Bringing Thinking and Technology Into Focus

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It all started...
Emergency Alert
BALLISTIC MISSILE THREAT INBOUND TO HAWAII. SEEK IMMEDIATE SHELTER. THIS IS NOT A DRILL.
SHORT-TERM THINKING
“If data is the new oil, then trust is the new currency.”
Debbie Gamble, Chief Officer, Innovation Labs & New Ventures, Interac Corp.

“Trust and confidence are catalysts for innovation when they are integrated into the innovation cycle.”
John Weigelt, National Technology Officer, Microsoft Canada

“Responsible AI is an approach which considers the impact of the use of AI on stakeholders and incorporates fairness, transparency and explainability into the process, using the TELUS Trust Model.”
Pamela Snively, VP, Chief Data & Trust Officer, TELUS
WHO'S BEHIND THE CARTOON MAYHEM?  * BEING OBAMA

CAN WE TRUST Google WITH OUR SECRETS?
An exclusive inside look at the $100 billion empire that is dominating the Internet
BY ADI IGNATTUS

GOD DID IT Did the protestant reformation spark the scientific revolution?

DR STRANGE Inside the mind of the head transplant maverick

IN WHAT? WE TRUST
Science and technology news
www.novascientist.com US jobs in science

SYNTHETIC CANNABIS/SMARTEST CITY/ ROBOT MINERS/IMPOSSIBLE COMPUTING
Can we trust ourselves?
Modern Day Corporate ADD
The Conference Call
### Conference Call Bingo

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You’re Overloaded
Yes... TEXTING LANES
Our Bias for Being Busy
Unsustainable
About Always Being On & Busy

In 2019, the total number of emails sent and received per day exceeded 293 billion, and is forecast to grow to over 347 billion by year end 2023.  

55 billion messages are sent per day on WhatsApp, 4.5 billion photos are shared and 1 billion videos.

173 million daily users of Snapchat create more than 20 messages, or “snaps,” per day.

46% - have difficulty concentrating in the workplace.

57%, 56%, and 50% of Executive (E), Midlevel (M) and Frontline (F) employees, respectively, state that job stress regularly affects their personal relationships.

77% - “Always or Often” spend between 31-40 hours a week distracted at work.

Each day, the average office worker receives 121 emails and sends out 40.  

DMR  

Radicati  

WhatsApp  

Snapchat  

Mental Health America
The Busyness of Meetings

71% - meetings are unproductive & inefficient.
Harvard Business School

37% of employee time is spent in meetings.
National Statistics Council

73% of employees do other work in meetings.
Atlassian

70% of workers spend at least 30 minutes a day working in bed.
Infosecurity Europe

64% - meetings come at the expense of deep thinking.
Harvard Business School

1/3 of all employees suffer from chronic stress.
APA
Government CIOs around the globe facing similar challenges

58% of government CIOs faced organizational disruption during the past four years.

52% of government CIOs said they had also faced a funding shortfall in that same time frame.

48% of government CIOs said their organization had a clear and consistent overall business strategy.
What To Do?
Ground Lights

The Netherlands
REFLECTION
POPCORN!
**Reflection**

- Indecisive: 10%
- Open Thinking: 15%

**Action**

- Indifferent: 15%
- Inflexible: 60%
$5.3 billion
Congratulations, Greta! The world’s rallying behind you. I just got an email by this morning - sorry!

David Suzuki Foundation
One nature.

She’s inspired millions to strike for climate. Now she didn’t win Nobel, but another environmental advocate did.
DREAM

DECIDE

REPEAT

DO
Creative Thinking: Questions to Ponder

• Do you take the time to pause, to reflect?

• Do you allow your mind to wander?

• Are you organized?

or

• Do you jump straight to action?

• Are you too busy to ideate or brainstorm?

• Are you disorganized?
Critical Thinking: Questions to Ponder

• Do you have all the facts before deciding?
• Are you willing to revisit a decision?
• Are you in charge of your focus?

or

• Do you rely on opinion & hearsay only?
• Are decisions set in stone & inflexible?
• Are you too distracted to make a decision?
Applied Thinking: Questions to Ponder

- Are you acting with reserve & patience?
- Are you flexible in the moment of acting?
- Does life/work feel like it is manageable?

or

- Do you jump to action first (and always)?
- Are you able to pull back & change course?
- Is it a non-stop train of busyness?
John J. McCloy
US Assistant Secretary of War
World War II
Rothenburg ob der Tauber
Rothenburg
November 1948
John McCloy was named Honorable Protectorate of Rothenburg
How to be an OPEN THINKER
Stop over-programming your every minute.


Write it down. You won’t recall everything.

Time to learn: formal, informal & social.

Time for mind wandering & ideating.

Collaborative cultures unleash Creative Thinking.
You
Take control of your decision time.
Arm yourself with as much evidence/truth as is possible.

Org
Share your organization’s failures.
Build a Critical Thinking employee guidebook.
Time management training: people have no idea they’re running around crazily.

Be focused. Eliminate the tech distractions.

Distraction training: people have no idea they’re suffering.

Get organized. A messy self is an unapplied self.

**You**

**APPLIED THINKING**

**Org**
BONUS TIP
Empathy Builds Trust
How would you like it if the mouse did that to you?
Empathy

Cognitive

Emotional

Sympathetic
You sense how employees view the world, or how they may intellectually perceive something.
Emotional

When you are able to feel the pain of your team members.
Sympathetic

When we observe enough in our team members that we become motivated to act.
Compassion is the offspring of Empathy. It leads to TRUST.
Use all three types of empathy (head, heart & hands)

Be patient & considerate when things break down. (and they will break down)

Seek clarification of the situation before responding.

Ask about employee’s current workload before piling on more tasks.
Technology & Empathy

Stop digitalizing everything. Interact face-to-face on occasion.

Stop multi-tasking! Employees / peers see right through it.

Be present in your interactions. Don’t attend to that text or call.

Recognize people with tech ... and without.
“Keep pushing, and know that I am with you. The key is to keep learning and improving.”

“It’s so critical for leaders not to freak people out, but to give them air cover to solve the real problem. If people are doing things out of fear, it’s hard or impossible to actually drive any innovation.”

Satya Nadella, Microsoft, CEO
In Conclusion
There is much “Open Thinking” work to do.
Lilliput Hats
Done, and done.

Right accomplished.

I had a wish.

I wish for more.

Jiminy Cricket.
Think Openly
But if all else fails ...
Bringing Thinking and Technology Into Focus

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