

Transcript

00:00:00 Dewayne

The shift show captains log episode 22.

00:00:04 Dewayne

While attending an interplanetary conference, the Shift Show seeks to help facilitate an alliance between two major worlds.

00:00:11 Dewayne

Listen in as we interview 2 explorers from the Microsoft system who recently made first contact with one of the best kept secrets in the Galaxy, the Cooperative Extension system.

00:00:25 Dewayne

Set a course for the future of extension.

00:00:45 Dewayne

Hey buddy, you ready for an exciting episode?

00:00:49 Joe

This one is going to be.

00:00:50 Joe

I think this is going to be fun.

00:00:53 Joe

Going to be talking about a great week.

00:00:56 Joe

We had recently at a conference.

00:00:59 Joe

Catching up with people that it actually never seen except on some little you know, little video or a couple of conferences.

00:01:06 Joe

We ran and spent some some really important time with some of our partners and people that we just.

00:01:14 Joe

We just like being around.

00:01:16 Joe

I think it was.

00:01:16 Joe

It was a great week.

00:01:18 Dewayne

Yeah, yeah, it was probably probably one of the best weeks I've had in a very long time, so I'm super excited that we got to experience that.

00:01:27 Dewayne

I guess we should actually say what it was, so we're very bad podcasters.

00:01:33 Dewayne

We're going to recap a event that Joe and I got to attend in West Palm Beach, FL in July of 2022, and it was the National Association of County Agricultural Agents annual meeting Professional improvement conference.

00:01:51 Dewayne

That's a mouthful, but that's what they call it so.

00:01:55 Joe

NACA or any CAA and pick a few shorter words we.

00:01:59 Joe

Can use with that.

00:02:01 Dewayne

Yeah, and like you said this is a group of people that they are very close to our hearts because for the last two years like the rest of the world, their conference had to go online in order to keep them.

00:02:17 Dewayne

Meeting and I remember when we found out after the 2020 conference, so we did the 2020 and 2021 conference.

00:02:26 Dewayne

We facilitated those conferences by hosting them in teams and it worked very well.

00:02:32 Dewayne

The feedback was great and overall it was a very good success.

00:02:38 Dewayne

Uhm, but after the 2021 we found out that that was their 105th consecutive meeting, and I'm so glad we didn't know that that was what was at stake beforehand.

00:02:50 Dewayne

It would have been so much more pressure.

00:02:53 Joe

I was yeah.

00:02:54 Joe

It was like 3 weeks to put that together and go online.

00:02:56 Joe

That was enough pressure to let us, you know, even without that string of them in a row.

00:03:03 Joe

Definitely didn't need that extra, but yeah, this is this time we got lucky because we hosted them virtually for the last two years and this year in Florida we got a chance to go in person and visit with them.

00:03:19 Joe

We actually had a presentation we gave a couple hours on.

00:03:23 Joe

One of our favorite tools, PowerPoint.

00:03:26 Joe

Educating some agents on how to use that in a hybrid world online.

00:03:33 Joe

Taking it, you know, getting a chance to continue to give back to them.

00:03:37 Joe

They helped us.

00:03:40 Joe

Learn our ways to manage our virtual venue as a service that we've come up with.

00:03:46 Joe

Basically for running online meetings.

00:03:49 Joe

Definitely great to get in person and meet with them.

00:03:53 Dewayne

Yeah, the the theme by the President Bill Burton was.

00:03:58 Dewayne

This is going to be different and it was different in a lot of ways and one of the things that I think is super special about this is not only was it different in, you know for the last three years straight, there was history being made.

00:04:13 Dewayne

For the last three years straight, so there was a lot of firsts to happen, and for this event in particular, two years ago was the first time they'd ever met virtually.

00:04:23 Dewayne

But it kept that 100 plus year streak of meeting. You know intact. This was the first time that a state had hosted the event back-to-back to back.

00:04:36 Dewayne

So that's pretty pretty cool.

