Ctrl + Alt + Del: *Force Quit* Dependencies & *Command Save* Humanity

There was so much money at stake. The only obstacle between that money and me was a to-do list that looked like an extreme couponers' grocery receipt. However, I had two of the best people working for me that I had known my entire life. What could go wrong?

Well for starters, my team consisted of my brother, who was 8, & my sister who was 6. The to-do list was our chores for the weekend and the cash prize was $20…split three ways. Don't get me wrong, at 10 years old $6 went a long way. All I really wanted was for the ice cream man to stroll through my street that way I could cash-in for a Flintstone's Push Pop.

Now with a little bit of context, one can think that three youngsters in charge of chores on a hot summers day was just impossible, but we were successful. This is one of my earliest memories of leadership and I can assure you there was no technology involved.

Going into my high school and college years, technology became an integral part of my daily routine. I woke up to my phone's alarm, I used the GPS religiously to get to and from my internship work sites and I "command saved" after every edit while writing my academic essays. People around me probably thought I was signaling to someone using Morse code. Anyways, it became a habit, and I was too dependent on the short cuts that technology provided me.

I will not argue that technology is a plague to us all. In this rapid changing world and competitive environment, technology is essential, but I am sure that thought leaders and management gurus like Frances Hesselbein and Peter Drucker were not known and respected for being proficient in Excel & PowerPoint. Instead, they were highly regarded for their healing and unifying powers and their ability to mobilize people.

Peter Drucker's Interview with Frances Hesselbein at the
Girl Scout Edith Macy Conference Center, September 1988

PFD: Frances, when you leave the Girl Scout organization and they hang your portrait on the wall, there will be a little brass plaque below the frame. What will be the inscription on that plaque?

FH: I hope it says, "She never broke a promise."

PFD: No. It will say, "She kept the faith."

Note that Peter F. Drucker didn't say, "She was proficient at Microsoft Office Suites." So where does technology fit in the equation we are trying to solve? How can we manage ourselves in the digital age and can we leverage technology to allow our unique human elements to embrace the challenges of society?

In short yes. It may take a while, but humanity would need to experience an evolution of the mindset, not an evolution of technologies when learning to manage others & themselves.
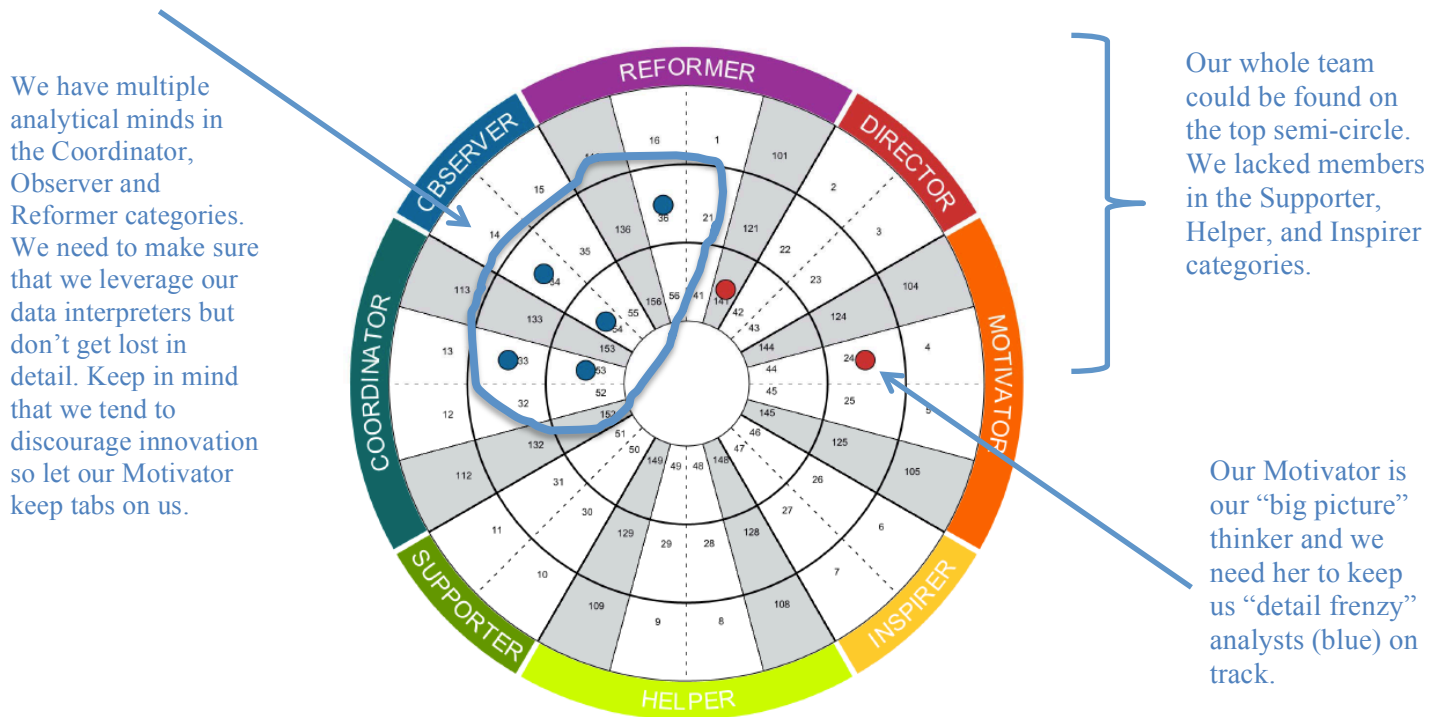
Ctrl	The CTRL key rarely performs any function when pressed by itself, but when pressed in conjunction with another key, it performs a special operation.

