

Transcription - 100th Episode Part 3

Welcome back, I'm Kim baillie, she's Fulyana Orsborn and this is Inside Exec. This is Part 3, the final part, of our 100th episode. where we were talking with John Eddy, Nick Plummer, Josh and Krystle Hockley. In this session, we talked a lot about technology and its influence on the things that we want to do in the next five years.

We're back. We've got another couple of questions, but we have sort of strayed, in our conversation up to this point, on both of those topics, I think. But I'll let Fulyana decide, she's important, on what we might talk about next.

Thank you. I think technology, bit more on technology will be good. I'm certainly not a technology expert. Actually, I'm the opposite to that. Two things I'd like to share. And that is, I always had other people helping me with technology. Until we started the podcast, and you've probably heard this bit on other podcasts, when we recorded the first one, Kim said to me, "Okay, now you can send it to me." And I thought, "Okay, it's like an email." And of course that didn't work. So, Kim, because she knows me and she challenges me, she doesn't help that way. She just makes me do it. Then, what did happen is, after I worked out one piece, then she said, "Oh yeah, that's really good, but I need it in an MP3." "What is that?" "Because I need to edit it". I didn't want to let Kim down. I didn't want to do what I've always done, that is going to some of my techo friends and saying, can you show me or can you do it for me? I actually taught myself. The satisfaction I got from that was enormous.

On a scale of 1 to 10, I'm probably still minus, but that to me is a learning and it's important. More recently, I've been hearing terminology in that "AI" and some of my accountability partners are very much into that stuff. I don't want to appear too stupid, so I try to teach myself about blockchain. This story I'd like to share with you because it really meant something. It resonated with me. This one is about blockchain. They use that technology in a Syrian refugee camp. It's outside Jordan and it's in a very large area. So, it's a refugee camp and what happens, how these things run, is there is a supermarket which people go to. That's the only place they will both get their food and to have their social interaction.

This is supplied by World Food Program, WFP. They fund the food, right? To get the money to buy the food and spend it in the supermarket, usually you would go to a third party. So, the funding goes to a bank or a financial institute of some sort. That costs money.

And then it goes from there to the beneficiary who is the refugee, who gets the money, then goes to the supermarket and buy, right? Very complicated and costly. Remember they've got nothing, these people. So, it's not like we're down the street and got everything that opens and shuts. What happened? This has been tested in India before but using the blockchain technology, they did it so that the money would go from WFP to the blockchain.

So, there's no charge or anything. The person's got to identify that I am Fulyana, a refugee in entitled to \$30 to buy food. People in the supermarket recognize me and I've been able to identify just looking on the screen, when I come in the shop. The screen would say, how much money I've got, that I don't need any password, I don't need anything. The supermarket uses the code and they get paid directly. So, to me, if this is being used now, it's not too remote and apparently they've already got the facial recognition technology for passport, some stuff like border control, sort of things. I got very, very excited by that.

So, what's happening with technology going forward? I'm very eager to continue to learn and

use it in whatever we do. We've talked about technology a fair bit and I've already said I struggle with it, but you know, but it's good when you learn how to do something new and you find you can actually do it. A couple of interesting things. One is, increasingly, your friends are doing things which are business things, which use technology to do it. And it amazes you and I know I'm going to give you a couple of examples. So, one of my friends is running a mentoring business, she now has a platform which she built. It does all the things necessary to make mentoring within organization, effective. Of course, once you've built a platform like that, you can deliver your product over the internet, which she does, not bound by geographic boundaries at all. You know, you can do business anywhere in the world and she is already. She's building an amazing business because she's got a good understanding of technology. Another friend of mine has started a massive growth area. We're talking about health and fitness being a growth area, but the other is going to be health care and aged care and retirement will be, you know, already as massive growth area, going to continue to grow. So this friend has developed up a platform which helps advise people on the right facilities for them, state by state in Australia. He's built himself an Australian business, very fast, again because of good understanding of technology. So, whilst it's something I struggle with, you've just got to stay on top of it, I think.

The one thing that I think about technology is, I think it's important that we don't forget to do things ourselves. Like, if something is being invented to help make our life easier, that's great, I'm all for that, but don't forget how to do that task without the technology. I actually experienced this, or kind of experienced this on the way down, I saw a woman get out of the car and cross the road. She didn't even look. How's that related to technology? Just my opinion, is everything is done for her through technology so that she's actually forgotten to look both ways. And maybe not, but when I saw that happen, that's what I was thinking. The world's got to a point where everything's done for us so easy, that we forget to look across the road.

