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Perhaps one of the most underrated human skills is the ability to ask why and it doesn't occur to most people until they have children. It's such a defining moment going from telling your child not to do something and they nod in compliance, to them asking why they can't do that thing. So of course, you answer. You try to be logical while you make your argument and use terms a child would easily understand. However, their faces look confused with the response they've received. Like you, they too have just been served with a little dose of reality.

Why do we eat? Why do we like different kinds of food? Why do we eat 3 times a day? Why do we have to eat healthy? Why are the things the way they are? Why can't they be different? Why am I even thinking about it? Why can't I stop thinking about it? Why? Why? Why?
You keep digging long enough and you might just fall into the rabbit hole. It's like discovering infinity. You agree and understand its existence yet, cannot simply explain why.

What is Smart Technology and why is it important?

Rather than ask why smart tech exists, I will attempt to analyze what it is. I credit the onset of the 21st century that ushered in a revolution in technological advancement. After coming across an article by Kelly Bowers that explained the meaning of SMART in smart technology, I had a deeper understanding of what it meant. According to Bowers, the word is more of an acronym than an adjective. In essence, "SMART" means "self-monitoring, analysis, and reporting technology". This means any technology that can dispense cognitive awareness to objects that were considered inanimate in the past by implementing the use of artificial intelligence, machine learning, and big data analysis can technically be called SMART. This is important because A.I and smart technologies will come into play in shaping the post-internet phase of innovation. (Bowers, 2019)

Who are smart people and why are they important?

Rather than ask who smart people are, I will attempt to analyze who they are. Before I do that, I would like to give credit to psychologists and the field of psychology for enabling me to have the courage to navigate this topic. Let's look at these 2 questions. Why are you the way that you are? Why are your siblings not the way you are? The fact that you live in same womb with your twin and come out being opposites in psychological profile is worth studying in my opinion.

I believe smart people are people that build smart technologies. I also believe smart people are people who do not understand smart technologies. The next question I

would ask is, why do smart people who understand and create smart technologies make them for people who can't understand them?

Perhaps they do it for money, fame, and power. Perhaps it's an obsession. Whatever the reason, there needs to be a bridge between both parties. This is where product managers come in. So, if I had to define what I think a product manager is in simple terms, I would probably say that a product manager is a person tasked with helping smart people who create and innovate using smart technologies to be understood by smart people who do not understand smart technologies. Of course, it goes way deeper than this but at least it attempts to start putting things into perspective.

As a product manager, effective and efficient communication, leadership, empathy, critical thinking, and proper understanding smart technologies is paramount to your success. There is no way you can build a relationship, fandom, or customer loyalty without communication. Your ability to build rapports with your team of engineers, designers, upper-level management stem from your communication skills. For example, you need to know how to communicate with a design team about how their beautiful product/feature will not be the next new thing after the engineering team explains how impossible or expensive it would be to make. Leadership is also necessary because you're technically no one's boss. A leader, however, can steer a team towards achieving endeavours of significant importance without being anyone's overlord. Imagine you notice poor performance from a team member that usually produces excellent work. As a leader and not a boss, you need to reach out to that individual and try to find out the reason for such performance and help that member in solving that problem. I believe that is a good example of leadership in product management. Empathy is a great skill that only a few possess. An empathetic product manager can notice and understand the emotional hints conveyed via communication. For example, a product manager that understands that an individual's emotion could affect how he answers questions during an interview will be better equipped in getting unbiased feedback because they will be able to navigate the interview with more caution. Critical thinking comes into play when analyzing facts, data, metrics and even feedback. The ability to break down information and recategorize them in a way that explains customer behavior can help you and your team make more informed decisions that will improve the customer experience significantly. Understanding smart technologies is critical to your success. It is the last piece of the puzzle. There is no point in having an uninformed product manager trying to create, test or sell products to uninformed smart people. The idiom "The blind leading the blind" holds so much weight here.