Working Smarter: Using Technology to Your Advantage

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 two-day workshop will show participants how to leverage technology to work smarter, not harder.

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

Course Overview
You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Making Your Company a Technology-Friendly Place
To begin the day, we will discuss some ways to encourage staff to use technology. Participants will also try to find some creative solutions to a case study problem.

Conquering Computers
Computers are one of the most popular technological tools, and they can be the most difficult one to manage. We will give participants some ways to make the most of the PC.

Communicating with the IT Department
This session will give participants some tips on how to communicate effectively with Information Technology staff.

Choosing Software Wisely
Purchasing software is usually a big decision. We will discuss a three-step process to help you make that decision. Then, participants will use the process in a case study.

Technical Training
This session will cover some types of training and some tips.

Setting an IT Budget
Some managers are responsible for deciding how much their department can and will spend on technology. We will discuss a few basic steps that will help participants create an IT budget.

Security and Privacy
In this session, participants will work in small and large groups to discuss common issues surrounding computer privacy and security at work.

Uncontrolled vs. Controlled Networks
This session will provide a brief, non-technical overview of how networks work, including how companies can manage Internet access.

Ergonomics
As more workers use computers, Repetitive Strain Injuries (RSI) have increased, and so have employers' expenses. This session will discuss and demonstrate some easy ways that participants can reduce their risk of an RSI.

System Usage Policies
Every organization, no matter how small, should have a policy in place detailing how their technological resources should be used. We will examine the key components of a system usage policy and we will look at a sample policy.

Taking Care of Company Property
During this session, we will discuss some basic rules of technological etiquette. Participants will then practice these skills during a role play.

Time-Saving Tools
This session will look at some ways to use e-mail programs, contact management programs, and scheduling software to make the most of your time.

Telephone Etiquette
This session will cover some basic telephone etiquette tips, including how to make the most of voice mail

Instant Messaging
Instant messaging (also known as IM) has become increasingly popular in recent years. We will look at some IM etiquette and decode some common acronyms.

Telecommuting
High-speed Internet and technical tools makes it possible for many people to work from home. During this session, we'll discuss what telecommuting is, how to decide if telecommuting is right for a particular employee, and how to prepare a worker to telecommute. Participants will then complete a case study.

Workplace Rage
Many people find technology very frustrating. This session discusses the cost of workplace rage, how to manage it, and how to prevent it.

It's Not Working!
So far, this workshop has focused on how supervisors can make their workplace technology-friendly and how they can use technology to make life easier for everyone. However, your plan will run into snags. We'll look at some basic ways that you can address issues. Participants will also have the opportunity to discuss common scenarios and possible solutions.

A Policies and Procedures Checklist
To wrap up the workshop, we'll look at some policies and procedures that you may want to have in place to manage technology efficiently.

Workshop Wrap-Up
At the end of the course, students will have an opportunity to ask questions and fill out an action plan.