

Working Smarter

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. How do we use technology to our advantage, to work smarter instead of harder?

How You Will Benefit:

- Be able 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
- Be able to set an IT budget
- 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 and make telecommuting work
- Deal with workplace rage
- Address technological issues

What You Will Cover:

- ▶ What to do when your technology budget gets cut
- ▶ E-mail etiquette
- ▶ System usage policies
- ▶ How to reduce RSIs
- ▶ Ways to use technology to make work fun
- ▶ Instant messaging acronyms
- ▶ What to do when cell phones take over your meeting
- ▶ How to prevent employees from getting mad at technology
- ▶ What to do when you can't get a problem solved by the IT department

Name of City and Date of Event

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What's Included:

- Instruction by an expert facilitator
- Small interactive groups
- Specialized manual and course materials
- Personalized certificate of completion

TIME: 9am – 4pm. *Prices and dates are subject to change.

Pre-Registration Form:

Working Smarter

Yes Enroll me now

Participant Name (*Please Print*)

Position

Immediate Supervisor

Organization

Organization Address

ZIP _____ Telephone # _____

Fax _____ E-Mail _____

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