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Managing New Technology

Tips from Dale Carnegie Training on Introducing Innovations into the Workplace

HAUPPAUGE, NY (May 29, 2007) – As the business world changes to incorporate technology into day-to-day interactions, managers must remain on top of the newest innovations while encouraging workers to maintain connections on a personal level.

Dale Carnegie Training recognizes the efficiency of working in a wired office, and Peter Handal, president, chairman and CEO of Dale Carnegie Training knows technology can be an effective tool to enhance practices already in place in the workforce – particularly if interpersonal communication doesn't fall by the wayside.

"Although e-mail, instant messaging and texting are great ways to conduct business, relationships still drive business results," explains Handal. "Timely responses and interconnectedness are two facets of conducting and keeping businesses thriving. When used properly, technology allows colleagues to reach those goals and discuss strategies whether they are an office or a continent away."

Although innovative technology offers great ways to conduct business, Peter Handal encourages managers to remember that personal relationships are truly the key to driving business results. Dale Carnegie Training furthers this principle through their current "Get Human" advertising campaign. Handal adds, "Business people need to be reminded that discussion threads, chat rooms and webinars can't replace the innovation, creativity and relationship-building you get from people actually meeting, talking to each other and bouncing ideas around." He adds, "Business is all about people, and people need human interaction to be motivated, engaged and connected."

Below are helpful tips from Dale Carnegie Training on the importance of incorporating technology into any corporate lifestyle – and how to maintain the personal connection amongst the team:

Keep it Personal

Although introducing new technology is imperative to conducting business today, emphasize the importance of retaining interpersonal relationships with colleagues and clients. Encourage employees to talk to one another face-to-face on a daily basis and meet with clients in person as often as possible.

Communicate Effectively

Internal communication is extremely important in today's workplace. When initiating new programs or protocols into the office, it's vital to communicate why these changes will build a stronger, more efficient team. Effective communication between managers and staff improves the performance of an organization and reduces the opportunity for confusion or misinterpretation.

Train Your Team

When introducing new technologies, be sure to set up training sessions. Keep in mind that not everyone is technologically savvy. Some employees may master in a day; others may require more time. A good manager supports those that take a little longer with encouragement and patience.

Make it Fun with Choice

Like cars, homes and food, everyone likes something different. When bringing innovations into the workplace, offer a variety of product choices for your employees. Whether introducing cell phones, handheld devices or other personal gadgets, allow employees to consider a few options to they feel more involved and part of a growing team.

About Dale Carnegie Training

Dale Carnegie partners with middle market and large corporations as well as organizations to produce measurable business results by improving the performance of employees with emphasis on leadership, sales, team building and interpersonal relations, customer service, public speaking and presentations and other essential management skills. The courses are available in 27 languages throughout the world; they cover the entire United States and reach over 70 countries. Dale Carnegie includes as its clients 400 of the Fortune 500 companies. Approximately 7 million people have experienced Dale Carnegie Training.

Dale Carnegie's corporate specialists work with individuals, groups and organizations to design solutions that unleash your employees' potential, enabling your organization to reach the next level of performance. Dale Carnegie Training offers public courses, seminars and workshops, as well as in-house customized training, corporate assessments, online-reinforcement and one-on-one coaching. For more information, please visit www.dalecarnegie.com.

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