

# How to Succeed In Your Job When it Goes High-Tech

Person # 1 - "I heard they are implementing this new software that will reduce our processing cost."

Person # 2 - "Yeah, but it will also reduce head count."

Scene two

Person # 1 - Talking to himself. "I wonder if I will keep my job? What will I do?"

Oftentimes doing a good job is no longer enough. Nowadays, performance could mean, how fast you are able to change or adapt to the introduction of new software or embrace a high-tech system.

## Too Many Tasks, Very Little Time

The common complaint among managers, team leaders and workers is "We are doing too many tasks, at faster speeds and with very little time."

But what is really happening in many instances is that our jobs are being driven by rapid changes in the increasing use of high-tech systems. Our jobs are in continuous transition, in the process of being

improved or being eliminated.

## What to Do When Your Job is Driven by High-Tech Changes

What do we do to succeed in this climate where our jobs are driven by high-tech



systems?

There are two things to bear in mind. First, focus on business results because results are what matter and second, embrace "**game changing technologies**" because inevitably some form of high-tech solution will change our jobs.

## Results Matters

"But I don't see the boost in the bottom-line."

"Ah.. ah".

In spite of the hype of high-tech solutions such as the Internet, Intranets, networks, production, sales and financial information systems - the determining factor for organizational success continues to be results. How effective are we in using these tools to produce lower costs, higher profits, customer satisfaction, higher job productivity, and higher returns for stockholders to name a few. In essence, what matters are the results that your organizations and businesses deem worthwhile.

To create your own niche, you have to stay focused on results while high-tech systems are reshaping your tasks. Pay attention to the business results first and then technology second.

## Understanding the Business Reasons

Technology is only a tool - and embracing technology without understanding the organization and business reasons is dangerous. For example, if you have been assigned the task of finding new ways to reduce direct sales costs or - how to reduce processing time if you are a non-profit or government institution - your first role

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would be that of a results or performance analyst. You first establish the requirements and resulting expectations, then you study the options provided by the different high-tech software or systems.

By the way, there is so much push for deploying high-tech solutions that it is easy to confuse the "hype" and "promises" of technologies for your own end results. Avoid the temptation - especially if you are a technical expert or a provider - to proceed with technology solutions before answering critical results-driven questions.

## Change Your Mindset. Embrace Game Changing Technologies.

Many high-tech solutions like the Internet and networks are "game-changing tech-

nologies". "Game-changing technologies" are tools that change the game and the rules in which we work. They dramatically reduce the cost



and increase speed of producing results. For example,

Electronic procurement systems could redefine the RFQ or request for proposal process. Instead of sending out 5 lbs. of paper and waiting months to receive a response, paperless electronic systems can reduce costs and the Internet could facilitate immediate responses. What is

the impact in your jobs? Inevitably in some form your job will be reshaped by a high-tech method.

## It Doesn't Have to be Bad News - You Can Profit

It does not have to be bad news for you. Whatever the high-tech push is in your job, you want to be among the very first to embrace "game changing" technologies. Anticipate when a "game changing" technology is about to affect your job, change your mindset: don't resist it, but instead understand the rules, play the game and profit from it.

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