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THEY'RE TAKING OUR JOBS ... THE ROBOTS, THAT IS!

Over the next 20 years, machines are going to be very busy taking on the work many of us are doing today. According to recent research, a surprising number of jobs that humans do today can be automated and handled just as well by robots or computers — and that includes blue-collar and white-collar jobs alike.

A host of jobs are at risk:

- Telemarketers
- Secretaries
- Cashiers
- Drivers/chauffeurs
- Cooks
- Umpires
- Bookkeepers

In fact, you may have already seen some of these jobs being replaced by machines of some sort. For example, there are already some automated calls bugging you instead of telemarketers, self-checkout lines at the grocery store instead of cashiers, and self-driving cars to replace taxis or limousines!

Even jobs you might not expect to be replaced are in jeopardy. Instead of restaurant cooks, there are now robots that can make everything from pasta to lobster bisque. Instead of using bookkeepers, most large companies now use software to automate those tasks. Today, secretaries are largely obsolete, because busy professionals can use technology to arrange meetings and field calls themselves.

One of the most surprising examples is the fashion model and actor. A British company named Engineered Arts has created a fully interactive and multilingual robot known as the RoboThespian. This technological marvel can hold eye contact, guess a person's mood and age, and even break into song. Some jobs will always benefit from what humans can bring to the table, but you may have to stand out even more to succeed in these dwindling fields.

Researchers have determined that the least likely jobs to be automated are mental health

and substance abuse social workers, because these positions require a great deal of cleverness, negotiation, and helping others. The more "human" a job is, in terms of social interaction and communication, the harder it is for a machine to do it. At least, for now.

The likelihood of any of these jobs being taken over by robots is only an educated guess at this point, but with some automation already happening, it's not as far-fetched as you might think. Keep an eye on automation to make sure you're not taken by surprise when the robots show up at your workplace!



TOP OF THE WORLD

A TRIP TO SOUTH KOREA PUT ME 118 STORIES IN THE AIR

Recently, my wife and I visited our eldest daughter, Shelley, who we don't get to see nearly as much as I would like. As a schoolteacher for the Department of Defense, Shelley currently teaches third grade on a base in Seoul, South Korea. This was our first time visiting Shelley in South Korea, and though the trip was brief, it was really amazing!

Shelley lives right in the heart of Seoul, which is home to over 10 million people. The surrounding area, called the Seoul Capital Area, holds more than 24 million citizens — half the country's population. Our visit fell on Shelley's spring break, so she had plenty of time to show us around the city. We traveled all over Seoul, checking out museums, national monuments, outdoor shopping areas, and other awesome sites.

One of my favorite parts of the trip was when we attended the grand opening of the Lotte World Tower. At 123 stories (1,823 feet), the Lotte is the tallest building in South Korea and the fifth-tallest building in the world. The night before the building's grand opening, fireworks were hung around the exterior of the building and shot off in an amazing light show we could see from my daughter's condo on the other side of the city!

Like many tall buildings, the Lotte World Tower has an observation deck, located on the 118th floor. We got to the Lotte bright and early on the morning of the grand opening and were some of the first 20 people to set foot on the observation deck. If you're uncomfortable with heights, the Lotte World Tower is one of the last places you want to be. The 118th floor also happens to be the highest glass-bottomed observation deck in the world, and when you look down, you'll realize there's a busy intersection hundreds of stories beneath your feet.

The diversity of buildings and architecture in Seoul is mind-blowing. Seoul has the fourth



"It's a unique experience to walk through alleys built in the 15th century one day and take an elevator up to the tallest building in the country the next morning."

largest metropolitan economy in the world, but as you walk past skyscrapers and urban railways, you'll find a historical district that hasn't changed in 600 years. All the houses are built and repaired using traditional techniques that have been passed down through families for generations.

People think of Japan and China's respective histories going back several thousands of years, but the fact is, Korea's history stretches back just as far. The National Museum of Korea has

artifacts which date to 500 BC, and you spot evidence of Seoul's long history throughout the city. It's a unique experience to walk through alleys built in the 15th century one day and take an elevator up to the tallest building in the country the next morning.

Visiting Shelley is always a wonderful experience, and the added bonus of exploring Seoul made the trip that much better, though I could have gone without the 14-hour flight and jet lag. Shelley's job means she'll find herself somewhere new eventually, and we are looking forward to visiting her wherever in the world she is. To be honest, though, we have our fingers crossed for Spain or Italy!

Train West

Getting Things Done®

How a Few Changes Can Boost Your Productivity

Let's not beat around the bush. We all know how to do things.

The real question is, what's happening in our psychology that gets in the way of peak productivity? Fortunately, David Allen's Getting Things Done® methodology can help.

You may not realize it, but your brain is full of lists right now. That bogs down your brain, which isn't really designed to remember a lot of things. If you need proof, try to remember that thing you said you'd remember two minutes ago, then promptly forgot.

