DIGITAL EFFICIENCY FOR ADMINISTRATIVE PROFESSIONALS CASE STUDY

DIGITAL EFFICIENCY

FOR ADMINISTRATIVE EXCELLENCE

IN PARTNERSHIP

OFFICE DYNAMICS INTERNATIONAL

Get Control!®
Get More Done

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Digital Efficiency for Administrative Excellence
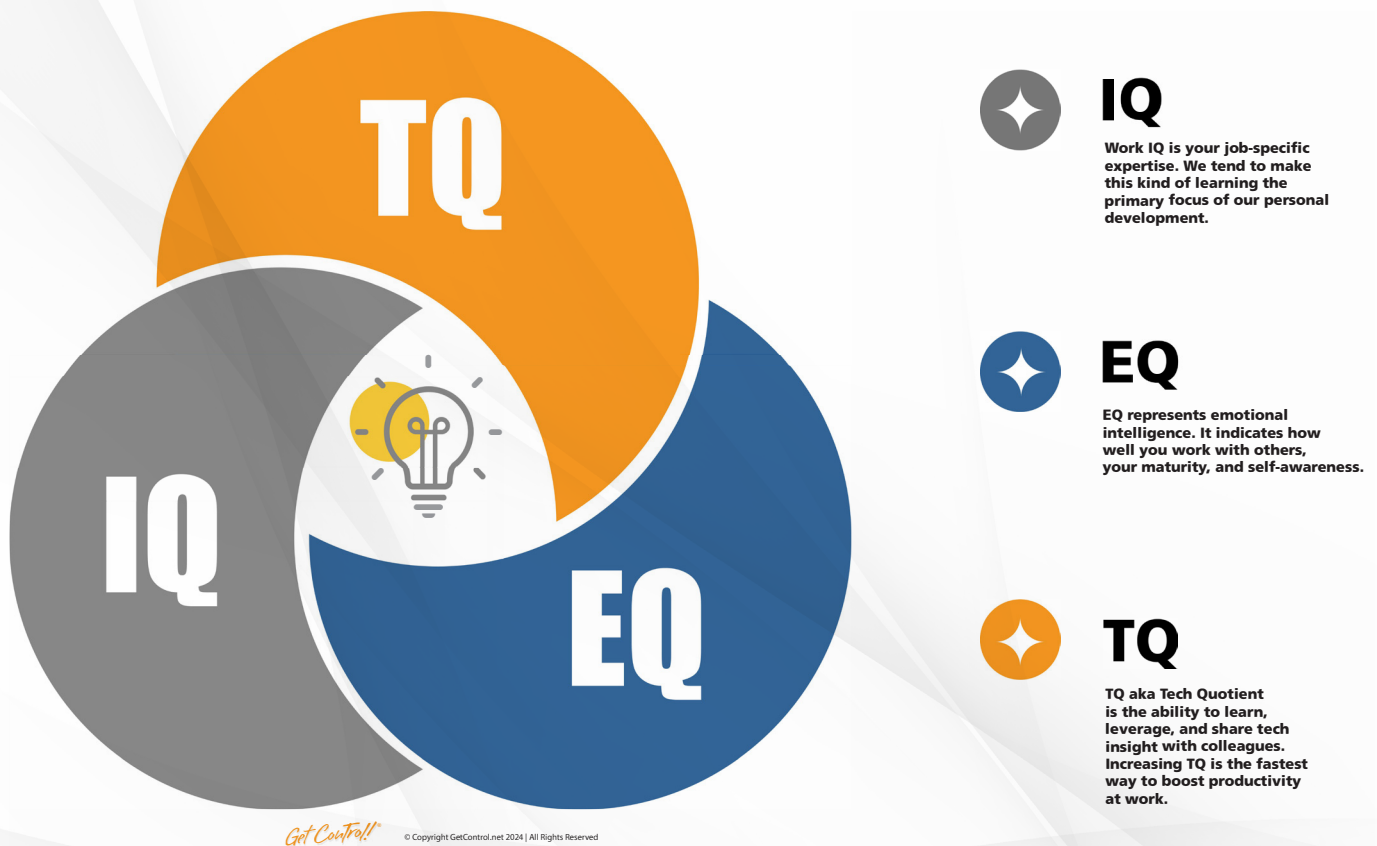
TRAINING DELIVERS STELLAR RESULTS

