Cliff Lavin has shown us that it is possible to learn about technology, even when we feel overwhelmed on this particular topic.

Basic knowledge of technology terms is crucial when working remotely, and protecting the confidentiality of our clients is a top priority.

Here are some of his recommendations:

- If you do not understand a technology term, ask for clarification and explanation in simple language.
- If you have questions, ask them, in technology it is best to be safe than sorry.
- You can find great simple resources online.
- Talk to your colleagues about your technology needs. They maybe able to guide you or refer you to someone with the necessary expertise.
- You do not need to do it all. Let the experts handle it!

For questions or comments on these videos, please email us at asi@naswasi.org.