with IT |
| Tips for Managers | 5. Session 5: Choosing Software Wisely |
| Ten Easy Ways to Use Technology to Make Work Fun | The Three-Step Process |
| Acme Consulting | About Upgrading |
| 3. Session 3: Conquering Computers | Upgrading Checklist |
| Setting Expectations | Acme Consulting |

- Case Study: Tom's Options
- Questions
- 6. Session 6: Technical Training
 - Types of Training
 - Training Tip
- 7. Session 7: Setting an IT Budget
 - Budget Basics
 - Step One: Preparing a Draft
 - Costs to Consider
 - Step Two: Looking at Reality
 - Step Three: Finalizing the Budget
 - An Alternative Approach
 - The Shrinking Budget
- 8. Session 8: Security and Privacy
 - An Employee's Rights
 - Doing Your Part
 - An Employer's Rights
- 9. Session 9: Uncontrolled vs. Controlled Networks
 - Two Network Types
 - Uncontrolled Networks
 - Controlled Networks
 - About Restricting Internet Access
- 10. Session 10: Ergonomics
 - What is Ergonomics?
 - Stretch!
- 11. Session 11: System Usage Policies
 - What is a System Usage Policy?
 - Topics to Cover
 - Tips for Success
 - Sample Internet, E-Mail, and Computer Usage Policy
 - Acme Consulting
- 12. Session 12: Taking Care of Company Property
 - Basic Rules of Etiquette
 - The Employee's Role
 - Making Connections
- 13. Session 13: Time-Saving Tools
 - E-Mail Applications
 - Tips and Tricks
 - E-Mail Etiquette
 - A Word about Attachments
 - Scheduling Applications
 - Tips and Tricks
 - Contact Management Applications
- 14. Session 14: Telephone Etiquette
 - Basic Tips
 - Voice Mail
 - Leaving Messages
- 15. Session 15: Instant Messaging
 - Instant Messaging Etiquette
 - Understanding Acronyms
- 16. Session 16: Telecommuting
 - What is Telecommuting?
 - Possible Disadvantages
 - Preparing for Telecommuting
 - Tips and Tricks
 - A Resource Checklist
 - Other Notes
 - To Telecommute or Not to Telecommute
- 17. Session 17: Workplace Rage
 - Preventing Workplace Rage
 - A Manager's Responsibilities
- 18. Session 18: It's Not Working!
 - Introduction
- 19. Session 19: Policies and Procedures
 - Checklist
 - A Policies and Procedures Checklist
- 20. Session 20: A Personal Action Plan
 - Starting Point
 - Where I Want to Go
 - How I Will Get There
- 21. Summary
- 22. Recommended Reading List
- 23. Post-Course Assessment