

## February 2021

This monthly publication provided courtesy of Tom Wyant, President of Wyant Computer Services.



### You NEVER See It Coming! But When It Hits, Everyone Says, "I Wish I Would Have..."

A year ago, no one could have predicted that countless businesses would shift to a remote work model. The pandemic shut downs hit hard and fast, and businesses had to make some quick changes. For companies that didn't have any emergency plan in place they had only a few weeks to adapt, it was stressful and extremely challenging.

When the pandemic hit in February/March 2020, companies had to absorb the huge cost of getting their employees up and running off-site. Not only was it costly, but it also took a lot of coordination and on-the-fly planning. This meant things slipped through the cracks, including cyber security. As they say, hindsight is 20/20. You may wish you had a plan in place or had more time, but you didn't. A vast majority didn't.

However, you can still plan for the future! While you never know when disaster is going to strike, you CAN be prepared for it. Whether it is a pandemic, fire, hardware failure or volcano eruption.

Volcano in Northern Michigan ridiculous! Not really, one of our clients had to evacuate their office in Hawaii when Kilauea erupted in 2018. Luckily, they had worked with Wyant they had an emergency plan in place. Being an investment company trading internationally, it was vitally important that the clients have phone access to their brokers 24/7. As soon as the Hawaiian branch received word that they had to close, all of the calls were seamlessly transferred to the Traverse City office and Wisconsin branches. There are steps Wyant Computer Services can help you implement today that will put you in a better place tomorrow. Here's how to get started.

#### Put Your Plan Into Writing.

First and foremost, you should have a standard operating procedure to call on should something go wrong. For example, in early 2020, many SMBs didn't have a security plan in place, let alone a remote work security plan. They had to make it up as they went, which just added to the challenges they were already experiencing.

All of our Managed Services clients have Disaster Plans included in their contracts. They also were already set up with secured VPSs and many were in the process of moving to cloud based systems. When the pandemic hit there was virtu-



ally no down time. Our clients took their equipment home and called to get connected.

The plan for your company should include cyber security protocols and have malware software in place for all users. Every employee should know what number they should call for 24/7 support, who to contact when they have connection or security questions.

More than that, it should outline step-by-step what exactly needs to happen for any type of disaster. This is why it's so important to work with Wyant, we have already put together plans for other business's and we know how to customize a plan for you.

#### Invest In Security And Backups.

Every business should have network security, including fire-wall protection, and a company-wide IT security policy in place for both on-site employees and remote workers. On top of that, you should have secure backups in place. Investing in cloud storage is a great way to go. That way, if anything happens on-site or to your primary data storage, you have backups you can rely on to restore lost or inaccessible data. Plus, having a solid cloud storage option gives remote employees ready access to any data they might need while at home or on the go.

#### Where Do You Begin?

Most companies in our area are not large enough to have their own internal IT department this is why partnering with an experienced IT services firm can really pay off. You need support that can take care of everyone in your organization while taking care of the data security of the business itself. This is where Wyant Computer Services come into play. We are someone you can rely on 24/7 and someone who will be there for you during a pandemic or any other disaster.

Benefits of Self-Confidence

*Self-confidence is defined as a feeling of trust in one's abilities, qualities, and judgement.*

People with healthy self-confidence are generally happier and more satisfied with their lives than people who lack self-confidence. Confidence can help you to take on the world with more energy and determination, resulting in better relationships, quality work and a feeling of being connected with your surroundings. Self-confident people usually can influence others more easily, as well as control their own emotions and behaviors more responsibly. A positive attitude results from feeling good about yourself and knowing that your place in the world is important and meaningful.

3 Ways To Protect Your Data During COVID-19

**1. Manage Your Passwords.** You've heard it before, and you'll hear it again – one of the best ways to keep intruders out of your data is to lock it behind strong passwords that are updated every 60 to 90 days. Use passwords that are a mix of letters, numbers and special characters. Make passwords long and confusing.

**2. Secure All Data.** Who are you sharing your data with? Do former employees still have access? What about former clients? Take time to see who has permission to access your network and data. While you're at it, clean up old or useless data that may be just taking up space. When you know what data you're saving – and who has permission to access that data – you can better protect it.

**3. Adopt Best Practices.** When was the last time your team received IT security training? Never? Five years ago? It's time to get back on it. Train your team on the latest cyber security threats and how to handle them. Then, adopt best practices so your team knows what to do when they receive a phishing e-mail or there's a threat to your network. *Inc., Nov. 20, 2020*



February 2021						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 National Freedom Day	2 HAPPY GOVERNOR'S DAY	3	4 Thank a Mailman Day	National Bubble Gum Day	6 National Eat Ice Cream for Breakfast Day
TAMPA BAY	8 Clean Out Your Computer Day	9 NATIONAL PIZZA DAY	10	11 National Make A Friend Day	12 2021	13
14 Happy Valentines Day	15 HAPPY PRESIDENT'S DAY	16 Happy Mardi Gras	17 RANDOM ACTS OF KINDNESS DAY	18	19	NATIONAL DAY LOVE YOUR PET
RANDOM ACTS OF KINDNESS WEEK! Feb. 15th thru Feb 21st						
21	22 NATIONAL MARGARITA DAY	23	24 World Bartender Day	25 NATIONAL Chili Day	26	27 No Brainer Day
28	HISTORY MONTH February 1 - February 28 2021					

WYANT WORD SCRAMBLE

Theresa Metcalf from Kingsley Forest Area Credit Union won the gift card drawing!