00:04:38 Dewayne

Normally this this event would move around through different regions of the United States through different areas where you know for different land, grant schools to host it and it just.

00:04:48 Dewayne

So happened the stars aligned in 2022. Florida had bid on that four years previously, and so that was a first but a huge first was.

00:05:01 Dewayne

This was the.

00:05:01 Dewayne

First time a tech company had come to this event and not only did they come.

00:05:07 Dewayne

They were headline sponsors of the.

00:05:11 Joe

It was great to have Microsoft there, and that's who we're going to talk today with a couple.

00:05:18 Joe

Of them that attended, manager Booth gave some presentations were there with the Microsoft Store to help.

00:05:29 Joe

Learn about extension and.

00:05:33 Joe

Get the word out on what extension is inside of Microsoft that was that's been.

00:05:39 Joe

Our goal is explaining the how big extension is how impactful it is across the country, and there's an opportunity there to help our agents across across the states.

00:05:53 Dewayne

Yeah, the we're calling this first contact I think, which is pretty cool 'cause this was first contact between Microsoft and Cooperative Extension at this level for sure.

00:06:07 Dewayne

I mean, obviously we've had a relationship with our partners at Microsoft for a while, but this was the first time that they in this capacity.

00:06:14 Dewayne

Had been involved in an extension event, so you are going to hear from 2 experts from Microsoft that we are about to beam onto the shift show and interview and so we have Kristen Colegi.

00:06:30 Dewayne

And she, I think, is probably going to quiz us on how to spell that at the end of the show.

00:06:34 Dewayne

But Kristen Collage is a senior surface specialist for US education at Microsoft and also we'll have Heather Cox who is a CSA engineering manager, and CSA stands for cloud.

00:06:49 Dewayne

Solutions architect and.

00:06:53 Dewayne

Yeah, apparently they like their acronyms just as much as AG does so.

00:06:57 Joe

We might need a universal translator there, and some of those.

00:07:00 Joe

Acronyms yeah for sure.

00:07:02 Dewayne

So this is, uh, this is going to be a little tricky.

00:07:05 Dewayne

Joe, 'cause we've beamed people on before and they've survived, but I don't think we've ever beamed 2 at the same time, so I'm not really sure what happens.

00:07:14 Dewayne

Yeah, if they get crossed up somewhere, hopefully, well, we'll just see so cross your fingers and I'm going to go ahead and.

00:07:22 Dewayne

Hit that button, beam them on and let's get this show started.

00:07:37 Dewayne

Hello ladies, welcome aboard the ship show.

00:07:41 Kristin

Thank you, thank you permission to come aboard.

00:07:45 Joe

Granted, perfect.

00:07:46 Kristin

Happy to be here.

00:07:48 Kristin

Happy to be here.

00:07:49 Heather

First Spaceship, first time on a spaceship.

00:07:52 Dewayne

Oh, good good.

00:07:53 Dewayne

Good, well, we're glad that you came to fly with us on the shift show and we we have spent some time with you recently and because it's super fresh, I think on all of our minds we wanted to kind of recap our.

00:08:08 Dewayne

Experience that we had together 'cause I felt really good about it and I I know a lot.

00:08:13 Joe

It's definitely an important event.

00:08:13 Dewayne

Of other people.

00:08:14 Joe

Definitely important event for us.

00:08:16 Joe

So excited to kind of talk about that.

00:08:18 Joe

That experience for all of us.

00:08:20 Dewayne

Yeah, definitely.

00:08:22 Dewayne

Uh, so I guess first let's start off with.

00:08:24 Dewayne

Like who you are?

00:08:25 Dewayne

And what you what you do so Kristen, you want to kick us off?

00:08:30 Kristin

Sure, happy to so Kristen Kalaje.

00:08:34 Kristin

There will be a quiz later on at the end of the podcast on how to pronounce my last name.