INTRO

In the ever-evolving landscape of workplace efficiency and competency, Get Control Training (GCT), and Office Dynamics International (ODI) embarked on a pioneering training initiative entitled **Digital Efficiency for Administrative Excellence (DEAE)** to enhance the digital skills of administrative professionals (APs). This case study explores the integration of Get Control Training's Digital Skills Webinars and **Tech Quotient Assessment Tool (TQAT)** with ODI's established Administrative Excellence training programs to create an extremely valuable training protocol that all organizations can leverage to aid the productivity, performance, and peace of mind of their APs.

100% of participants rated the experience as Excellent. Attendees increased productivity by 15% while saving 15 days a year.

BACKGROUND

Digital upskilling has become a priority for almost all organizations worldwide. However, many obstacles and challenges confront organizations striving to elevate tech skills, with Forbes reporting in 2023 that 84% of all digital upskilling initiatives fail.

One way to view the introduction of a six-week technology training series is to visualize ODI's training as boosting work aptitude (IQ) and emotional intelligence (EQ). At the same time, Get Control Training provides the tech proficiency or tech quotient (TQ) component of career development. Therefore, career success can be viewed as IQ + EQ + TQ, as the figure below represents.

IQ

Work IQ is your job-specific expertise. We tend to make this kind of learning the primary focus of our personal development.

EQ

EQ represents emotional intelligence. It indicates how well you work with others, your maturity, and self-awareness.

TQ

TQ aka Tech Quotient is the ability to learn, leverage, and share tech insight with colleagues. Increasing TQ is the fastest way to boost productivity at work.

DEAE

Program Overview

Duration: February 2024 - April 2024

Frequency: Weekly webinars (6 in total with a bonus OneNote session)

Participants: Over 200 administrative professionals – 43 completed pre and post-training TQ Assessments.

Content: Each session combined strategic mindset insights with practical skills for vital digital tools, including Microsoft Outlook, ChatGPT, and Excel.

METHOD OLOGY

Joan Burge, the CEO of ODI, and her team collaborated with Get Control!® to determine the topics, content, and measurement protocols. The program included a blend of live webinars by Mike Song, a best-selling business productivity author, and on-demand resources such as videos, certificates, and handouts. Recordings of each webinar were sent to attendees. Participants were assessed using the Tech Quotient Assessment Tool (TQAT) before and after the webinars to measure their digital skills progress. The assessment categorized participants into one of four tech types, visually represented with blue (pre-assessment) and orange dots (post-assessment) on a scatter plot chart.

RESULTS DEMONSTRATED EXTREMELY POSITIVE IMPACT OF TRAINING

100% Participant Satisfaction

Post-training surveys revealed that 100% of the participants found the experience "An excellent use of my time." Furthermore, 100% of participants would recommend the DEAE program to "all administrative professionals."

Productivity Increased by 14.7%

Participants reported an average productivity gain of 14.7% and a daily time saving of 30.3 minutes. A time savings of 30 minutes daily equates to saving 15 business days annually. Assuming that the average AP's salary is $25 per hour, this equates to a savings of $3,000 per attendee. ($25/hour x 8 hours in a workday x 15 days per year = $3,000).

Digital Skills Improved by 20.7%

The program broke new ground via metrics that flowed from the innovative nature of the TQAT. The TQAT results can be plotted using two measurement components on a four-quadrant XY grid. First, it scores 1-100 based on a participant's understanding of and tendency to share insights from a common tech platform – in this case, Microsoft 365 tools like Outlook, Edge, and Teams. The TQAT measured a 20.7% digital skills growth over baseline for those who completed the pre and post-TQAT.

❯

TQ Profile Evolution

The TQAT also determines another vital characteristic, Tech Type. Different people have different attitudes about technology. The TQAT sorted attendees into four different tech-type profiles (TQPs).