Put another way, if your brain were a white board, would it be covered with a bunch of to-do lists and reminders, or would there be a lot of blank space to draw, write, and think? One of the most compelling things about Getting Things Done is that it frees up your brain by getting all of those items written down somewhere — a notebook, an app, a tape recorder, or a Word doc. Then, all you have to do is break those tasks down into simple lists.

First is the "in" list, which is a master list of anything that you have to do or want to do. The "in" list includes everything, from getting the mail to opening a new bank account.

From there, you need to process the items on the list. The very first question to ask yourself is, "Is this actionable?" If you *can* do something in response to the task, ask if you can do it in under two minutes, like replying to an email. This is called the two-minute rule, and it allows you to clear out tasks that are easy to handle now, instead of putting in unnecessary effort to carry them forward.

If the task would take longer than two minutes, ask, "What is the next action for this?" Then add that specific action to a "next actions" list you refer back to regularly. For example, if you need to join a gym, the next action is to stop by the gym near your house after work. Just asking about the next action to take will dramatically improve how much progress you make on your goals.

There's more to Getting Things Done® than just these strategies, but try implementing just this much. Get all of the to-do items out of your head and start classifying them by which ones you can take action on. For more on productivity, check out GettingThingsDone.com!



Client Spotlight

A Personality Fit for Disaster Restoration

Craig Wilson and Blackmon Mooring



When we step into a new job, we're looking for a place that can give us experience and knowledge, meet the needs of our family, and fit our personality. Craig Wilson found his match at Blackmon Mooring, and 16 years later, he's still there.

As project manager, Craig organizes the teams that restore buildings damaged by fire, water, or other emergencies. Craig's work with Blackmon Mooring lies mainly with commercial properties, and he addresses problems in office buildings, school districts, hotels, and churches. Every job and property poses new challenges, which is what attracted Craig to the position in the beginning.

"I'm not someone who's content with sitting at a desk from 8 to 5," Craig explains, which perfectly suited him for Blackmon Mooring. "I want to be up, meeting people, going to new places, and solving problems. No two sites are ever exactly alike, and you have to be creative if you want to meet the challenges."

One of the biggest challenges Craig faces at Blackmon Mooring is when they need to get a school district back online.

"Schools can't be offline," he explains. "Schools can't be down. There's a little leeway with an office building, but when you're at a school, the classes must go on. My team needs to be as efficient as possible because the kids need to get back to school."

There are many challenges that come with restoring a building and organizing a team to answer the needs of customers whose livelihoods are in ashes, but Craig isn't a man to shy away from a challenge. In addition to his team, he often partners with other experts, such as Travis West from Building Air Quality, to ensure each customer is left in a better place than they were before.

Find more about Craig Wilson and Blackmon Mooring's award-winning service at blackmonmooring.com.

Is Your Business Hurricane Ready?

EMERGENCY PLANNING IN COMMERCIAL BUILDINGS

Hurricane season sweeps through the Lone Star State from June through November. While the Gulf of Texas is far less likely to be hit by a hurricane than Florida, the increasing number of tropical storms and hurricanes we've seen in recent years means you can never be too careful. Here's what building owners and property managers need to think about when preparing their staff for an emergency.

Know the Risks

If your building isn't near the coast, you probably don't have to worry about a hurricane. Whether it is an earthquake, heatwave, chemical threat, or power outage, your emergency-preparedness plan should address the threats like are most likely and will have the highest impact.

Build a Team

A good emergency plan is created by an inclusive team made up of members from different departments. It's important to take into account how a plan could affect anyone so you can create a plan that protects everyone.

Make Information Accessible

Bigger isn't always better. If your emergency plan takes up an entire three-ring binder, it's probably too long. Your plan should address the risk and outline action steps as concisely as possible. Ideally, you'll be able to fit the plan on a flip chart or something of equal size. Your staff needs to be able to read and understand the plan quickly.

Update Alert Procedures

A big part of emergency plans involves being certain your staff knows what an emergency alert means. If your plan involves making a coded announcement so everyone in the building is aware of the situation, will your staff all know what the announcement means? Include this in the emergency plan and outline the appropriate response procedure for a given situation.



Using Outside Help

Make arrangements with key contractors in advance. Knowing that you have immediate access to electricians, plumbers, or even water-restoration contractors helps you plan for those unseen emergencies.

Test the Plan

You might not have the means to conduct a costly, time-consuming drill, but there are other ways to test your emergency-preparedness plan. Tabletop exercises are often the best way to test a plan. Select individuals meet to discuss a hypothetical emergency and walk through the steps for handling said emergency. This allows you to address who is responsible for what part of the plan, determine how quickly the plan can be carried out, and identify any weak links to correct.

The right emergency plan can mean the difference between life or death in the time of a crisis. Make sure you are protecting your staff and prepare a plan than can help keep everyone safe. You may never need it, but if the time comes, you'll be glad your plan is ready and waiting.



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