



Working Smarter: Using Technology

This two-day course will help you teach participants how to:

- Make their 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 their 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



Introduction and Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the session. 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

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

Even if your business doesn't use computers, laptops, or PDAs, almost everyone has a telephone. This session will cover some basic telephone etiquette tips.

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 session 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 session, we'll look at some policies and procedures that you may want to have in place to manage technology efficiently.

Session Wrap-Up

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.