There's something that Krystle and I experience, with our racing, we have all that, you know, we have heart rate monitors, we have all these devices that we use for training and for racing. So many times during racing, an athlete who forgets put a new battery in their device and their race goes south because they can't see their heart rate. Well, you should be able to know your body, you should know your perceived effort to finish that race. So, I'm all for technology, but I just think that we need to still remember that we can do things without the technology, in case that technology fails.

I guess my overriding concern is the introduction of AI and that we are educating ourselves so that we know what instructions to give. AI will learn, it will learn from us, it's learning from us now in all sorts of ways. We need to be aware of how we ask questions, how we give instructions, how we communicate what we actually mean. I think that is something that we have lost in the acceptance of general technology that we have now, that where our communication is shortened, what we say is shortened. I'm sure there's a generation who can't spell, but that's just my opinion. We are not as careful about the instructions we give and about making sure that what we have said, is understood and is understood in the way we meant it. So that's my concern. I embrace technology, as you know, but I would be wary of the communication that still needs to happen within the acceptance of that technology.

Two things I'll comment on in how I think it's affecting, I guess, the triathlon side of things and

also I work as a licensed conveyancer a couple of days a week. First of all, I'm excited with technology in how it's going to impact everything we do over the next 20 years. I think anyone that doesn't embrace it is going to get left behind, as we all know. With the conveyancing, it's really interesting. We've just recently, we're trying to transfer across to what's called PECSA, which is electronic conveyancing. I believe that anybody who doesn't want to learn that is going to get left behind and it's quite interesting how a lot of the older solicitors, they don't want to learn it, they don't want to embrace it. It amazes me because I think, well, in two years time, everybody has to be on this platform, apparently. And if they're not on the platform, they're not going to have a business. For me, it's a great thing and I'm loving learning about it and I'm excited to see and I can't wait for everything to be electronic. So I think that's fantastic for my job. It also means that I can pretty much work from wherever I want in the world. So instead of having to physically go to a settlement and pay the money, it just all happens. I don't know if anybody knows anything about the PECSA program, but basically it just does it all electronically for you, so no one actually has to physically go and do the settlement and swap cheques and all that type of thing and pay \$18 for a cheque. That's exciting for me, on the technology side of things with my conveyancing. And then with triathlon, I think something that interests me is the impact that it's had on the sponsorship side of things. I think with companies now, it's a lot easier to get people to promote your products because there's so many people out there on Instagram and Facebook or whatever, that will promote your product for free, just to get some product back. So I think it's making it a bit more difficult for professional triathletes because they have to work a lot harder to get that sponsorship and to even get any type of cash payment or anything like that because of the technology and the availability for people to promote products for basically nothing. That's my thoughts on technology.

I guess the biggest impact on what I do is, as far as my job is concerned, is the first thing I did mention previously, about using technology to do coaching. So using all that technology out there to talk to people, you don't need to meet face to face. That's the first one. The second one is the impact that technology is having on how work is done, I guess and how business is being conducted around the world. There is so much going on. I don't think we can keep up pace with it. This is part of the problem there. The fear is that, as we move forward, it's going to get worse and worse or better and better as technology continues to invade our lives. That's the problem that I think I'm struggling with myself. You know you have automation, you have a robotics, you have this AI, this artificial intelligence, which I'm still struggling with myself. All have a significant impact on the way we go about doing things. These cars that they are developing with no drivers anymore haven't helped us. I don't think I have the courage to get into one of those things, but something is going on in the car side of the business which is using technology to do that. I think the artificial intelligence is an interesting one that I think is going to replace many human jobs. I mentioned previously about doctors in operating theaters. Robotics are now coming in and doing the operation with someone and you can be actually using a screen and operating in another country.

I don't know about the pace that's coming. I'm not sure whether our brains can absorb the changes that are happening around us. That's what frightens me a little bit. Technology is moving so rapidly forward. I have enough trouble with my mobile phone, let alone learn all the other things going on. From an executive coaching point of view, I think that will be a growth industry because I think you can't replace people with intuition or honesty, in a robot. You've got to have a human doing some jobs. Certain jobs will grow and develop and other

jobs will contract. Hopefully our universities are looking at what they are teaching people in universities today to be in the future. Are they teaching them the right things, the right career paths?

