

# Taming Technology



by I.T. Partners

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Are you drowning in a sea of e-mail, faxes, voice mail and lost computer documents?

Take control of technology, so that it doesn't take control of you.



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The author C. Leslie Charles in her very readable best seller. "Why is Everyone so Cranky?" documents ten inescapable influences of our modern society over the last 50 years that have resulted in cultural crankiness. One of these influences is "computers."



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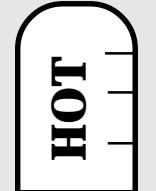
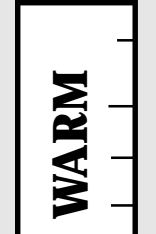
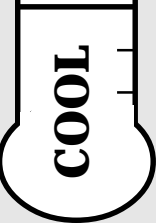
# The Cranky Quiz

1. Do you feel as if you've be left stranded on the shoulder of the information highway?
2. Do you carry a cell phone or pager so people can contact you, wherever you may be?
3. Do you sometimes procrastinate because you know technology (fax, e-mail, overnight delivery) can bail you out?
4. Do you feel outmatched by today's technologically sophisticated products?
5. Are you more inclined to stay in touch with friends who have e-mail than those who don't?
6. Do you spend an hour or more online each day ?
7. Given the choice, are you more likely to do the task in a high-tech manner (machine, power-tool or appliance) rather than low-tech (by hand)?
8. Are you ever inconvenienced by constant product changes, improvements or upgrades?
9. Do unexpected electronic breakdowns make you impatient or cranky?
10. When calling an organization do you get irked at having to interact with electronic voices instead of live human beings?

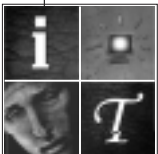


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# Scoring the Cranky Quiz

8 to 10 points		Indicates a raging cranky infection.
4 to 7 points		Indicates a need to slow down.
3 points or less		You're in good shape.

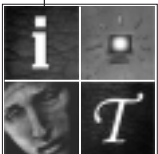
*Courtesy of "Why is Everyone so Cranky?" by C. Leslie Charles 1999*



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# Employee Rage

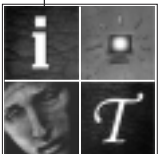
- 42% reported verbal abuse by others.
- 29% had screamed at coworkers.
- 23% had cried over work-related stress.
- 10% had witnessed physical violence.



# Typical Technology Usage

According to a 2001 National Multihousing Council survey conducted on technology , community managers reported:

- 88% have access to a computer.
- 63% have their own e-mail address.
- 92% use the Internet to communicate with the central office.
- 64% use it to gather information on competitors.
- 53% use the Internet to communicate with residents.
- 36% use the Internet to communicate with vendors/suppliers.



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# Typical Technology Usage

And according to the same NMHC survey, residents:

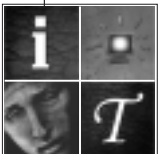
The majority of residents have either a desktop computer (79%) or a laptop (61%) in their home and they spend one to four hours a day on it.

82% spend at least some time on work-related projects and at least 25% spend at least half their time on work projects.

77% of residents have Internet access.

23% of residents have high-speed Internet access and another 45% intend to seek such access.

47% of residents said high-speed Internet access would affect their decision on whether to rent an apartment.



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# Typical Technology Usage

Another survey found that the typical American worker does not fully utilize technology.

78% of computer capacity is unused.

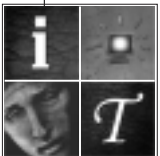
53% of the American workforce can only perform rudimentary functions on the computer.



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# Technology Psychology

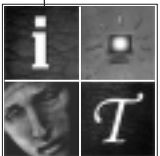
- ◆ Maintain Perspective
- ◆ Sharpen the Saw
- ◆ Develop a Long-term Technology Plan
- ◆ Tackle Technology as a Team



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# Perspective

- ◆ What is technology?
- ◆ What is Moore's Law?
- ◆ What's more important than technology?
- ◆ How fast is the speed of technological change compared with my ability to learn?



# Sharpen the Saw

- ◆ Be specifically aware of your strengths and challenges.
- ◆ Which appliances and applications are most important to you?
- ◆ Focus on fun.



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# Develop a Tech Plan

- ◆ Approach technology decisions strategically.
- ◆ You need to sell and fund a long-range plan.
- ◆ The tech plan should be in writing, referred to and updated regularly.



# Create a Tech Team

(Everyone's on it)

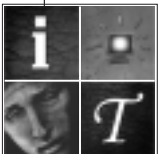
- ◆ Build toward a common vision of the role of technology within your organization.
- ◆ Make technology discussion a regular agenda item.
- ◆ Expand your knowledge base of appliances and applications with assignments according to interest.
- ◆ Create specific depositories of how-to information with informed access.
- ◆ Focus on fun.
- ◆ Coach individuals.



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# Acknowledgements & Additional Resources

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