January's Answers:

MANIPULATION, HOLOGRAPHIC, TRANSLATED, SIMULATION, DIMENSION, MIGRATED, EARBUDS, FLOPPY Change Bonus: NORTHERN LIGHTS

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CRAMOEN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OGLEGO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



HINT: EARTH PIG



\*Email your answers to [wendy@gowyant.com](mailto:wendy@gowyant.com) to enter gift card drawing.

## Production Vs. Connection – The Ailment And The Cure

Recently, I had what we like to call an “aha moment” while listening to a sermon one Sunday. The minister made the observation that our society as a whole has swung to the extreme side of *productivity* at the expense of our *connections*. It hit me that this is one of the greatest ailments we see as coaches with our member companies and leaders, especially as of late.

### Culture → Appreciation → Connection

We know the best-performing companies are those that devote significant effort to creating a culture that their team members want to be a part of. And where does that culture come from? People crave appreciation in the workplace – and we’re talking sincere, heartfelt appreciation, not the casual “pat on the back” or quick “thanks” in passing. Real appreciation only occurs if there is a real connection between people. Connection is valuing the other person more than yourself or having an “others first” mindset. It takes effort, vulnerability and emotion. True culture cannot exist without both of these key elements.

### The Ailment

Unfortunately, in our “all about me” culture, connections tend to be shallow and unemotional. It’s not what can I do for you, it’s what can you do for me. As a society and in business, we have become so laser-focused on overachievement and beating the competition that our connections receive little attention. Especially today, when companies are striving to get back on their feet, push out new offerings and make up for lost time from the pandemic, connections are starving due to the demands of winning.

### But At What Cost?

There have never been higher instances of job discontentment, disconnected families, depression, suicide and overall lack of joy. Our extreme focus on production and achieve-

ment has come at a huge cost to society. Extremes at either end of the pendulum never end well.



### So, Now What?

Back to our coaching perspective, I think we have it right when we help our companies focus on culture by viewing their team members as human beings and not just a means to productivity. In addition, we all know that you cannot truly separate the business side from the personal side and that you have to be equally intentional in both areas to create the life you want, which involves real connections to who and what we love.

It’s time to swing the pendulum back, ease off the production pedal and give more attention to treating each other with compassion and putting others first. It may seem strange, but the companies that have done this well typically outperform on the production side, too, because connection is a great motivator for betterment – both personally and professionally.

Gee, maybe there’s really something to the old Golden Rule thing.

*David Pierce spent the first 30 years of his career in the corporate world as a CPA, and another 20 years in a C-level post in regional banking. As an entrepreneur, he eventually said goodbye to the corporate world and started his own consulting firm, and became a Four Decisions Certified Gazelles International Coach and a Petra Coach.*

### Maximize Videoconferencing Effectiveness:

- Check to see what can be seen in the
- Call someone ahead of time to test your microphone and video
- Make sure room is well-lit so people can see you, don’t sit in front of a brightly lit window
- Look at the camera rather than yourself on screen, it’s the closest you can get to making eye contact
- You should be in a place where there is no back ground noise, windchimes and traffic can drowned out your conversation

## Free Report Download: If You Are Considering Cloud Computing For Your Company, DON’T, Until You Read This ...



If you are considering cloud computing or Office 365 to save money and simplify IT, it is extremely important that you get and read this special report: “5 Critical Facts Every Business Owner Must Know Before Moving Their Network To The Cloud.”

This report discusses in simple, nontechnical terms the pros and cons of cloud computing, data security, how to choose a cloud provider and three little-known facts that most IT consultants don’t know or won’t tell you about cloud computing that could end up causing you MORE problems and costing you more money than you anticipated. Even if you aren’t ready to move to the cloud yet, this report will give you the right information and questions to ask when the time comes.

Get your FREE copy today: [www.gowyant.com/cloudreport](http://www.gowyant.com/cloudreport)



### Inside February 's News Letter!

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## CONFIDENCE IS KEY: HOW TO SELF-PROMOTE FOR GREATER SUCCESS

We often don't like to talk about ourselves. But there are many times when it is important to talk about yourself and to convey your accomplishments. Maybe you're applying for a new position within your organization, you're trying to establish a partnership with another company or you want to expand your professional network. Either way, here are a few ways to self-promote without sounding like a brag.

**Lean Into Your Expertise.** Call on your experience. If someone is dealing with an issue you're familiar with, walk them through it. Or, take on the role of mentor with others in your organization or community.

**Be Receptive To Feedback.** This is how we grow. Listen to what people have to say and respond by taking action. Make adjustments as they make sense. When you receive positive feedback, accept it graciously.

## ONE-ON-ONE MEETINGS: 6 Things Your Staffers Need From You

One of the best ways to keep your employees engaged and on-track is with one-on-one meetings. Whether your team is still working remotely or you're back in the office, all masked-up, you want to continue having these regular touch-bases.

Employees need undistracted time with you for direction and connection, say leadership experts David Dye and Karin Hurt.

Give your people these six things:

**Clarity.** Help team members see and understand the most important departmental and company priorities right now.

**Compassion.** Show employees they matter to you just as much as their performance does.

**Consistency.** Meet at a regular cadence to show folks their ongoing well-being is important to you, not just when there's an urgent issue.

**Credibility.** Be honest. Let them know if you're frustrated, worried or even excited, so they don't feel alone in their emotions.

**Capacity.** Ask how they handling the current work load? What do they need to succeed?

**Curiosity.** Solicit staffers insight and ideas on solutions to problems.

(Adapted from "What Employees are longing for in a remote one-on-one What Employees are Yearning For in Remote One-on-Ones," by Karin Hurt and David Dye, at [letsgrowleaders.com](https://letsgrowleaders.com))

