

Technology's impact on your workplace

Advances in technology have made it much easier to stay connected 24/7. For some people, there is no clear distinction between working and non-working hours when they send or receive a work related message. How we use available technology depends on our industry, the roles we hold within the organization, knowledge and comfort levels, as well as individual communication styles.

There are employees who still believe it is important to conduct work conversations in person. Most others prefer to do most of their communication by email. Some organizations have established virtual offices which allow employees to work from home-based offices, making face-to-face conversations even more uncommon.

The impact of this in the workplace today is that we need to be better than ever at building rapport, conducting positive conversations and being understood using a variety of styles and mediums.

Activity 1-1

Cell phone survey

In your notebook or on your computer, jot down your responses to these questions. Writing your answers will enable you to see a pattern when you've finished.

1. How much do you use your cell phone? What do you use it for?
2. What apps have you downloaded?
3. How would you be impacted if you lost your phone?
4. How important is it that you be available at any time for work related communication?
5. How do you suppose this influences the way we communicate at work?

Share your findings in the **Discussion 1-1: Survey What is Happening at Your Work** topic in the Discussions area.