Emerging Techies (66%) tend to avoid or resist technology. As a result, they tend to miss key tech features and rarely share insights with colleagues.

Silo Stars (0%) explore their digital world, often finding powerful techniques that boost their performance. Due to introversion or a lack of incentive, they usually keep these ideas to themselves.

Calm Coaches (15%) are extroverts who enjoy sharing insights. One blind spot for these talented coaches is technology, and as a result, they rarely share tech insights with their colleagues.

Techsperts (19%) are rare but precious employees who enjoy exploring their digital world and sharing what they find with colleagues. One Techspert can influence the performance of hundreds of colleagues.

Through applying TQ principles, strategies, and tech tips, participants shifted from 66% Emerging Techies to 71% Techspert Designation. This represents a tremendous validation of the insights and execution of the TQ program by ODI and Get Control!®. The charts on the following page shows the progress from the baseline.
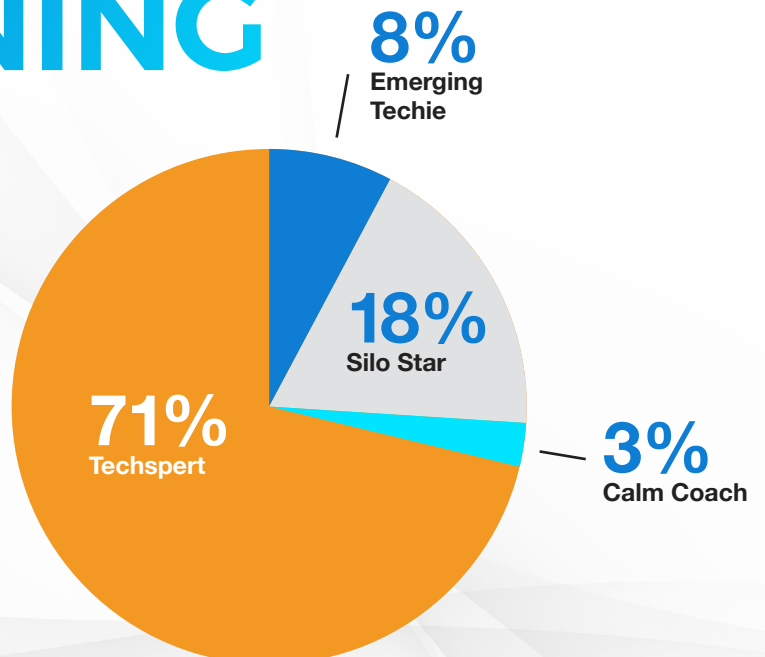

Silo Star

Techspert

Emerging Techie

Calm Coach

PRE TRAINING
TQAT Profile

- 🔵 Emerging Techie
- ⚪ Silo Star
- 🔵 Calm Coach
- 🟠 Techspert

19% Techspert

15% Calm Coach

66% Emerging Techie

POST TRAINING
TQAT Profile

- 🔵 Emerging Techie
- ⚪ Silo Star
- 🔵 Calm Coach
- 🟠 Techspert
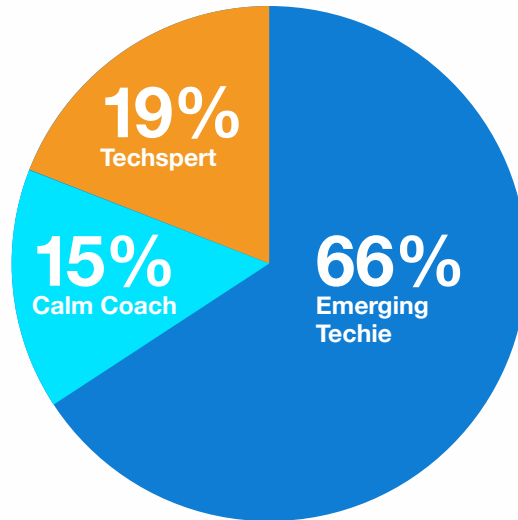
8% Emerging Techie

18% Silo Star

3% Calm Coach

71% Techspert

95% OF PARTICIPANT FEEDBACK WAS EXTREMELY POSITIVE

"This program has drastically streamlined how I manage my workload using Outlook and Excel. Time saved daily is a game changer!"
—Lisa F.

