

What's New

Coping With Stress

Nearly everyone deals with stress at some point in their lives, and most business leaders struggle with it regularly. The good news is that you don't need to live with extreme levels of stress. There are simple solutions to help you cope better. Below you'll find three ways to lessen the amount of stress in your life.

- Be aware of how much stress you take on. You need to know how much stress your body and mind can reasonably take on before you start to struggle.
- Set boundaries and say no when needed. You can't agree to do every task or help every person without adding more stress to your plate. Know how much is too much, and don't take on tasks that are too demanding for your current state of mind.
- Meditate, breathe deeply and exercise to relax your body and mind. Stressors won't feel so drastic when you're relaxed.

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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!"



IT News, Trends And Information You May Have Missed In 2022

The year 2022 will soon be on its way out the door. It became a year full of ups and downs for many small businesses, but it still felt more promising than the past few years in the midst of the pandemic. Many small-business owners used this past year to reevaluate their IT services. Some needed to strengthen their cyber security defenses while others utilized new advancements to further assist their customer base.

If you're a small-business owner, it's essential that you're aware of the IT news, trends and events that took place in the recent past. In fact, knowing what happened in the previous year can allow you to develop plans for the future so 2023 will be successful for you and your business. You shouldn't continue following old trends because the competition will quickly leave you behind, and that could open you up to cyber-attacks you didn't know existed. Don't worry, though; we're here to help.

Here are our picks for the most important IT events and trends of 2022.

Refined Artificial Intelligence

Artificial intelligence (AI) has come a long way over the past few years. Many people associate AI with video games or using GPS for travel, but many companies have started to implement AI in new ways to boost their businesses. It's even being used to automate certain tasks, provide insight through data analysis and assist customers with their needs.

AI has proved incredibly beneficial when used to help customers, and this can be seen when looking at various small-business websites. They use AI to answer common questions their customer base has, which provides quick, efficient results for their customers, who leave satisfied with their interaction. Around 37% of businesses now utilize AI in the workplace, according to a survey

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conducted by Gartner. Another study by NewVantage Partners found that nine out of 10 leading businesses have investments in AI technologies. So, if you want to get ahead of your competitors, implement AI into your business.

Managed IT Services Providers Continuing To Grow In Popularity

Gone are the days of having an in-office IT person or team. A more cost-effective solution has been gaining traction over the past few years and will continue to do so for the foreseeable future. Managed IT services providers (MSPs) install, support and maintain all the users, devices and PCs connected to your network on a routine basis. MSPs can even prevent common problems such as lost devices, hardware failures, fires, natural disasters and a host of other issues that can interrupt or outright destroy your IT infrastructure and the data it holds. The managed IT services industry is growing immensely. At the end of 2021, the industry was valued at \$239.71 billion, and it's estimated to grow by over 13% annually until 2030. Businesses of all sizes have realized the value of MSPs and are using them to their advantage.

Major Cyber-Attacks Of 2022

Cyber-attacks happen all the time. As new cyberthreats emerge, we'll see more frequent and severe cyber-attacks over the next few years. Uber

saw another cyber-attack this past September that caused the company to shut down its internal messaging service and engineering systems in order to get to the bottom of the incident.

Cryptocurrency storage and blockchain were also high-value targets for cybercriminals. Ronin and Crypto.com suffered severe cyber-attacks that required both companies to reimburse their users for the cryptocurrency stolen in the attack. Ronin

was hacked for \$540 million, and Crypto.com was hacked for \$33 million worth of cryptocurrencies.

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Small businesses weren't safe from cyber-attacks, either. While cyber-attacks on big businesses make national news, small businesses are targeted more often since their cyber security defenses aren't as strong. That being said, it's imperative you ensure your business has efficient cyber security practices in place, so you won't have to worry as much about cyber-attacks.

The IT industry is consistently changing to keep up with new developments and advancements. If you're a small-business owner, it's vital to keep up with the latest news and information so you can best protect your business and its data. When you stay ahead of the trends, it's much easier to prevent potential cyber-attacks and threats.

Free Report: The Ultimate Guide To Choosing The Right VoIP Phone System

The Ultimate Guide To Choosing The RIGHT VoIP Phone System For Your Small Business, Call Center Or Multi-Location Office



Read This Report To Discover:

- What VoIP is, how it works and why the phone company may force you to switch to a VoIP phone within the next three to four years.
- Four different ways to implement VoIP and why you should never use three of them for a business phone system.
- Hidden costs with certain VoIP systems that can negate any savings you might gain on your phone bill.
- Seven revealing questions to ask any VoIP salesperson to cut through the hype, half-truths and "little white lies" they'll tell you to make the sale.

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Shiny New Gadget Of The Month:



The Ekster Parliament Wallet

We carry sensitive information in our wallets. They hold our driver's licenses, credit cards, family photos and more. It makes sense that we would want to do everything we can to keep our wallets safe. Now, there's a wallet available to help us. The Ekster Parliament Wallet is a premium-leather, RFID-blocking smart wallet. With the press of a button, the built-in aluminum card holder fans out your cards for easier access. It protects your cards from skimming and is available in 10 brilliant colors. For an additional price, you can add a tracker card to your wallet so you can find it if you leave it somewhere. There's never been a smarter wallet than the Ekster Parliament Wallet.

