Organizational Challenges of Workplace Technology/Security

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- It's what EVERYONE wants, right?

- Implementation is easy – and communicating with your employees is even easier, right?

- Changing your processes through policy is a no-brainer for your HR department, of course it is!

- Who doesn't love a disorganized web meeting?!

Organizational Challenges

- Who are your employees?

- Who will be affected? Do your managers have buy-in?

- What are their ages, learning styles, attitudes, current skill sets?

- What do they want vs. what are you providing?

Knowing the answer to these questions will affect how you communicate with your employees in ensuring a smooth transition of new technology.

Do Your Homework First

- Boomers
- Gen X
- Millenials
- Generation "C"
- The Mobile Only User

Are you educating and motivating these employees?

Who Are Your Employees and Why Is This Important?

- What is the technology you plan to implement?

- Will it target a specific department, multiple departments or the entire organization?

- Do you have a plan of attack – in other words, how will you communicate this change in workplace processes?

- Have you assembled a transition team?

- Are your employees adequately trained?

- What if your employees are resistant, how will this be handled?

- How will your day-to-day activities be changed?

Who Will Be Affected?

- Smart phones and iPads – who determines the platform and pecking order?

- BYOD – who weighs in on making this important policy decision?

- Granting access levels – should EVERYONE be able to access ALL the information? Who makes this determination?

What Are Some Challenges?

- Social Media – you want employees to 'LIKE' your Facebook page, but what if they comment, too? Do you remove the comment/discipline?

- Fair Labor Standards Act (FLSA) - when employees work after hours responding to emails, texts, etc. Is this a DO or DON'T?

- Technology issues involved when terminating employees.

More Challenges

- Overcommunication – when your email doesn't get answered in less than 5 minutes, how to handle the person who can ONLY communicate through 15 email exchanges (rather than in-person).

- Conducting meetings and virtual teams – maintaining professionalism and productivity when you can't see your team.

And Some More Challenges

- Log on at least 5 minutes early prior to the call or web meeting – don't waste the others' time by your difficulty logging in.

- Announcing yourself when you enter a call or meeting.

- Placing your phone on mute, if you're working in the background or have potential of background noise (barking dogs, PA systems)

Workplace Technology Etiquette Tips

- Relying on the technology "too much" – is it right for your audience or group?

- Practice your presentation on your communication format – be able to give your presentation without the technology in the event of visual media problems.

- Give the call or web meeting your full attention – don't take calls or constantly excuse yourself. What's more important to you?

Workplace Technology Etiquette Tips

- Don't forward messages without reading them first or fully knowing why you are forwarding it.

- What is your email persona – is it different than in person and why this is important – barking via email, being passive in person.

- Not proofing your text/email and not realizing autocorrect had another plan for you. We have all fallen victim to autocorrect!

Workplace Technology Etiquette Tips

This is a great platform for us to learn from each other.

- What etiquette tips do you recommend for the group?

- What have you found helpful/not helpful with new technology from an organizational perspective?

Conclusion