

BM-TECH

WORKING SMARTER: USING TECHNOLOGY TO YOUR ADVANTAGE

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
1 Day	Business Introduction	Management & Soft Skills	VILT & ILT	NA

INTRODUCTION

The key to creating a technology-friendly workplace is open-mindedness. Technology is evolving at an ever-rapid pace and it is necessary to be able to consider alternatives even if you're not a person who can easily adapt to change. Technology is supposed to make life easier and simpler, but most managers find themselves cleaning up the messes caused by too many gadgets. This one-day workshop will show you how to leverage technology to work smarter, not harder.

This one-day workshop will teach participants:

- 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 employees should telecommute
- Make telecommuting work
- Deal with workplace rage
- Address technological issues

AUDIENCE PROFILE

This course is intended for business professionals who'd like to make their workplace more technology friendly, make the most of computers, communicate better with the IT Department and much more this course is targeted at people who want to work smarter in the corporate environment.

PREREQUISITES

There are no pre-requisites for this course as it is for anyone looking for techniques on how to work better/ smarter, however a good understanding of English will count in your favour.

COURSE OBJECTIVES

- Making your company a technology-friendly place

- Conquering computers
- Communicating with the IT department
- Choosing software wisely and technical training
- Setting an IT budget
- Security and privacy, including network types
- Ergonomics
- System usage policies
- Taking care of company property
- Time-Saving Tools (including telephone, e-mail, and instant messaging)
- Telecommuting
- Workplace rage
- A policies and procedures checklist

COURSE CONTENT

Lesson 1: Course Overview

- Introduction
- Learning Objectives

Lesson 2: Making your Company a Technology-Friendly Place

- Discussing Some Ways to Encourage Staff to Use Technology. Participants will also Try to Find Some Creative Solutions to a Case Study Problem

Lesson 3: Conquering Computers

- Gives Participants Some Ways to Make the Most of the PC

Lesson 4: Communicating with the IT department

- Gives Participants Some Tips on How to Communicate Effectively with Information Technology Staff

Lesson 5: Choosing Software Wisely & Technical Training

- Purchasing Software is Usually a Big Decision. We Will Discuss a Three-Step Process to Help you Make That Decision

Lesson 6: Setting an IT Budget

- We Will Discuss a Few Basic Steps That Will Help

Participants Create an IT Budget

Lesson 7: Security & Privacy, Including Network Types

- Participants Will work in Groups to Discuss Common Issues Surrounding Computer Privacy and Security at Work

Lesson 8: Ergonomics

- 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

Lesson 9: System Usage Policies

- We Will Examine the Key Components of a System Usage Policy and We Will Look at a Sample Policy

Lesson 10: Taking Care of Company Property

- Discussing Some Basic Rules of Technological Etiquette

Lesson 11: Time-Saving Tools (Including Telephone, Email & Instant Messaging)

- Ways to Use Email Programs, Contact

Management Programs, and Scheduling Software to Make the Most of your Time

Lesson 12: Telecommuting

- Discussing What Telecommuting is, How to Decide if Telecommuting is Right for a Particular Employee, and How to Prepare a Worker to Telecommute

Lesson 13: Workplace Rage

- This session Discusses the Cost of Workplace Rage, How to Manage it, and How to Prevent it

Lesson 14: It's Not Working!

- Looking at Some Basic Ways that you can Address Issues

Lesson 15: A Policies & 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.

ASSOCIATED CERTIFICATIONS & EXAM

There is no exam associated with this course.