

What's New

Retain Top Talent By Teaching Them To Grow

Throughout the course of 2021, Americans left their jobs in droves due to a combination of factors. In fact, an analytics firm, Visier, estimates that 1 out of 4 workers left their jobs in 2021. If you own or operate a business, this news can be worrisome. One of the best ways to try to retain your employees is to coach and encourage them to grow so they don't feel stagnant and bored with their work.

If you don't know where to begin, you should start by evaluating your employees. Decide if they're a master in their role, are still growing or are just beginning. Keep an eye on your beginners and growers to ensure they are satisfied with their work. If they're not, have an open and honest discussion with them. For employees who have mastered their jobs, encourage them to try a new role or take on different responsibilities so they can learn new skills.

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This monthly publication provided courtesy of Frank M. DeBenedetto, President of TRTG.

“As a business owner, 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!”



Work Smarter, Not Harder — Tech Tips That Will Take You To The Next Level

Most business owners want nothing more than for their businesses to be successful. This is much easier said than done since there are so many variables involved. One of the most frequent that can be difficult to control is employee productivity. With so many businesses operating remotely, productivity has become more of a concern than ever before.

Even for employers who have employees working in a physical office, there has always been a concern over how to increase productivity. In the age of the Internet and cellphones, distractions are everywhere. Additionally, employees seem more prone to burnout these days, and working them too hard will lead to turnover or even a decrease in productivity and quality of work.

If you want to ensure that your business stays as productive as possible, you must have the right tools in your toolbox. There are many different apps and websites designed to increase productivity,

and we've gathered five of the best.

Barracuda

Have you ever caught yourself or your employees scrolling through social media during work? Social media is incredibly addictive and even the most productive employees can find themselves drawn to Facebook or Instagram when they have the opportunity. Barracuda will allow you to ensure that this never happens in your workplace. If you have employees who are constantly on websites that are irrelevant to their job, you can block their access with Barracuda. Now those minutes spent scrolling through Instagram can be spent on more productive tasks.

SharePoint

Have you ever needed an important document that you didn't have access to? Did you have to e-mail someone and ask them to send you the file or share access with you? If this is a common problem in your workplace, you need to try SharePoint.

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SharePoint will serve as a database for important files that anyone in your business may need at any time. You won't have to wait for someone to share the files with you anymore. Keep in mind that SharePoint still requires a level of organization so that files are easy to find.

TimeCamp

TimeCamp is one of the most useful productivity apps available right now. With TimeCamp, you can track how much time your team is spending on any given project. It will break it down by specific apps and websites so you can see where most of their time was spent. You'll also get to see analytics and determine how they are performing. TimeCamp will help you keep your budget in check and ensure that no task or project goes over budget.

If clocking has been an issue in your business, TimeCamp can help there, too. This program can be used as an easy attendance-tracking tool as it has functions for clocking in and out, tracking overtime, automating payroll and reporting leaves. It's simple to use and comes with endless benefits.

Slack

If your company is operating remotely, or if you have certain employees who aren't working in the office, how are you communicating with each other? E-mails can be easily missed, and unless you provide your teams with work phones, texting is iffy at best. Slack takes all of the confusion out of the mix and gives you the best group

messaging option.

Employees will stay up-to-date on recent developments within the company. You can also create specific groups if you need to get a message out to a particular team or group of people. Slack has worked wonders for many organizations throughout the pandemic and is a foolproof way to increase productivity.

Asana

Asana is one of the best project management tools on the market. With this program, you can plan projects in advance and set up task lists to ensure that everything gets completed on time. You can also

keep your team informed about any new developments with Asana's messaging and commenting system. If you're overseeing a team that is working on the same project, then Asana

is a must-have for your company.

To get the most out of your business, you must ensure that productivity is maximized wherever possible. There are many new websites, apps and programs designed to encourage productivity in the workplace. You just have to find what works best for your business. If you're unsure of where to begin, give some of these programs a try.

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Do You Safeguard Your Company's Data And Your Customers' Private Information BETTER THAN Equifax, Yahoo and Target Did?



If the answer is "NO" – and let's be honest, the answer *is* no – you are leaving yourself and your company open to massive liability, *millions* in fines and lost business, lawsuits, theft and so much more.

Why? Because you are a hacker's #1 target. They know you have access to financials, employee records, company data and all that juicy customer information – social security numbers, credit card numbers, birth dates, home addresses, e-mails, etc.

