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Computers under control!™

"As a business owner, I know 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 problems finally and forever!"

Dan Foote
Owner/President

What's Inside:

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3 Simple Phrases That Will Amplify Your Leadership

By Andy Bailey

By implementing three simple actions – listening, accepting responsibility and giving encouragement – you will see big a big change in your leadership skills.

Whether or not we realize it, our days are filled with assessing and measuring. We do this with our email inboxes, bank accounts and to-do lists, but how often do we appraise our leadership efforts? Contrary to what you may think, leadership isn't a trait we're born with, but one that is honed, developed and practiced throughout our entire life – much like a habit. According to research by the European Journal of Social Psychology, it takes an average of 66 days to create a habit. How many hours are you spending intentionally exercising better leadership?

If you're feeling off your leadership game lately or looking for ways to be more of a leader on your team, consider the words you're using in your daily interactions. Here are some phrases that can carry powerful positive weight.

1. "Tell me more about that."
You've just opened your email inbox on Monday morning when your colleague arrives and says hello. You typically exchange distracted small talk as you mentally prepare for the day ahead. But what if you actually listened to your colleague this time instead? A colleague who can hold eye contact, takes an interest in others' personal matters and makes enjoyable, easy conversation is a triple combination to being generally well-liked and respected. Others may then feel comfortable coming to you with questions, problems or solutions. When you picture the ideal leaders you know, don't they share these attributes?

2. "It was me!"
If there's no such thing as a perfect person, then why are we so afraid of failure? Taking responsibility for your mistakes is not fun, but it's necessary to practicing good leadership because it reveals you care more about building your character than protecting it. Great leaders understand that it's impossible to be perfect, and by vocalizing your imperfections, you are giving others the freedom to do the same.

On the flip side, when you achieve something awesome, don't be afraid to let everyone know that you worked hard to contribute to the success of the team and company.

Stop envying super productive - extreme ambition is a form of mental illness—just ask Elon-Musk

Sites like Inc.com celebrate exceptional achievement and help others pursue greatness, but is super success all it's cracked up to be? If you knew the real costs (and the roots) of being a household name, would you actually want that life?

That's the fascinating question at the heart of a handful of recent articles that question whether what we usually cheer as great success isn't often just a manifestation of a troubled personality and a whole lot of pain.

Extreme output comes from extreme personalities. Take the case of bestselling-author Danielle Steel. Having churned out a mind-bending 179 books, she's won herself a legion of fans and a hefty personal net worth. How did she do it? Simple, she works 20 hours a day.

No, really, that's straight from the horse's mouth in an interview with Glamour: "I don't get to bed until I'm so tired I could sleep on the floor. If I have four hours, it's a really good night for me."

Commenting on this interview, author and Guardian journalist Oliver Burkeman points out that "before the dawn of the gig economy, which made it mandatory to celebrate unrelenting toil as proof that you're a 'doer', we called this workaholism -- a compulsive absorption in work, perhaps due to anxiety, or low self-esteem, or the desire to avoid engaging with some more difficult aspect of life."

Burkeman isn't saying anything radical here, but in today's world, where extreme success is so celebrated, it's easy to forget that the drive to reach the top often doesn't just come from love of the work. Instead, the motor powering the extreme effort underlying extreme success can be a need to escape anxiety, fear, or inner turmoil. The super productive are often running away from pain rather than towards the joy of creation.

He isn't the only one making the point. Over on The School of Life, a brainy self-help program started by philosopher Alain de Botton, a recent article breaks down the painful psychological roots of super achievement. super achievers come from difficult backgrounds).

Want More Productive Meetings? Cut These 7 Time-Wasters.

By: Jennifer Faught

I recently was working with a new team who shared that their management meetings last five-plus hours each week, and they still leave without clear results or outcomes. In fact, this practice has infiltrated the entire company culture, with people complaining about the frequency and inefficiency of meetings, leaving them frustrated, confused and with little time to execute.

Meetings are necessary in business, so how can you make the most of them and keep them from wasting your valuable time? Try eliminating these seven time wasters and improve the efficiency of your next meeting.