00:08:39 Kristin

But I've been with Microsoft now for five years. I am a senior surface specialist on the US education team. Doesn't mean that I'm old, just.

00:08:51 Kristin

Means I've been around for a minute.

00:08:52 Kristin

Uh, but I actually am in charge of I.

00:08:56 Kristin

I manage our higher education strategy nationally.

00:08:59 Kristin

And and, you know, on a personal note, have been connected.

00:09:04 Kristin

To you guys for.

00:09:05 Kristin

The past couple of years now it's been almost four years.

00:09:09 Kristin

You guys were, were and are continue to be customers of mine and ours.

00:09:15 Kristin

But have and I'll go into my passion a little bit about extension in just a minute.

00:09:18 Kristin

But you guys have have sparked a lot of excitement in me around how I can tie this back into my business.

00:09:27 Kristin

So, so super excited to be able to to share that and share what we what.

00:09:32 Kristin

We was at 2 weeks ago if we.

00:09:34 Kristin

Did this only two weeks ago feels like a lot longer.

00:09:37 Dewayne

Time is really messed up, now, isn't.

00:09:39 Heather

It, especially when you're on a spaceship.

00:09:41 Dewayne

Oh yeah, yeah, if we go too fast it actually goes backwards.

00:09:44 Dewayne

So watch out.

00:09:47 Joe

Slingshot around the sun.

00:09:50 Kristin

So that's who I am.

00:09:51 Kristin

Well, on a.

00:09:52 Kristin

Quick personal note.

00:09:53 Kristin

Heather and I both have this in common.

00:09:55 Kristin

We are former educators, so I'll touch on this in a little bit, but was a teacher for 10 years.

00:10:00 Kristin

And that's a big part of who I am.

00:10:03 Kristin

And why I'm here and in many.

00:10:04 Kristin

Ways so with.

00:10:06 Kristin

That I'll pass it to my dear friend and colleague, Miss Heather Cox.

00:10:12 Heather

Yeah, so as Kristen said, I'm Heather Cox.

00:10:14 Heather

Now there won't be a quiz on how to pronounce my last name, but maybe how to spell it because I've had it spelled the many different ways as you can imagine, but I am.

00:10:26 Heather

I am in new in a role as of a little over a month ago and I am a.

00:10:31 Heather

Manager now for a team that is called.

00:10:35 Heather

CSAE Cloud solution architect, engineers, and as I have been learning and I'm hoping that more people get to learn this, they are truly they call themselves the rock stars and it's because they truly are. They are so foundational in what we do at Microsoft in terms of supporting.

00:10:54 Heather

Their customer.

00:10:55 Heather

So I've got to say it's been an interesting journey.

00:10:59 Heather

The whole reason I switched to that team was because I wanted to work with this group of people and that's been the best part so far.

00:11:08 Heather

But yes, as Kristen said, I've I've also gotten to know Joe and Dwayne over the past couple of years and was.

00:11:15 Heather

Actually just reflecting upon.

00:11:16 Heather

On my first meeting with them in Chicago and riding a riverboat together, so very happy to be here it was.

00:11:24

Forgot about that.

00:11:26 Heather

It was great to see you guys in person two weeks ago and to be a part of that event with you and.

00:11:33 Heather

And yeah, we're happy to sit here and talk about it and have some more fun.

00:11:38 Dewayne

Awesome, well we are so happy that you agreed to join us.

00:11:43 Dewayne

We we like to joke that we don't ever usually have experts on this show.

00:11:47 Dewayne

So it's a refreshing change to have a few experts join us.

00:11:51 Kristin

Wow, that's a lot of pressure.

00:11:55 Heather

Like I don't know about that, but.

00:11:58

Then what I'm not sure, Yep.

00:11:58

I appreciate that.

00:12:01 Kristin

We'll find out by the end of the call.

00:12:05 Joe

Yeah, I guess so.

00:12:06 Joe

You spent time with this on a boat and now we're.

00:12:07 Joe

On a.

