

## From the Editor

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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, student 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/UCOJa1CXvSg9fPHaFFs48PuQ>

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

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

As always, I welcome hearing from you.

**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>

Cheers,

*Karen*

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