1. Cut out unnecessary meetings and number of attendees
Is a meeting the right place to talk about a certain agenda item? Are the right people at the table? Lay out all your company's or department's meetings in a spreadsheet and then decide if each meeting is worth your time. Meetings take time and time equals money. One weekly meeting that lasts five hours with five employees means those team members are spending 25 hours each week in meetings. If you multiply 25 hours by the average salary hour rate of the employees in the room, you can see why it's essential to only have the right people in the room for the right amount of time.

2. Cut out non-outcome-focused agenda items
Make sure agendas are outcome-focused and put time constraints on each item. Be very clear about the main topic of discussion and the expected outcome you are looking for. This will allow you to stay on task and within time limits. If there are any topics in the agenda that don't require everyone's input, take that item offline and come back with a solution or with a better identified outcome. If a topic is on the agenda and it isn't the right time or place for that conversation, move that item to another time or remove it completely.

3. Cut out the assumptions
The problem with most meetings is people walk away with action items, but without clarity on when the items need to be completed. If you have a conversation about "who" the item is assigned to, "what" exactly is assigned, and "when" the action should be completed, you will maximize communication and outcomes. Create a "Who/What/When" worksheet and review it at the end of each meeting.

4. Cut out the dominating personalities
Appoint a facilitator and a notetaker. The facilitator will keep the team on topic and make sure everyone can be heard by drawing out insights from the group. The facilitator can also ask clarifying questions and keep the conversation moving and on time. The notetaker will capture any action items to review at the end of the meeting and can follow up with notes from the meeting as a resource and record.

5. Cut out the piggybacking and repetitiveness
Always add value or new information to build upon other's ideas. This will keep the conversation from spiraling out of control and keep people from talking just to hear themselves talk. Avoid repetitiveness by using simple visual cues like a thumbs-up or holding up a card that says, "I agree." Before you speak, always ask yourself these four questions:
- Is it important?
- Does it need to be shared with the whole group?
- Are you the one that should share it?
- Has anyone else already shared something similar?

DanTech Services News

Welcome Back, Mike! Mike Vickers has rejoined DanTech Services as our Service Support Manager. His timing couldn't be better! He's hit the ground running, and has already produced benefits for our clients. As we re-incorporate Mike into our team, he will assume more of the support manager responsibilities. DanTech Services is growing and his skill sets are a valuable addition to what we do on a daily basis. It's truly a pleasure having him return. Of course that leaves us with a bit of a challenge! We have two Michael's on our team. For my own clarity, I do my best to separate them as Mike (Vickers) and Michael (Jenkins). For our clientele, you're the most important part of this equation and, as always, you have a direct line to me with questions or concerns and of course, kudos when the team serves you well.

It's also due time to share my appreciation about our entire staff! Our small staff takes on the challenges that keep your *Computers Under Control!*

We've already re-introduced **Mike** (and I'm sure you all know **Michael (**They are our primary support team that take are of most of the day to day issues.

Mary Rydesky is my guiding principal. As Senior Vice President, we consult and strategize—plus she's an extraordinary trainer and administrator.

One of our unsung heroes, **Peter Ratner** designs and edits our newsletter, *Tech Tips,* maintains our website and multimedia products, and consistently works with Mary & myself through guidance, perspective, and his amazing ability to develop new services. Peter has been with DanTech Services the longest and has built a communications/marketing platform that even the big guys in town routinely sneak a peak at!

Raul Rovira is our very behind the scenes person who does outreach for us in the community. His ongoing support has allowed us to reach parts of our community that we'd otherwise miss. Raul's military experience as an ambassador supports us with skills we would otherwise lack.

We have a wonderful team with members having their own unique value and capabilities. We also have what I consider the best clientele available, without which we wouldn't exist. And for that, I wish to thank you, too!

Finding opportunities to practice humility in both circumstances will challenge and grow your leadership.

3. "Well done."

When it comes to feedback, we all want it, but how much do we actually give and receive it? The power of positive feedback in the workplace is astounding. Around 69 percent of employees saying they would work harder if their efforts were better recognized, according to this study.

As leaders, it's up to us to encourage our employees to be the best they can be. See or hear someone doing something to help the team? Take a second to tell them "great job!" Reviewing a junior employee's work? Leave a positive note after your constructive criticism. Do you have a way for employees to recognize each other at work? Consider starting a kudos board, where peers can give positive feedback to each other, and watch your office engagement soar.