Don't kid yourself. Cybercriminals and hackers will stop at NOTHING to steal your credentials. And once they have your password(s), it's only a matter of time before they destroy your business, scare away your customers and ruin your professional and personal life.

Why Not Take 4 Seconds Now To Protect Yourself, Protect Your Company And Protect Your Customers?

Our 100% FREE and 100% confidential, exclusive CEO Dark Web Scan is your first line of defense. To receive your report in just 24 hours, visit the link below and provide us with your name and company e-mail address. Hopefully it will be ALL CLEAR and you can breathe easy. If your company, your profits and your customers are AT RISK, we'll simply dig a little deeper to make sure you're protected.

Don't let this happen to you, your employees and your customers. *Reserve your exclusive CEO Dark Web Scan now!*

To request a Dark Web Scan, email kmarquez@tworivertech.com

Shiny New Gadget Of The Month:



Garmin Venu 2 Plus Smartwatch

One of Garmin's newest smartwatches is setting the standard for the industry. The Garmin Venu 2 Plus smartwatch comes in three different sizes and in various colors. With the Venu 2 Plus, you can connect the smartwatch to your mobile device, make phone calls and send text messages – all hands-free. The best functions of this smartwatch all relate to health and wellness since it gives you greater insight into your stress, hydration and respiratory levels. It can also keep track of your sleep patterns, heart rate and so much more. The smartwatch holds nine days of battery life, so it's perfect for backpackers and hikers. If you're looking for a great smartwatch, look no further than the Garmin Venu 2 Plus.

Are You A Good Remote Leader?

We have reached a new age in the workplace. Back in the 1980s, business books and seminars encouraged managers to meander around the office, chat with colleagues and try to gather valuable information around the water cooler. Now managers are working remotely, and it's a completely different world.

It's not always evident who the great leaders are in a remote setting, and you may have wondered at some point if you are even good at it. Truthfully, we don't have enough data yet to accurately evaluate what differentiates a great remote leader from the rest. But from my insights and experience running a fully remote company for 25 years, I've put together five questions that help determine if a remote leader is above average or not.

- Are you great at setting goals?
- Are you great at hiring?
- Are you great at delegating?
- Does your compensation system reward high performance?
- Do you always do what you say you will do?

If you can answer yes to all five of these questions, it's likely that you are a great remote leader. These are essential leadership qualities for any setting, but they become amplified with remote work. If you set unclear goals in an office, you can easily clarify when your team has questions. This becomes more difficult when working remotely.

If you aren't great at hiring, you will notice these mistakes quickly in an office environment – but it's difficult to tell if you hired the wrong person in a remote setting. Additionally, you have to be great at delegating tasks and following up to make sure the work



is being completed in a remote setting, because you can't physically see the process.

In a traditional office setting, peer pressure plays an impactful role in influencing your employees' behavior. When you remove the peer pressure, compensation becomes the biggest driving force, so you need to make sure your compensation system is rewarding the right behaviors.

If you're wondering about the final question's role in an office, it's actually quite simple. You need to build and maintain trust in your workplace, and this becomes more difficult in a remote setting. That's why it's important that you always follow through on your words.

The remote workplace is here to stay, and it may take some adjustment to become the same caliber leader that you were in a traditional office setting. If you ask yourself those five questions every day and make the necessary adjustments in the categories you fall short in, before you know it, you'll become a great remote leader.



Dr. Geoff Smart is the chairman and founder of ghSMART, a leadership consulting firm that exists to help leaders amplify their positive impact on the world. Dr. Smart and his firm have published multiple New York Times best-sellers. He stays active in his community and has advised many government officials.

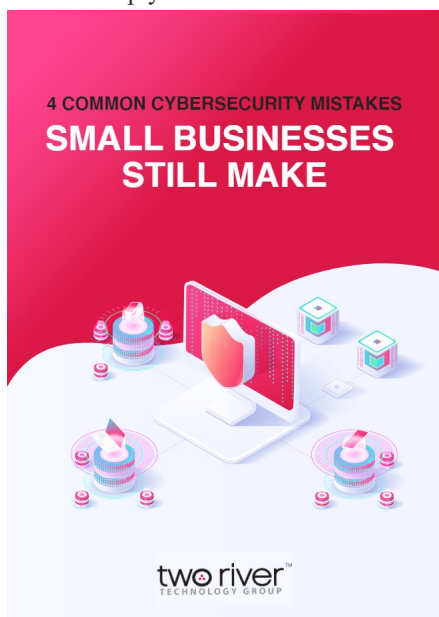
Services We Offer

*Cloud Services ~ Managed Networking Services
Cybersecurity ~ Hosted Voice over IP*

TRTG Happenings

Free Cybersecurity Ebook

Despite the notion that only large-scale businesses fall victim to cyberattacks, small businesses can still be targeted. Our newest E-Book addresses the common cybersecurity mistakes still made by small businesses and effective ways to combat them to keep your business safe.



