



Notes Template for Moderators - 2018 Business Round Tables
Committing to Continuous Improvement
Nashville, Tennessee; Friday, November 2, 2018, 3:20 to 4:45 PM

Table No. (1 to 13): 13 Topic: Leveraging Technology (Family and Life)
Moderators: V. Barchers, S. Patt

Number of participants at 1st session: 3 Number of participants at 2nd session:

Insert an abstract of the topic here.

Discussion of how leveraging technology affects work/life balance and how technology has changed day to day life in general.

Briefly summarize the ten things from the discussion that were of most interest. This might include points discussed, concerns expressed, lessons learned, advice given, solutions offered, case histories presented, or anything else related to the topic. Expand the boxes as needed.

1	Technology has increased freedom to work effectively in different places. Can save wasted time commuting every day, allows for faster response to client needs.
2	Technology has raised client expectations in negative ways as they get used to being able to reach us at any time. Boundaries are more difficult to sustain. Work hasn't gotten easier, it has gotten faster.
3	Scamming technologies affect work and personal life as cyber crime gets more sophisticated and difficult to detect.
4	Leadership can be challenging when everyone wants to work remotely and face to face interactions are limited. Some attendees are more effective leaders in person than through technology.
5	Technology and social media have made it easier to stay connected to a community regardless of geographical separation.

Summarize the three most important items from the discussion that should be shared with GBA members:

1	Technology in business does not make work easier, it makes it faster. Important to maintain fair expectations with clients.
2	Stay vigilant against scammers and fraud as tactics continue to evolve.
3	Flexible work locations/hours can boost employee satisfaction, but still need to balance the benefits of face to face interactions and mentorship.