00:12:07 Joe

Ship so I like it.

00:12:08 Heather

Yeah, yeah.

00:12:10 Heather

So many ways.

00:12:10 Joe

I like it.

00:12:11 Heather

To travel with this crew.

00:12:13 Dewayne

Well, we're currently cruising along right now at like Warp 5, so nothing too serious.

00:12:21 Dewayne

So a couple of weeks ago you got to enjoy the weather in Florida.

00:12:27 Dewayne

It was nice and hot and.

00:12:29 Dewayne

Buggy, but it was a special special thing.

00:12:33 Dewayne

Joe and I for the last couple of years have worked really hard with a organization called the National Association of County Agricultural Agents, and that is a subset of extension, a professional development community that they meet annually.

00:12:49 Dewayne

And because of, you know, pretty obvious reasons, the last couple of years their meeting couldn't take place in person.

00:12:56 Dewayne

So Joe and I were a part of helping them continue their 107 year tradition of meeting by doing it in Microsoft Teams, but this year we got to see their faces for the first time ever, which was for us super exciting but also equally as exciting was.

00:13:16 Dewayne

Microsoft came in a really, really, really big way, so this was the first time ever in this association history that a night that a tech company showed up.

00:13:26 Dewayne

So Kristen can you start us off with kind?

00:13:28 Dewayne

Of like how does that make you feel?

00:13:31 Dewayne

I guess like is that cool.

00:13:34 Kristin

Yeah, that's it's incredibly humbling.

00:13:36 Kristin

I've used that word a lot to describe this experience as we've been talking internally to look to leadership and my my peers over the last two weeks when we debrief, but I will tell you this journey, it's really been a long time coming again.

00:13:50 Kristin

Because we've we've known each other for several years, and the work the the humble work that you guys have done to help support.

00:13:59 Kristin

Your folks in extension, both first at UF, specifically within IPHAS, but then on this broader scale to hit the community we've been taking note of this, and I just like I said, I have a personal connection to this and and and newfound passion and spark for it. So when the opportunity came up.

00:14:16 Kristin

And you made the ask.

00:14:18 Kristin

We knew we needed to.

00:14:19 Kristin

Find a way to partner here.

00:14:21 Kristin

There's a huge opportunity for us to be able to share and learn from each other.

00:14:25 Kristin

And that's how we approached.

00:14:27 Kristin

Being involved was to come and learn about extension.

00:14:31 Kristin

I had very little background knowledge of extension.

00:14:37 Kristin

I will say from a personal perspective I knew enough.

00:14:41 Kristin

About our own extension offices in the state of South Carolina, where I live, because Clemson is still angry at university in South Carolina and knowing what their offices do to serve the greater community within South Care.

00:14:55 Heather

China, I knew this.

00:14:56 Kristin

Was an opportunity to figure out how.

00:14:59 Kristin

How do we help now that I'm in the position to work for Microsoft, how do.

00:15:02 Kristin

We help you.

00:15:04 Kristin

You know support those communities, so it the experience of being there and being able to not only have my teammates there.

00:15:15 Kristin

But also to have our Microsoft Store.

00:15:17 Kristin

Support there to be able.

00:15:19 Kristin

To to see live demos of our products.

00:15:22 Kristin

And to see extension agents light up at what?

00:15:26 Kristin

We were what we were offering.

00:15:28 Kristin

Bringing in incredibly humbling, I think the overall thing we've talked about this a lot over the past couple of weeks I was most touched by the fact that most people we spoke with.

00:15:42 Kristin

Were overwhelmed with gratitude that Microsoft was there.

00:15:46 Kristin

I think we take Heather probably would agree with me.

00:15:49 Kristin

We take this for granted and we don't.

00:15:50 Kristin

We oftentimes we have.

00:15:53 Kristin

We have an amazing we have amazing customers across the country, but oftentimes things happen and we don't always have the best relationships and you know, we don't always have the most positive things.

