

# Gearing You For Growth

Bursaries | **Business Skills** | Coaching and Mentoring | Computer Skills | E-Learning | Learnerships | Skills Development | Virtual Training

## 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 have 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 delegates how to leverage technology to work smarter, not harder.

### Course Objectives

This two-day workshop will teach delegates how to:

- 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.

### Prerequisite

There are no prerequisites.



## Target

All employees.

## Duration

- 2 Days

## Course Outline

### **Making Your Company a Technology-Friendly Place**

To begin the day, delegates will discuss some ways to encourage staff to use technology. Delegates 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. Delegates will be given some ways to make the most of the PC.

### **Communicating with the IT Department**

This session will give delegates some tips on how to communicate effectively with Information Technology staff.

### **Choosing Software Wisely**

Purchasing software is usually a big decision. Delegates will discuss a three-step process to help them make that decision. Then, delegates 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 delegates create an IT budget.

### **Security and Privacy**

In this session, delegates 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 delegates 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. Delegates 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. Delegates 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. Delegates will look at some IM etiquette and decode some common acronyms.

### **Telecommuting**

High-speed Internet and technical tools make it possible for many people to work from home. During this session, we will discuss what telecommuting is, how to decide if telecommuting is right for a particular employee, and how to prepare a worker to telecommute. Delegates 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. Participants will look at some basic ways that they can address issues. Delegates will also have the opportunity to discuss common scenarios and possible solutions.

### **A Policies and Procedures Checklist**

To wrap up the workshop, we will look at some policies and procedures that you may want to have in place to manage technology efficiently.