

Bringing Technology Into Relationships - You're Not a Robot

Objectives:

- Use technology to enhance my skills not replace them
- Reduce administrative load through tooling automation
- Provide a seamless experience when dealing with clients
- Mobile vs. Laptop/Desktop experience

Outline:

- The People Factor
 - Importance of relationship (relational selling)
 - How does technology fit?
 - What works? (and what doesn't)
- Enhancing Your Skills
 - Managing documents online (online storage)
 - Online booking platforms (free and paid)
 - eMeetings
 - email
- Reducing Your Effort
 - Automatic replies
 - Automated schedule availability and meeting acceptance
 - Browser plug-ins and integrations
 - Meeting notes automation through AI (Machine Learning)
- Consistency is Key
 - Choosing a Platform
 - Use the same tools every time
 - Establishing a business process
 - Determining the best communication strategy for you and your clients
- Don't dread the ball & chain
 - Maximize your time on mobile devices
 - Contact and calendar syncing
 - Productivity apps
 - Android Auto, Apple CarPlay and Bluetooth

Matthew Gray is the CEO and Founder of Mind Surface and a thought leader in the area of technology training and AI for business. For the past 15 years, Matthew has been at the forefront of technology innovation in telecommunications, software development and managed services. Working in both professional training and project management, Matthew brings with him an easy to follow and interactive approach to understanding technology in its simplest form.