00:16:03 Kristin

Come out of our customer conversation.

00:16:07 Kristin

When you have the most redeeming conversations with customers where they are excited and.

00:16:13 Kristin

Genuinely thankful that you're there to support them.

00:16:17 Kristin

That means the.

00:16:17 Kristin

World to us.

00:16:19 Kristin

So it was.

00:16:19 Kristin

Very humbling in one word.

00:16:21 Kristin

To sum it up.

00:16:23 Heather

Yeah, just to to piggyback on that.

00:16:25 Heather

You know you said we sometimes take it for granted and.

00:16:29 Heather

It's kind of funny I I sometimes do think I take for granted the fact that I work for Microsoft because you know, it's part of our day-to-day now and I forget how much of a name Microsoft really is and what that means to other people you know.

00:16:46 Heather

And so.

00:16:47 Heather

Weird weird is I just some little old me and so then we we show.

00:16:50 Heather

Up and people are like here.

00:16:51 Heather

From Microsoft and I'm like, but I'm just Heather.

00:16:55 Heather

And and so I forget that it it.

00:16:57 Heather

It is so powerful when a company wants to support a group of people and I want to, you know, thank Kristen for.

00:17:04 Heather

For really pushing and championing that on our end and then pulling me into the fold because it really was so beautiful to get to talk to people who genuinely love what they do.

00:17:16 Heather

You know so many people it's it's hard.

00:17:21 Heather

Sometimes you know people are.

00:17:23 Heather

There's a lot going on in the world and and.

00:17:26 Heather

Things are tough, but this group of people just so passionate about every little thing that they do and just a couple of the moments we had in the exhibit hall where people we'd help with one small problem, you know, and to us it's kind of like an everyday fix, but it's been bothering somebody and I remember we we showed somebody.

00:17:46 Heather

Something with teams and.

00:17:48 Heather

It was like a.

00:17:48 Heather

Whole world had changed and it was like 10 seconds and it was so so fun to see and remind us how.

00:17:56 Heather

How much of an impact we can have when we're.

00:18:00 Heather

Face to face and engaging with people.

00:18:02 Heather

So it was just it was a wonderful time and I was really, really privileged to be there.

00:18:10 Dewayne

Are you an extension agent just getting started with teams?

00:18:13 Dewayne

Or maybe you're experienced, but you're looking to improve your digital cloud skill set.

00:18:17 Dewayne

Are you an IT pro supporting extension programs at your university?

00:18:21 Dewayne

Well, you're invited to join us in a community working to empower extension agents and their support staff to skill and learn.

00:18:29 Dewayne

Yeah there.

00:18:29 Dewayne

If you're interested, visit AKA Ms Forward Slash.

00:18:34 Dewayne

Join Cloudy County to sign up and join us for monthly training sessions and open discussion with your hosts of the shift show.

00:18:42 Dewayne

Cloudy county extension.

00:18:43 Dewayne

Essential cloud skills for extension by extension.

00:18:49 Joe

Uhm, one of your.

00:18:51 Joe

Colleagues that was there I saw at a point was helping with someone like Outlook just out of the blue.

00:18:57 Joe

You know, just doing a little bit of local support.

00:19:00 Joe

But I love the showcase of some of the some of the surface equipment there and things like that.

00:19:06 Joe

I think we'll talk a little bit about.

00:19:08 Joe

How some of those I think will.

00:19:09 Joe

Help our extension agents you know a little bit down the road here, but what?

00:19:16 Joe

What are some of the similarities with education that you've discovered comparing to the work that you learned about extension agents?

00:19:26 Joe

I know you had to come in.

00:19:29 Joe

Gain some more knowledge about what the work our extension agents do.

00:19:33 Joe

Both of you are educators in your current life and past life.

00:19:39 Joe

What do you think you know with some similarities with some differences?

00:19:42 Heather

I think the the thing that pops out immediately for me is that it's people.