Covering the four most common and costly mistakes, the E-Book discusses the detriments of failing to train staff, not having a disaster recovery plan, weak Bring Your Own Device Policies, and poor password habits. Each simple fix to these common errors is anchored in effective communication with staff and the use of well thought-out, individualized plans of action, however learning the specificities and importance of multi-factor authentication, employee training, passphrases, and more is critical to ensuring comprehensive protection. The detriments of a cyberattack can extend beyond breached data and to a costly issue that in extreme cases could cause you to close your doors for good, making it imperative to identify and fix any cybersecurity issues immediately.

To ensure that your company is properly equipped to handle any sort of security mishap, click [here](#) to read the full E-Book.

Ukraine and Cybersecurity

Capitalizing on the good nature of the global community, cybercriminals are using the conflict in Ukraine as a ploy to exploit those around the world. According to The Standard Examiner, Bitdefender, a Romanian based security firm has already identified an uptick in ruses and cyberattacks due to the war in Ukraine, meaning that during this time it is important to be hypervigilant and aware of possible scams.

Already in play, according to a report by Bitdefender, is a ploy where scammers are sending out a survey regarding employee opinions on how their company should respond to the crisis; upon opening the survey malware is installed, allowing cybercriminals access to login credentials, keystrokes, and more.

Other email campaigns have also been in circulation, making it crucial to avoid opening any emails from unknown senders and sharing documents through a secure company file sharing system. If the material being sent via email is not business related, in order to combat a cyberattack, it is best to reach out to the sender using another means to confirm that the material was sent from them.

However, scamming at this time goes beyond just email survey ruses, according to USA Today. The following are other possible scams that could be encountered and how to avoid them.

◆ Help I'm Stuck Here

Receiving mail regarding a family member stuck in either Ukraine or Russia is all too common and works especially well on older family members. These ploys can be very elaborate, including extremely well altered photographs to further the ruse. Making sure to check in through an alternate form of communication before making any decisions is crucial to avoid falling victim to this attack.

◆ We Need You

During times of crisis we turn to others for support. Be sure that whenever donating to GoFundMe's or other relief efforts that you are certain of where the money is going.

◆ Defending Freedom

Hearing from someone claiming to be either an American, Ukrainian, or Russian soldier asking for money could be a scam. Capitalizing on patriotism is common during this time, so think twice before sending money or supplies.

During this time, it is natural to want to help, however that also makes you more susceptible to cyberattacks. Donating to reputable organizations (found on charitynavigator.org) is a great way to avoid cyberattacks while also doing your part.

IRS Scam

As April 15, the national date for individuals and businesses to file their tax returns, approaches, researchers at Cofense have reported an uptick in malicious email scams. Posing as the IRS (International Revenue Service), the emails appear to come from irs.gov and contain tax forms to be filled out by recipients.

Rather than tax forms, though, the emails contain Emotet malware. First appearing in 2014, Emotet is a sophisticated, evolved malware with the goal of bypassing defenses and claiming as many victims as possible. Often, Emotet is employed by cybercriminals as a precursor to ransomware to collect a hefty sum.

These latest campaigns dupe potential victims into opening email attachments and enabling macros in Office Documents, which will download further malware and spread it across the company network.

These latest campaigns contain password protected .ZIP archives. Email scanning gateway solutions may not be able to detect the password, however it is included in the body of the email. When unlocked, the .ZIP file contains an Excel spreadsheet titled "W-9 form.xlsm" which prompts users to enable macros. Following such instructions unfortunately leads to the malicious code being activated.

Because the IRS does not use email services to send out information about tax refunds or sensitive financial information, avoiding these phishing scams is as simple as not opening any such content. If you do happen to receive a suspicious email, forward the email as is to phishing@irs.gov before deleting it.