Want To Hire More Millennials? Here's How To Attract Them!

While giving a seminar, I was recently asked by an audience member, "How do you get millennials to work for you?" This is a fair question since the workplace has changed dramatically over the past few years, and some of the most talented individuals across various industries are millennials. So, how *do* you best attract them?

I felt tempted to point out the "Five Fs of Selling" straight out of the *Who* book I wrote with Randy Street. We researched and identified a checklist of items that successful leaders use to sell people on joining their organizations. After reviewing our research, we determined five common ways successful leaders got people to join their teams – fit, family, freedom, fortune and fun. The one that applies most when it comes to attracting millennials is the first F: fit.

I believe it's a common misconception that millennials are lazy or want all sorts of exceptions made. Most millennials aren't choosing employment someplace simply because they are allowed to bring their dog to work or because they are provided with free massages, coconut water or other goods. On the contrary, I think most millennials want to work for a company they can believe in. They want to believe their job has meaning or has a positive impact on a broader set of people.

When hiring a millennial, you should know your company's reason for being. In order to get them to accept the job you're offering, it must "fit" that person's value system. Sell that point hard. Many companies I see fail to put enough emphasis on this.

The executive who recently asked me how to get millennials to work for their business was



missing something. He worked for a company that, in my opinion, offers terrific value. This company provides equipment and services to bring clean drinking water to people all over the world! Imagine having a company mission so profoundly valuable it could attract millennial talent. Yet, in this company's hiring practices, website and selling tactics to prospective employees, I noticed they were totally under-selling this critical point. They already had a mission that fits within many millennials' belief systems but simply failed to sell that idea through recruiting or hiring.

If you want to make your business a place where millennials want to work, you must ensure your company's values align with those of the person you're recruiting or interviewing. If you can articulate your company's reason for being and show how it fits that candidate's reason for living, you'll have no problem attracting talented millennials to your business.



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 bestsellers. 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



TRTG's First Holiday Potluck

We are very excited to kick off our very first Holiday Potluck luncheon this year. We are excited to share some of our favorite dishes that we make and share with our friends and family. In our excitement to host our first office Luncheon we thought it would be a good idea to research some tips to help make our office potluck a success. Here are a few tips that we should follow before, during and after to help make our event a success.

1. **Be Organized, Stay Organized.** Create a list of items everyone plans to bring a few weeks before the office potluck. Having a list people sign up to bring items can eliminate multiples of the same dish. Use the list to create labels of different dishes that everyone signed up to bring. Post-it notes are an easy way to label everything. Consider including if there are any ingredients people may be allergic to, such as peanuts or shellfish etc. Creating a list and labels will help others know what dishes are available and help you stay organized.
2. **Encourage Bringing "Family Favorites"** While the list is circling around the office encourage everyone to plan to bring their best dish or a family favorite. This is a great way to have everyone contribute to the potluck. A family favorite dish could be a

special recipe passed down from generation to generation. Or it could simply be a dish your family exclaims is the best dish you've prepared for them.

3. **Have Fun!** We spend a ton of time with our "office family" with 40-hour work weeks. However, having conversations that are not about work can be a challenge for some people. You can make your office potluck fun and avoid talking about work. Consider preparing a few trivia games and offering small prizes to the winners. The trivia games can be a holiday theme or the theme of your party. Having a little fun will certainly help your next office potluck be a success.
4. **Eliminate the awkward silence.** It can be awkward if it's eerily quiet while everyone is eating. Sometimes it can be so silent you could hear a pen drop. An easy fix is to play upbeat music to make it light and bubbly. Your background music could be from a local radio station or a prepared playlist. Having music can help you create a great atmosphere at your potluck.
5. **Keep it clean.** Consider having disinfectant spray available to wipe tables before and after the potluck. As well as ensure hand sanitizer is available to keep your hands clean. Additionally, it is a good idea

to have a spill kit available in case anyone drops their plate or spills a drink. Your spill kit can include paper towels, a caution sign, a Swiffer or a mop, gloves, disinfectant spray, and any other helpful items.

We look forward to sharing some of our favorite recipes and hearing some wonderful stories on the history of our favorite dishes.

Bell Works Box Decorating Contest

We are excited to kick off our 5th annual Food Drive Box Decorating Contest! The food drive will begin on November 28, 2022 and will end on December 15th. The holiday themed box decorating contest will run on the last day of the competition in the Bell Works Atrium at noon. Paola Zamudio, Head Designer of Bell Works Creative Design Team and a member of the Fulfill team will judge the contest. First, second and third place will be chosen.

We love partnering up with Bell Works for this event! It is a lot of fun to add in a friendly competition as we all work together give back to our community this season.