00:19:48 Heather

It kind of goes ties in a little bit with what I just said.

00:19:51 Heather

It's it's people doing something because they love it, not it.

00:19:55 Heather

No one goes into education to be a classroom teacher because they think they're going to, you know, their bankroll and everything.

00:20:02 Heather

Have all the.

00:20:03 Heather

You know it's.

00:20:05 Heather

Money and whatnot, but that's you can feel that's you can feel the passion from educators.

00:20:11 Heather

You could feel the passion.

00:20:12 Heather

Like I said from this group, and so that was a hugely huge.

00:20:18 Heather

Thing that they had in common, and that's what spoke to me at the most, I think Kristen.

00:20:24 Kristin

I think what as we were preparing for the presentation, what really struck me is I was doing my own research and then we actually were creating our presentation as we were talking with people that week and thankfully we had that time.

00:20:38 Kristin

These are folks that wear multiple hats, and that's exactly what an educator is.

00:20:43 Kristin

That's exactly and, and I asked outright to several extension agents and it was to describe to me that at extension are informal educators and I would.

00:20:54 Kristin

I would hate for that to be a, uh, lessening their.

00:20:57 Kristin

They are just as.

00:20:58 Kristin

Formal they are.

00:20:59 Kristin

Educating the community.

00:21:01 Kristin

But I recognized and connected with the fact that these are.

00:21:04 Kristin

Folks who have to do.

00:21:07 Kristin

A lot of different roles with limited resources, uhm, or they're given multiple different resources to do things with, and they don't necessarily know how all of that connects.

00:21:19 Kristin

And that's exactly what a teacher.

00:21:20 Kristin

Goes through so I.

00:21:21 Kristin

Personally connected to that and then recognized.

00:21:25 Kristin

Uhm, you know how what we do within our education team at Microsoft can do to help make their lives that much easier, and that's that was the vision that I had initially to get involved in the 1st place and that really resonated?

00:21:40 Kristin

Me, once we were able to actually talk with these people and I I asked point blank, tell me about your day.

00:21:46 Kristin

What does your day look like from?

00:21:47 Kristin

The beginning to the end and.

00:21:49 Kristin

And what these folks do?

00:21:52 Kristin

On a daily basis, no day is the same.

00:21:54 Kristin

Uhm, and it's there's so many parallels to the education environment. K12 and higher Ed in many ways.

00:22:03 Dewayne

I don't think any extension agent.

00:22:06 Dewayne

Would be offended if you called it non formal education, 'cause there's actually how NIFA defines it so.

00:22:12 Kristin

There you go, OK.

00:22:12 Dewayne

Yeah, yeah, they say extension provides non formal education and learning activities to people throughout the country.

00:22:20 Dewayne

Farmers residents mostly of rural communities as well as to people living in urban areas.

00:22:26 Dewayne

So they they cover.

00:22:28 Dewayne

So much stuff it you know, we've said it's a mile wide and a mile deep.

00:22:30

Yeah, yeah.

00:22:34 Dewayne

You know all at the same time.

00:22:36 Dewayne

So, so it's pretty incredible the the context that their teaching covers when they're working with with their community, which is really cool 'cause they're similar to teachers public service.

00:22:49 Dewayne

If you will, you know that that they perform.

00:22:52 Dewayne

So your your.

00:22:53 Dewayne

Presentation first of all I want to say a couple of things about it.

00:22:57 Dewayne

I have some.

00:22:57 Dewayne

Insider information that I think I should divulge?

00:23:03 Dewayne

Uh, so like I we said early on, this was the first time the tech company had come to this event.

00:23:10 Dewayne

And thankfully, you know we were very, very appreciative of Microsoft being sponsors of this event, and part of that sponsorship package included a sponsored luncheon and the Microsoft sponsored luncheon.

00:23:26 Dewayne

Booked out completely within the first three or four days of the registration for this event.

00:23:32 Dewayne

Going live.

00:23:34 Kristin

No pressure no.