There is an enormous number of managers who have retired on the job. – Peter Drucker

In managing oneself in the digital age, one must detach themselves from the keyboard and circuit boards and leverage their unique key strengths, especially when working with a team. Technology will continue to evolve and create new playing fields, but those who can set goals, achieve results and gain the trusts of others will be rewarded heavily.

Managers are pivotal to any organization, and when they are not capitalizing on their team's talent and mitigating risk for their team's weaknesses, they might as well be retired and steered off the path of self-management.

During my time at the Global Pre-MBA Leadership Program hosted at Yale's School of Management (designed for students who are underrepresented in business school), I was given the opportunity to lead a team in developing a business concept for an empty building. Having not met the other six diverse individuals from all around the world, we were given the chance to complete a tool that would help us learn the way we lead and interact with each other. Each member was then given a personal insights profile based on questions constructed and data collected by Carl Jung and then we discussed our strengths and weaknesses before we began designating team roles.

We have multiple analytical minds in the Coordinator, Observer and Reformer categories. We need to make sure that we leverage our data interpreters but don't get lost in detail. Keep in mind that we tend to discourage innovation so let our Motivator keep tabs on us.

Our whole team could be found on the top semi-circle. We lacked members in the Supporter, Helper, and Inspirer categories.

Our Motivator is our "big picture" thinker and we need her to keep us "detail frenzy" analysts (blue) on track.

This is what our whiteboard looked like as we dissected our results. Our team profile revealed several key strengths and raised a few red flags, but this was a great example of how technology

can still fit in a people-centered management framework without obstructing and hindering the human element from continuing the path of self-management.

This exercise created a more dynamic and safe-space. We did not have to rely on fancy technology and managers present-day who want to see change do not have to rely on increased capital spending to turn their organization around. Their people are their best assets.

In Peter Drucker's essay "Managing Oneself," he shed light on the importance of "feedback analysis." This powerful tool is key in keeping people accountable in the workplace and staying nimble in a rapid changing environment. The digital space is constantly changing, but so are the humans experiencing it. If humans can change their mindsets faster than the machines, this can lead to more productivity and efficiency, possibly yielding results that could save a company or even an industry.

Alt   The ALT key is used to change or alternate the function of other pressed keys. This key is a modifier key where a combination of keys can perform various functions from program to program.

In a period of upheaval, such as the one we are living in, change is the norm. – Peter Drucker

Another challenge of managing oneself in the digital age is that the landscape (whether it be political, social, private) is always shifting in regards to technological capabilities as well as understanding consumer demands. In the 21st century, as Peter Drucker puts it, society needs to focus on the 'I' of IT and understand the meaning of information and its purpose.

A great case study I came across was from reading Frances Hesselbein's "My Life in Leadership." When Frances Hesselbein became CEO of the Girl Scouts, she feared that diversity was not reflected in her membership. After requesting for the percentage of members that make up racial and ethnic groups, Frances was informed that only 5% of the girls were of minority background. Frances then made the executive decision to use this information available to her in order to understand what issues may have caused this inconsistency in the organization. After proper utilization of information and research, she developed a new program that would allow any girl to feel included and gain a sense of belonging.

