

TEAM BUILDING

Introduction

Putting the "TEAM" back in IT

While, off the bat, it may not seem like a technological issue or an issue of IT security, team building is one of the greatest challenges that tech leaders are facing in today's workplace. As Emin Tatosian of FX HedgePool told Forbes Technology Council, "We must focus on our teams more than ever now that 'work from anywhere' has become the new norm. Maintain team camaraderie by complementing virtual team-building events with regular in-person gatherings whenever possible" (Forbes Tech Council, 2022).

Here and now—yes, today, team building is of the utmost importance, as staff and personnel are no longer only gathered in one office building location, but might work remotely from home, from a café, across the street, across town, across the country, or even halfway around the world. While working remotely offers many opportunities, it also comes with several challenges, specifically regarding accountability and productivity. To shore up the shortcomings of working remotely, it is important not to necessarily come down hard on employees and demand that they return to work in the office or that they check in every five minutes of the day. Rather, the key is to build up your team.

But how can you develop your team, if they're not all in one place at one time all the time? If you're like us at Total Secure Technology, you've got technicians and support personnel in various cities or states, even other countries. What we do to maintain a connection, to build our team, to encourage unity can be found in the following three practices:

1. Establish clear guidelines and expectations
2. Provide the tools teams need to be successful
3. Maintain engagement

Establish Clear Guidelines and Expectations

First, at Total Secure Technology, we make sure to establish clear guidelines and expectations, so that employees, whether near in the office or far in another state, know and understand without a shadow of doubt what they are expected to do accomplish in their work, on the daily, each week, and per month. We do this with total transparency and thorough training. We do this by specifying work hours and specific times that employees should be online. We do this by specifying how often employees should check in. We do this by empowering employees to hold themselves accountable to their work by processing work order tickets with timestamps that are reviewed by others. We do this by providing clear, SMART (Specific, Measurable, Attainable, Realistic, Time-bound) goals for both teams and individual employees. We do this by specifying which means or mode of communication should be used under what circumstances.

Provide the Tools Teams Need to be Successful

Second, it is imperative that an organization's leadership support their employees by providing them with any and all necessary tools in order for them to be successful—whether that be "tools" in the form of training, equipment, hardware, software, or the like. For an organization and its leadership to be successful, the employees must be successful; and for employees to be successful, they must be supported. It may seem obvious the ways in which employees ought to be supported, but you may be surprised when you ask employees

to honestly (even anonymously) give feedback about what they truly need to succeed in your organization.

Part of the support needed for your teams will be establishing reliable communication channels—and that doesn't just mean having a highspeed network connection so that you can instant message one another with lightning speed. It also includes having access to leadership for guidance and direction on issues that come up, having a structure of leadership so that employees know who they can go to when an issue arises. Not simply that, it also includes communication from the top down, both with redirection as well as positive reinforcement: there's almost nothing worse than having employees view leadership as "always" crashing down on them or never acknowledging their hard work. At the same time, there's almost nothing worse than a leader who never calls an employee to account or holds their hand to the fire.

There must be a balance in the communication between superiors and subordinates; and while it's a two-way street, the street is still on a hill, with the leadership at the top, so that they can better cast vision for those below.

Maintain Engagement

Third, maintaining engagement with your team is of the utmost importance. This is your opportunity to connect with employees as well as to connect employees with each other. At Total Secure Technology, we do this by holding regular Teams meetings each day at the end of the workday; this allows employees from other cities and states to join in the call, to be as visible or vocal as they like, and to simply be seen and heard. The power of connection cannot be underestimated. Additionally, we celebrate employees' birthdays, work anniversaries, and other important life events and experiences. We connect regularly throughout the day over Teams instant messaging. We connect over the phone, when necessary, and through email.

None of the things we do are revolutionary in their own right, nor are they new and unheard-of techniques, but combining them together with consistent day-in and day-out connection and communication affords us the opportunity to build our team into one unified unit.

- Nathan Barstad
Marketing Coordinator
Total Secure Technology

Source:

Forbes Tech Council. (2022, April 14). *15 Tech Leaders Share The Top Challenges They're Facing In 2022*. Forbes. Retrieved August 1, 2022, from <https://www.forbes.com/sites/forbestechcouncil/2022/03/24/15-tech-leaders-share-the-top-challenges-theyre-facing-in-2022/?sh=6acd4c141434>

Important Dates

- Beard Day, Saturday, September 3
- Labor Day, Monday, September 5
- Read a Book Day, Tuesday, September 6
- Star Trek Day, Friday, September 9
- Patriot Day, Sunday, September 11
- Talk like a Pirate Day, Monday, September 19
- Start of Fall, Thursday, September 22
- Voter Registration Day, Tuesday, September 27
- Drink Beer Day, Wednesday, September 28
- National Coffee Day, Thursday, September 29

See what **SARAH** says!

“
I have worked in Information Technology for over 5 years. I have been working for Total Secure Technology for 6 months. I love IT because it allows me to be analytical. Technology is always changing and solutions for new and existing technological issues are constantly being discovered. In my free time, I like to spend time with my son and husband -- whether it be watching Netflix or going on an outing with my family.
”



Sarah Wolf
Level 1 Technician



TECH TIMES IT is where we SHINE!

“As a business owner, you don’t have time to waste on technical and operational issues. That’s where we shine! Call us and put an end to your IT security finally and forever!” - **Jon Cooper, CEO, Total Secure Technology**
916.696.7200 • jcooper@totalsecuretech.com



A little about us...

Total Secure Technology has been in the IT security business in various iterations for over the past twenty years, a tried and true team of experts servicing Northern California in the Sacramento, Monterey Bay, and Central Valley areas, assisting small and medium sized businesses with IT support and cybersecurity, in addition to providing outstanding customer service and support to all our customers.



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“Thank you, Sarah, for keeping us running!”
★★★★★
Andy at Vision One Credit Union

“As always, excellent service and work. Thanks, Sebastian.”
★★★★★

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September TechBytes Lunch and Learn: Cybersecurity Training Workshop

Are you tech savvy? Or not so much? Are you looking to grow in your understanding of IT cybersecurity? Or are you a long-term veteran of the IT cybersecurity world? Wherever you might find yourself, come hear from our very own expert CEO of Total Secure Technology, as he expounds upon the importance and relevance of cybersecurity as well as best practices to protect yourself and your business online!

Topics to be covered include the following:

- Cybersecurity
- DNS Gateway Security
- Advanced Inpoint Protection (EDR/MTR)
- Dark Web Monitoring
- Online Security Awareness
- SIEM Analytics Management
- Much much more...as time allows!

Space is limited and time is short, so sign up soon on Eventbrite or via our website!



- 3284 Ramos Circle, Sacramento, CA 95827
- Thursday, September 29, 2022
- 12:00 pm - 1:00 pm