00:23:36 Kristin

Not sure whatsoever.

00:23:36 Heather

See, it's like it's like the same exact thing.

00:23:40 Heather

Like when Garth Brooks sells out a stadium, right?

00:23:42

It's exactly like that.

00:23:45 Heather

Now I know what it feels like.

00:23:47 Kristin

That's that's what that feeling is.

00:23:51 Dewayne

I'm so happy I could help share that feeling, but it really illustrates how hungry this audience is for these modern work tools and you kind of referenced your presentation.

00:24:04 Dewayne

So I want to talk about that for a second.

00:24:06 Dewayne

'cause you.

00:24:07 Dewayne

Yeah, I was there.

00:24:08 Dewayne

It was great.

00:24:08 Dewayne

It was really cute.

00:24:10 Dewayne

It was a day in the life of an extension agent and I know a lot of work went into it, so I would kind of want to hear more about the design process, the things that you like, the resources that you tried to tap.

00:24:24 Dewayne

To understand what is the extension and how did you convince? I mean JP Ortiz to be the extension agent. He got to be highlighted running around in his you know his Hawaiian shirt.

00:24:37

I mean extension agent.

00:24:40 Joe

We put him in.

00:24:40

Field yeah.

00:24:43 Dewayne

So you Co developed that presentation together so you know Heather, you want to start talking about like how that?

00:24:51 Dewayne

How'd that go?

00:24:52 Dewayne

What were you all trying to learn?

00:24:54 Heather

Well, one one thing that's interesting, so Kristen and I thankfully are very similar in the fact that we are a little bit weird.

00:25:02 Heather

We we don't do our presentations, weeks and weeks in advance and I think that actually worked to our advantage in this particular situation because we really developed it after a lot of the conversations that took place, we had an idea of obviously.

00:25:22 Heather

You know, as Microsoft, we had an.

00:25:24 Heather

Idea of thing.

00:25:25 Heather

Things and tools that we thought may be appropriate or that may work and that we wanted to include, but it was the conversations and the people that we talked to that are really what developed the presentation itself.

00:25:40 Heather

We had things in there that were taken out and changed based on feedback.

00:25:45 Heather

And the audience, and thankfully JP was more than willing to be our extension agent and and acted out for us.

00:25:54 Heather

But it was really.

00:25:57 Heather

Like I said, our procrastination actually served us well in this case.

00:26:02 Heather

To develop it and and Chris and she spearheaded quite a bit of of the presentation itself, so I'll I'll let her add on to that.

00:26:12 Kristin

Well, at least you called us out and actually did call us procrastinators because I was.

00:26:17 Kristin

You were saying that in a very nice way, but we're we're professional procrastinators and so we know how to do this.

00:26:24 Kristin

We've done this before the day in the life concept really came out of feedback that we've gotten.

00:26:31 Kristin

From customers over the years.

00:26:33 Kristin

Uhm, they appreciate when we connect with what they actually do.

00:26:38 Kristin

I mean, it's their.

00:26:39 Kristin

Basic their basic sales tactics.

00:26:41 Kristin

I hate to say it like that, but I think that's also the teacher in US.

00:26:44 Kristin

Is connecting meeting or meeting our audience.

00:26:46 Kristin

Where they are.

00:26:47 Kristin

And and so I am always.

00:26:51 Kristin

I always want to make sure that any time we do a presentation.

00:26:53 Kristin

It's authentic and it connects with the audience and there are opportunities to engage with the audience.

00:26:59 Kristin

And we're not speaking at the audience.

00:27:01 Kristin

It's hard in a room of 150 people to not speak at them at times because you can't listen to everybody. But man, we sure tried.

00:27:11 Kristin

But that that's really where the the original idea was.

00:27:14 Kristin

It came from wanting to be able to connect with these folks and make sure that the content was relevant and authentic.

