From the Editor

I have been working at the Boston University Department of Occupational Therapy for 36 years. During this time, I have been teaching in one of my courses, Professional Service Management, the importance of developing a business plan. In fact, working in teams, the occupational therapy graduate students have an assignment to develop a business plan to add occupational therapy services to a local organization. Through the process of writing a business plan, students learn about being patient, focused and to appreciate what makes their profession distinct. When I reflect on this assignment, I feel that many important career skills, in general, can be developed. These skills are:

- Goal setting
- Financial management
- Marketing & promotion
- Communication and negotiation
- Leadership
- Project management and contingency planning
- Delegation
- Time management
- Problem solving
- Networking

I believe we can all benefit from the development and use of these skills in our daily occupations.

This issue of WORK contains 13 articles on a variety of topics, including our monthly section on Ergonomics in a Global World, which are presentations for the 2018 IEA Congress. The title of this article is, How to Integrate Ergonomics into Product Design Through the UCD approach?

We hope that you have been enjoying our webinar series, Learn at WORK. If you missed any of the webinars, you can find the recordings at the Learn at WORK YouTube channel: https://www.youtube.com/channel/UCOJaCXvSg9fPHaFfs48PuQ

Here is the schedule for the upcoming 2019 Learn at WORK webinars:

**Wednesday, April 24, 2019 from 1pm-2pm Eastern Standard Time (EST):**
**With a little help from our friends: Collaborative research partnerships in three workplace-based occupational disease research projects** presented by Dr. Desre Kramer and Emily Haynes.
Registration link: https://attendee.gotowebinar.com/register/3911180955674224130

**Wednesday, May 22, 2019, from 1pm-2pm Eastern Standard Time (EST):**
**More than a job: Career development of individuals with cystic fibrosis** presented by Pablo S. Saldana.
Registration link: https://attendee.gotowebinar.com/register/6460900040982414594

**Wednesday, June 12, 2019 from 1pm-2pm Eastern Standard Time (EST):**
**The efficacy and efficiency of disability management in job retention and job reintegration: A Systematic Review** presented by Dominique Van de Velde.
Registration link: https://attendee.gotowebinar.com/register/8674132286757505795

**Wednesday, August 21, 2019 from 1pm-2pm Eastern Standard Time (EST):**
**Perspectives on the use of a telehealth service-delivery model as a component of school-based occupational therapy practice** presented by Daniel Rortvedt.
Registration link: https://attendee.gotowebinar.com/register/5243087562007142145

**Wednesday, September 18, 2019, from 1pm-2pm Eastern Standard Time (EST):**
**Decent Work, Work Motivation and Psychological Capital: An empirical research** presented by Tânia Ferraro.
Registration link: https://attendee.gotowebinar.com/register/2229869349017379329

**Wednesday, October 16, 2019, from 1pm-2pm Eastern Standard Time (EST):**
**The impact of customer incivility and verbal aggression on service providers: A systematic review** presented by Valentina Sommovigo.
From the Editor

Registration link: https://attendee.gotowebinar.com/register/1164081940462995457

Wednesday, November 27, 2019, from 1pm-2pm Eastern Standard Time (EST):

Job satisfaction and its related factors among dentists: A cross-sectional study presented by Joanna Kobza.

Registration link: https://attendee.gotowebinar.com/register/7542927240404548355

As always, I welcome hearing from you.

Cheers,
Karen

Founding Editor, WORK
Occupational therapist & ergonomist
Kjacobs@bu.edu
blogs.bu.edu/kjacobs/
@WORK_Journal https://www.facebook.com/WORKJournal2016/?fref=ts