"When any girl in this country opens her handbook,
I want her to be able to find herself." – Frances Hesselbein

Frances kept her promise, used information as a guide and a way to raise fundamental questions about her organization's mission and give young girls EVERYWHERE a sense of belonging.

Change is the norm and many leaders will need to adapt and press the "ALT" key from time to time. Those who fear change will find it more difficult to manage themselves, and those who purely rely on data and a series of binary codes will merely fall into more roadblocks as they drift into a more technocratic mindset.

I sometimes wonder if the Millennials are incapable of letting go of their dependencies to technology. My cousins and I went to Cabo San Lucas recently and were forced to go on "airplane mode" to avoid roaming costs. You would not imagine the lengths they went to get WiFi in order to send a Snapchat video to "followers" (probably have not had a face to face

conversation in years). Also, there are moments where I am on Facebook on my laptop and once I log off to go to bed, a few minutes later I sign on to Facebook on my phone… am I really that bored! What happened to the good ol' days where I would put Elmer's glue all over my hand and wait for it to dry to peel it off? Now that was a good way to make friends in grade school.

Del The DEL key is used to remove characters or other objects. It is different from the "backspace" key in that the delete key erases characters on the right, while the backspace key erases characters on the left.

The only thing we know about the future is that it will be different. – Peter Drucker

The final key on the journey to "force quitting" dependencies on technology is the delete key. Yes, the power to connect with someone who resides on the other side of the world with a click of a button or phone application is remarkable. No doubt technology and the amount of information available to us resulted in finding cures for diseases and providing education access to others who historically would not be able to obtain it. But, technology also prevents people from taking a moment to look up into the sky, have a meaningful conversation at the dinner table and it does not count when the "conversation" goes like this:

> **Mom***: How was school today?*
> **Child***: Fine*

Years from now, success will depend on networks and relationships once schools become more rigorous to meet more demands in the workplace and people become even more competitive. It is important to break technology dependencies, begin fostering communication and dedicating time to establish a board of directors to help manage one's career/life trajectory.

Make time to find a sponsor, who will use their internal political and social capital to move your career forward in an organization. Select an adviser, who is skilled or has solid experience to provide you with solid advice on how to get where you want to be. Lastly, designate a mentor who is willing to share the good, the bad and the ugly with and is not afraid to tell you exactly what is on their mind (no sugar-coating). In this digital world, we are our own pilots, but one's network may be the win-condition in getting you to advance yourself.

Moreover, technology has cast a blindfold on us and it is important to view the world's needs up close and personal instead of behind a backlit iPad screen. One of my personal missions is to be a change agent in addressing the challenge of inclusion by defragmenting countries and people's mindsets. The first step is to realize our relationships with technology. To manage oneself, one must manage their technology.

Enter The ENTER key usually means, "do this" or "move to the next line." It is most commonly known to finish an entry and begin a desired process.

Time is the scarcest resource, and unless it is managed, nothing else can be managed. – Peter Drucker

Looking into the future of society, challenges in management will result from not taking the proper steps in providing feedback for hopes of self-improvement. People will not leverage their strengths, work efficiently in a team setting and ultimately fall victim to their dependencies in

technology. On the other hand, what if technology has been trying to provide us with an answer to management issues. It was right under our fingertips the entire time.

Ctrl + Alt + Del.
It is time to force quit and command save humanity.

References

Cherry, Kendra. "Carl Jung Biography." *About.com*. N.p., n.d. Web. 14 July 2015.

Drucker, Peter F. *Managing Oneself*. Boston, MA: Harvard Business, 2008. Print.

"Global Pre-MBA Leadership Program." *Yale School Of Management*. N.p., n.d. Web. 14 July 2015.

Harris, Carla A. *Expect to Win: 10 Proven Strategies for Thriving in the Workplace*. New York: Plume, 2010. Print.

Hesselbein, Frances. *My Life in Leadership: The Journey and Lessons Learned Along the Way. San* Francisco: Jossey-Bass, 2011. Print.

"Supervision: Concepts and Practices of Management 13th Edition."*Supervision: Concepts and Practices of Management: Edwin C. Leonard, Kelly A. Trusty: 9781285866376: Amazon.com: Books*. N.p., n.d. Web. 14 July 2015.