



Working Smarter Using Technology

Description: Do you find yourself in these situations? You've agreed to let an employee work from home, but they seem to look at it like a vacation. Meetings are constantly disrupted by cell phones. Instant messaging has taken over the workplace. You need to choose new software for your staff and you don't know where to start. You need to set an IT budget and you don't know where to start. The company's benefits provider is asking you to find a way to reduce workplace injuries; otherwise, they'll have to increase premiums. You've purchased new software and productivity has dropped. Technology is supposed to save us time and make our lives easier, but often it only complicates things. This course is designed to teach you, the manager, how to use technology to your advantage so that you and your staff work smarter, not harder. We'll cover topics like using ergonomics to prevent Repetitive Strain Injuries (RSI); creating policies and procedures to make sure company resources are used properly; the best ways to use time-saving software (including e-mail, instant messaging, contact management software, and scheduling applications); and how to implement and manage telecommuting. We'll also talk about what to do when employees get angry with computers and how to deal with common problems related to technology.

Session One: Course Overview.

Session Two: Making Your Company a Technology-Friendly Place

- Tips and Tricks
- Acme Consulting, Part One

Session Three: Conquering Computers

Session Four: Communicating with the IT Department

Session Five: Choosing Software Wisely

- The Three-Step Process
- Acme Consulting, Part Two

Session Six: Technical Training

- Types of Training
- Training Tips

Session Seven: Setting an IT Budget

- Budget Basics
- The Shrinking Budget

Session Eight: Security and Privacy

- An Employee's Rights
- Doing Your Part
- An Employer's Rights

Session Nine: Uncontrolled vs. Controlled Networks

Session Ten: Ergonomics

- What is Ergonomics?

Session Eleven: System Usage Policies

- What is a System Usage Policy?
- Sample Internet, E-Mail, and Computer Usage Policy
- Acme Consulting, Part Three

Session Twelve: Taking Care of Company Property

- Basic Rules of Etiquette
- Role Play
- Presentations

Session Thirteen: Time-Saving Tools

- E-Mail Applications
- E-Mail Etiquette
- Scheduling Applications
- Contact Management Applications



- Basic Tips
- Gossip

Session Fifteen: Instant Messaging

- Etiquette
- Understanding Acronyms

Session Sixteen: Telecommuting

- What is Telecommuting?
- Preparing for Telecommuting
- To Telecommute or Not to Telecommute

Session Seventeen: Workplace Rage

- Contagious Rage
- Dealing with Workplace Rage

Session Eighteen: It's Not Working!

Session Nineteen: A Policies and Procedures

Checklist

- Workshop Wrap-Up