"Essential skills covered. Mike's tips on using ChatGPT for scheduling and email management were eye-opening."
—Candace M.

"The strategic insights combined with practical tech skills have made a noticeable difference. Can't wait to implement more!"
—Brittany R.

"Helpful info, as always. **The use of on-demand videos made it easy to revisit complex tips."**
**—Taylor D.**

"Seeing my TQ score improve on the chart was incredibly satisfying. The practical exercises were perfect."
—Khalid J.

A NEW METHOD FOR VISUALIZING DIGITAL SKILLS TRANSFORMATION

Perhaps the most compelling chart is shown below. It allows team leaders and participants to see actual pre- and post-progress. The ability to gauge one's progress relative to other colleagues is a critical motivator for participants.
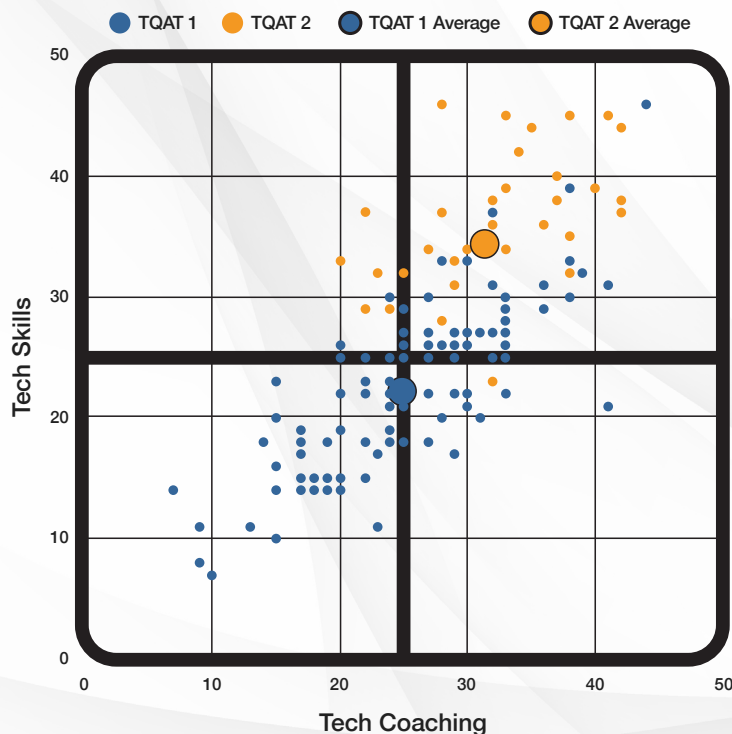
- The blue dots represent the baseline TQAT, and the orange dots represent the post-training assessment.

- The larger dots represent a critical data point: The average TQ score for the entire group.

- One area of improvement for the TQAT process is the challenge of getting participants to retake the assessment.

- The results above apply only to participants who completed the entire TQ Journey: Pre-assessment, Training, and Post Assessment.

- The chart below clearly shows participants' progress as dots move from the lower-left quadrant to the upper-right quadrant.

Conclusion

The collaboration between Get Control Training and Office Dynamics International has set a benchmark for integrating digital training into traditional development programs for administrative professionals. This case study highlights the tangible benefits of such integrative efforts and underscores the necessity of new approaches for boosting digital agility in the modern workplace. Organizations across various sectors should consider similar partnerships to enhance their training outcomes, as demonstrated by this initiative's significant return on investment.

Future Recommendations

This case study is a profound example of how targeted digital skills training can revolutionize traditional training paradigms and significantly enhance the operational efficacy of administrative professionals within the corporate sector.

We recommend that organizations and individuals participate in DEAE programs to keep pace with the rapidly evolving and changing tech environment.

For more information on how your organization and people could benefit from a digital efficiency program, email us at info@getcontrol.net or info@officedynamics.com

Mike Song and **Joan Burge** present at ODI's Conference for Administrative Excellence at the Red Rock Casino Resort & Spa, Las Vegas, 2023.