I think this is what young people are struggling with. You are being trained as a lawyer, do we really need all these lawyers? Is there another alternative to using technology? Maybe I'm around to see it one day. Did anyone listen to the TED talk of AI just recently? I don't know who he was, but it had some guy that's really behind AI. He was saying that they are so far developed with robots taking over our jobs, that they've had to stop because the robot will listen to every single command and do everything in its power to listen to your command. Where they're at is, the robot, if you say go make me a coffee, the robot will go, assess the situation and go. What will stop it from making that coffee for you? If someone hits the on-off switch, it can't do that command. What the robot does is that it knows how to make the switch stay on because that's a threat of not doing the command. Now humans have this problem of having this robot that can't be turned off because it needs to meet your command. That's scary. It's scary.

I don't go into the car into the city. What do you think about it? If you go back, any change was quite significant, like even going into a plane, having a car in the first place and then the speed and all of that. The difference now and it has been, continuously getting faster. And I think that's the point, is that when our brains cope with it, eventually I think yes, they will iron out all the problems. There will be consequences to those problems first and then they get fixed. But it will just continue to happen. So change is always going to be happening. But at this speed, I don't know. There's going to be significant problems very fast with AI because it will be the huge number of people who will be laid off. They will be laid off. I think it's going to have to be a lot of people because more and more they're using computers to do it. And you've got to wonder if it really works. What happens when you've got a large percentage of your population unemployed? And then not any money to buy the products, that kind of area of problem? Yes, that's the problem.

I think the other side of the technology is the smart phones for young people. You're hearing about, I think the latest was that Apple has been asked to come up with some sort of changes to the technology that inhibits the young people from going on, and they live on these phones. Not just young people. But young people, I know a couple of kids, they spend, I don't know, how many hours on the phone and then you've got to ration the phones to them and take it off them because they're just ingrained in this phone, can't stop looking at it. I know myself, I do the same thing. I'm always hoping, checking, checking, checking, which is the habit I've got into. It's a frightening habit. So the use of technology is great but if you overuse it, or abuse it, I'm not sure what we end up with.

Absolutely. And to the point that was made over here before, as well, if we forget how to do things, like reading a map, for example, we use Google, that's become a verb - you say "just Google it". We're helping a young girl to this half marathon not that long ago, just before Christmas, and I went for a run with her, and she was saying how her heart rate wasn't sitting where it was sitting. And I said, "That's fine." And she was like, "Yeah, but, like, it's not sitting where it's meant to be sitting." I said, "That's fine. I appreciate that you're a human being." And she looked at me and I'm like, "You're a human. It's okay that your heart rate is not at 140, or wherever it was meant to be". And I think that, with technology, I just hope that we

don't, the population doesn't forget that we are humans. We're not robots. And, like I said, I'm all for the technology, but let's not forget who we are. And soon we won't have to write to any more, just think it and it will come up. That will help my spelling!

And if you don't have a face-to-face meeting, you don't see the body language, facial expressions, you know, and that tells you a lot about people. That's even in a race, like when you're racing like you're better if you see them. They might be up the road and you think they're beating you, but when you see them, you can see that they're hurting, that lifts you up. That guy's like, "Wait a minute, they're actually hurting." Yeah, I think that's why Krystle was only 15 minutes behind me at the World Champs. She could see that I was hurting.

All right, well, we've got very little time left for our allocated session today, so we might just go around the table once more. If there's anything else that you'd like to add, you can do that at this point, given that the theme for today was looking to the future, looking to the next five years, and the things that are going to be good and bad for us individually and generally. We'll start with Josh.

Very happy to have been invited to this spot. I think looking in the future for yourself, I think, like I said before, work hard, but work hard for your passion. And I think for the generations before us, before Krystle and my generation, was work hard to live. And that was great. That set a really good foundation for people like Krystle and I, taught us how to work hard, but let's not forget that we are on this earth for a short period of time. So figure out what your passion is, work hard at your passion, and build a business or go to work that allows you to spend more time doing what you want to do, I think. That's what Krystle and I will be looking at in the next five years, is building another business that allows us to do more of what we want to do.

Thanks Josh.

