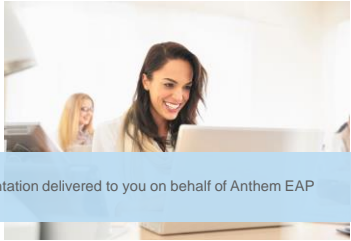


**Communicating in a Tech World**



A presentation delivered to you on behalf of Anthem EAP

AnthemEAP

1

---

---

---

---

---

---

---

---

**Objectives**

- How Do We Communicate in a Tech World Today?
- Millennials in the Workplace
- Growing up in a Tech World
- Knowing When to Use Technology vs. In Person Communication
- Time Management Apps
- Using Technology at Home
- Networking
- Could You Be a Technology Addict?

2

---

---

---

---

---

---

---

---

**Facts**

<p><b>97%</b></p> <p>of Americans have a cell phone</p>	<p><b>85%</b></p> <p>of American adults have a smartphone</p>	<p><b>46%</b></p> <p>of smartphone owners say they "couldn't live without it"</p>	<p><b>52%</b></p> <p>of American adults own an e-reader</p>	<p><b>63%</b></p> <p>of American adults own a tablet computer</p>
---	---	---	---	---

Millennials and Gen Z make up 46% of the workforce

3

---

---

---

---


---

---

---

---

### How Do We Communicate in a Tech World Today?



- E-mail
- Text messaging
- Phone calls
- Zoom
- FaceTime
- Social media
- Smart phone apps

4

---

---

---

---

---

---

---

---

### Millennials in the Workplace

- Millennials work best in teams
- Require frequent feedback
- Strong desire to work with the latest technologies
- Many companies utilize a "blanket communication" strategies
  - Traditionalists prefer the phone or face-to-face communications
  - Millennials may prefer texting over other forms of communication

5

---

---

---

---

---

---

---

---

### Growing Up in a Tech World

- More virtual
  - Where people just one generation before had to physically travel to other countries to speak with one another, millennials only need their phones
- Growing up with 24/7 access to technology
- Less "face to face" contact
- Faster pace
- Gives you ability to work from anywhere
- Prone to leaning on technology to find answers to any and all questions

6

---

---

---

---

---

---


---

---

**When is Technology More Appropriate?**

Yes or no?

- Emotional conversations
- Brain storming
- Scheduling
- Relationship building
- Sharing data and reports
- Creating a record
- Factual
- Deliberation




---

---

---

---

---

---

---

---

7

**When to Use Technology vs. In Person Communication**

<p><b>When to Use Technology</b></p> <ul style="list-style-type: none"> <li>◦ When you need to deliver small pieces of information</li> <li>◦ Direct numerical information</li> <li>◦ To keep a digital record</li> <li>◦ Assign or distribute tasks</li> </ul>	<p><b>When to Communicate in Person</b></p> <ul style="list-style-type: none"> <li>◦ Emotional conversations</li> <li>◦ When you need to read body language</li> <li>◦ To make an impression</li> <li>◦ Talk off the record</li> </ul>
---	--

---

---

---

---

---

---

---

---

8

**Make Technology Work for You**

- Block distracting sites – check corporate policy
- Internet is useful as well as distracting
- Set focus times for emails and phone calls if possible
- Computers, Tablets, Netbooks, Smartphones, iPad, iPhone, makes it easily accessible
- What are some examples of your internet use?
- Make the technology work for you, not the other way around

---

---

---

---

---


---

---

---

9

**Effective Emailing**



- Always answer in a timely manner
- Answer specifically to questions
- Be clear and concise
- Keep your emails organized
  - Folders
  - Categories
  - Flag/separate by color coding

10

10

---

---

---

---

---

---

---

---

**Avoiding Interruption Overload**

- Distraction and interruptions
  - Less customer service
  - Blurred work/life lines
  - Allows flex time
  - Work policy
- Less creativity
- Multitasking
- When to push back
- Feeling overwhelmed

11

11

---

---

---

---

---

---

---

---

**Time Management Apps**

**Todoledo.com**

- Having a single place where all your tasks are permanently stored and easily accessible will allow you to relax, knowing that you won't forget anything

**Wunderlist.com**

- Over 3.5 million people already use Wunderlist to manage tasks, to-do lists, and to get things done. Wunderlist is the best to-do list for you, your team or your family

**Rescuetime.com**

- RescueTime runs in the background on your computer, measuring which applications, websites, or (optionally) documents are being used the most. You have complete control of what (and when) time gets logged

12

12

---

---

---

---

---


---

---

---

**Using Technology at Home**

- Online banking and bill paying
- Online scheduling
- Online time management
- Working remotely
- Planning personal time or events
  - Weekends
  - Vacations
  - Concerts
- Social media to connect with friends and family



13

---

---

---

---

---

---

---

---

13

**Networking**

- Approximately 60-80% of jobs are found online through job boards and networking
- Since Millennials may be new to the job force, networking is a great way to get started and bridge the gap with older generations
- Use sites to network such as:
  - LinkedIn
  - Facebook
  - Twitter
  - Instagram

14

---

---

---

---

---

---

---

---

14

**Anthem EAP**  
is here for you.

Visit the website: [canthemep.com](http://canthemep.com)  
And enter company code: Fulton

Call us: 800-999-7222




---

---

---

---

---

---

---

---

15

QR CODE FOR EVALUATION



16

---

---

---

---

---

---

---

---

16

**THANK YOU FOR PARTICIPATING!**

**Communicating in a Tech World**

**AnthemEAP**

EAP products are offered by Anthem Life Insurance Company, in New York, Anthem EAP products are offered by Anthem Life & Disability Insurance Company, in California, Anthem EAP products are offered by Blue Cross of California using the logo name Anthem Blue Cross. AnthemEAP is a registered trademark. Use of the Anthem EAP website constitutes your agreement with our Terms of Use.

---

---

---

---

---

---

---

---

17