These action steps aren't monumental, but they're extremely meaningful. Listening, accepting responsibility and giving encouragement are small acts that can add up to a big change in your leadership skills.

1 in 99 Emails is a Phishing Attack, What Can Your Business Do?

On average, a cyber attack costs small businesses **$53,987**. While this is much less than the millions medium and large enterprises experience, proportion to size it is substantial. And one of the ways hackers wreak this havoc is using **phishing attacks**.

So, what does a phishing attack costs your business?

A new infographic from **Avanan**, offers some great insights into this cyber threat and what you can do about it.

According to the **Federal Trade Commission** (FTC), phishing is "A type of online scam that targets consumers by sending them an e-mail that appears to be from a well-known source." The scammers pretend to be an internet service provider, a bank, a mortgage company, or other entities. The scammers look to gain your trust with these official-looking emails so you can open it. And once you open it, the damage is done.

The FTC has some valuable information on phishing attacks, **here**.

Phishing Statistics

According to Avanan's phishing statistics, 1 in every 99 emails is a phishing attack. And this amounts to 4.8 emails per employee in a five-day work week. Considering close to a third or 30% phishing emails make it past default security, the threat is very much present.

The success rate of these attacks has emboldened scammers to launch more of them. Avanan reports an increase of 65% in phishing attacks from 2016 to 2017. And this is a global phenomenon affecting every region and economy.
In 2018 83% of people received phishing attacks worldwide resulting in a range of disruptions and damages. This includes decreased productivity (67%), loss of propriety data (54%), and damage to reputation (50%).

DanTech Services is offering a FREE Initial Corporate Domain Dark Web ID Scan Assessment For Business Owners in Alaska.

Your Report will include the following information:

Compromise Type: Bot, Data Dump, Dox, Key logged, Phished, Accidental Exposure, Breach, Tested;

Source Type: Chatroom, Cutwail, File Sharing, C2 Server, Asprox, ID Theft Forum;

Get FREE Dark Web Scan Assessment

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6. Cut out the advice

Ask questions that allow others to participate and contribute their own ideas. When you ask for clarity and push for engagement, it promotes the personal growth and development of your team. Sharing your own experiences and asking questions of others allows team members to feel more comfortable speaking up and sharing their own experiences. Avoid simply stating something as a fact; instead, turn a statement into a question to draw knowledge from the team.

7. Cut out ineffectiveness

At the end of a meeting, go around the room and ask your team to rate the effectiveness of the meeting from zero to 10. If scores are low, ask for feedback on why and how to be more effective next time and look for where to improve.

Meetings are a tried and true way to exchange information, assign tasks, and share ideas, but they lose their core purpose when you fall victim to various distractions. Take the initiative and implement one or all of these meeting improvements in order to make your next meeting your best one yet.

When it comes to the attacks, 2 in 3 phishing attempts use a malicious link and over half contain malware.

Types of Phishing Attacks

There are several different **types of phishing attacks**, and the type the scammers use depends on their end goal.

The largest form of phishing attacks, at 51%, is a malware attack. With this form of attack, a hidden malware in a link triggers a download. The file then allows the hacker to carry out a range of actions. This includes everything from holding the device hostage to stealing information, spying, and much more.

Credential harvesting is the next type of phishing, and it makes up 41% of the attacks. They impersonate trusted brands with the goal of luring their victims to reveal passwords or payment information. This is followed by extortion at 8%, and spear phishing at 0.4% of the attacks. The cost is related to the type of phishing attack. The biggest damage comes from spear phishing at $7.2 million, malware at $2.4 million, extortion at $5,000, and credential harvesting at $400 per account.

What Can You Do?

Avanan specializes in securing cloud email, messaging, and file sharing tools from phishing, malware, data loss, and more.

The company recommends businesses to get an email security platform with a tool capable of catching attacks before they reach the inbox. Look for features which include intelligent scanning, full-suite protection, and layered security.

Takeaway

It is important to note it only takes one employee to expose your business to this threat. When they take the bait and click on that malicious link, the damage is done. This is why strict security policies have to be put in place along with stricter governance.
By making everyone in your organization accountable, the security protocols will protect you. It becomes a problem when the protocols are not followed.