Yeah, well, so I'll touch on what was our fourth point, a little bit about non-business contributions as well. And as you look to the future, I've sort of experimented with this portfolio of, all right, what am I going to do next? One of the things I've got to say I've enjoyed the most is working in a not-for-profit sense. And there are two things that I'm doing at a moment that I get a lot of satisfaction out of. One is working with an organisation with the asylum seekers centre. They're there to help asylum seekers who are people seeking to become refugees. What that organisation does, is everything it takes to help those people through that process. What I do within it, is help those asylum seekers find jobs.

Well, that's an incredibly satisfying thing to do. We were talking about the joy of working with other people. These are extraordinary people from all over the world, all with different experiences and different personalities. It's a real pleasure to do it. I've got to say, the other thing that I do, is sit on a not-for-profit board. To be honest, I find that hard though, because I'm not sure I'm the best board member in the world. I prefer doing things to talking about them, but it's still great because it allows you to learn the skills of a board and how a board operates and everything. I think as people look at what they can do as they move forward, you know, certainly the not-for-profit space and the volunteers spaces are a really rewarding one, yeah. Sticking to the same theme, it's back to the human-to-human interaction, helping each other. To me, I certainly look back at my life so far and think how fortunate I have been for people helping me through our growing up, working where I am now. So to be able to

keep remembering that, see, appreciate how lucky one is and how you can help others not as a favour to them, but as a satisfaction to you really. So it's two way and it's not like saying I'm being big deal and helping. That's back to your point about that refugees, human-to-human, young athletes, where people understanding it, your cause, that travel, that the journey, is still travelling it. So it's much more meaningful for you to talk to someone about that. For me, I think I will continue with my journey of doing that as well as keeping myself open for opportunities. There are things that are around the corner that I don't know about and that I can contribute in. When they come, I'll know it and I'll do it.

I guess the theme is around technology and what I'd like to say is that don't let technology take over your life, utilize the technology for the best advantage for a better life. On the theme of what I talk about, virtual coaching, I mean that is just technology helping us help people. And that's, I guess, my passion at the moment, probably more passionate about the pro bono mentoring and coaching that I do rather than trying to build a business and utilizing the technology to make sure I can deliver a more effective service to people, but don't let it dominate your whole life. I think that's the missing part that I struggle with, this technology taking over everything that I want to do. Utilise it because it's there, but make sure there's a balance between the human interaction and the technology.

Well, I guess probably the thing that I want to say is, and I guess it follows on whatever else I said, just figure out what makes you happy and do it. Simple. Whether you need to adjust your lifestyle, to quit your job, to be able to have more time to do what you want to do. You'll be surprised at how little amount of money you need to survive if you cut out a lot of things. Whatever you want to do and just do that. I might just do a little plug, if anyone wants to get in contact with me or they want help with anything sporting, whatever, coaching, mentoring. You can follow me on Instagram and @krystlehockley or on Facebook. The one thing that I've gathered from this podcast, in what we've discussed today, was face-to-face and technology. So we're saying that technology helps us when it's needed and we're saying that we should or we want to do more face-to-face. So therefore is it up to us, the people, to where are we going to disconnect from people, if we accept the technology? So we've got Skype, so I can Skype someone that's just up the road to me because it's there. We accept that we can get on a train or go in the car and drive up the road and have that face-to-face. I understand if you're in a different country, that's great, the technology is great for that, but we don't need to accept the technology if we can actually go and physically see the person. You know what I mean? Because we're all saying that we want to do more face-to-face.

I guess I should do it a little summary too. What has come out of this for me is that I really need to revisit how I teach people not to say "um" in their public speaking, Fulyana and Krystle!

I thought we could edit this all out.

We can, that's embracing technology. We're really going forward with it.

Thank you all so much. Next time, I'm just going to have John, Nick and Josh.

[Laughter]

I really appreciate the honesty and the open conversation that we have had around the table

today. It has provided us with a whole lot of material that we can use in the podcast. I congratulate Fulyana for putting up with a hundred episodes and making it happen. It was a big challenge when we first started. She really wasn't sure. And she's even done a video, as you know, there's a video on the website now, so she's done a video. And we will pursue that avenue a little bit further this year. But to sum up, I want to thank John, Nick and Josh and Krystle and Fulyana for being here today and for your input.

For now, I'm Kim Baillie, she's Fulyana Orsborn and this is Inside Exec.