00:27:21 Heather

Yeah, just a tiny little add on is in addition to the connecting we wanted to just respect them. We wanted to respect who they are and what they do on a day-to-day and not come in because Kristen and I are try.

00:27:34 Heather

We really are not salesy as much as we can be.

00:27:38 Heather

We didn't want to come.

00:27:39 Heather

In just like as.

00:27:40

Microsoft is here to tell.

00:27:41 Heather

You how to make your lives better.

00:27:43 Heather

We didn't want it to be like that.

00:27:44 Heather

We wanted to respect what they're doing.

00:27:47 Heather

But how can the things that we offer?

00:27:51 Heather

How can they help? How can they support? How can they maybe make something that you're doing on a day-to-day easier?

00:27:57 Heather

So that was really important to us as well.

00:27:59 Heather

Is is to respect what they they do, who they are and and just see if there was a way that we could build upon that.

00:28:08 Joe

There was feedback from attendees that we got that it was, you know, it was an excellent presentation.

00:28:13 Joe

They they learned things that they could take back and, you know, put to use.

00:28:19 Joe

Bookings came up.

00:28:20 Joe

You know some things like that you really I think hit a home run on the way that our agents.

00:28:26 Joe

Could be working.

00:28:27 Joe

Should be working with some of these tools and take advantage of them.

00:28:30 Joe

It was great.

00:28:32 Heather

No good, thank you so much.

00:28:34 Kristin

Well and I.

00:28:34 Kristin

Want to make sure that we give full credit to JP?

00:28:37 Kristin

One of the main reasons we chose him to be the extension agent.

00:28:40 Kristin

He himself won't go into his whole personal story, but he has land in Costa Rica and he partially was there to really just immerse himself in in learning more about what extension.

00:28:53 Kristin

Does and the whole experience of being in Florida.

00:28:56 Kristin

And and so he was the perfect extension agent, 'cause he himself is passionate about what these these people do.

00:29:03 Kristin

And it was.

00:29:04 Kristin

It was great to be able to have a little bit of theatrics.

00:29:07 Kristin

Involved at the same time.

00:29:09 Dewayne

So one of our horticulture agents approached me and she was like I think, one of the Microsoft people was in my session.

00:29:17

It's like.

00:29:18

Yeah, it's JP.

00:29:22 Dewayne

And one of the things that was hilarious, but.

00:29:26 Dewayne

Suite at the same time was, she said he raised his hand to ask a question and he started off by saying something along the.

00:29:32 Dewayne

Lines of like I'm.

00:29:33 Dewayne

Not one of you, but and then.

00:29:36 Dewayne

And asked this question and she said this question.

00:29:39 Dewayne

Was really good.

00:29:42 Heather

Yeah, I was not kidding he.

00:29:44 Heather

Really wanted to learn, I mean and and and they, that's something.

00:29:48 Heather

I think in that particular instance it was about that topic, but what I what I love about Microsoft and Microsoft Education specifically is that we really do want to learn and care about the people that we're serving, and so you know, hopefully in the work that we do, just the way that the AG agents that.

00:30:09 Heather

That that passion comes through that that we really do care, and that's what we're here for.

00:30:16 Dewayne

That's excellent, well, I was happy to be a part of your presentation a little bit.

00:30:21 Dewayne

You know.

00:30:22 Dewayne

We got to say a few things here and there, and I like to echo what Joe said.

00:30:27 Dewayne

We got feedback that people really appreciated the effort that you went through to try to understand what they do and that Kristen nailed it with the the meat.

00:30:36 Dewayne

Your users where they are.

00:30:37 Dewayne

That's the thing that Joe and I really tried to embrace.

00:30:41 Dewayne

That was actually one of our earliest podcast episodes.

00:30:44 Dewayne

Was meet your users where they?

00:30:45 Dewayne

Our and that's a mentality we we really honestly try to live by to understand what it is that they're doing so that we can help them better do that thing.

00:30:57 Dewayne

So we're gonna put you in the hot seat.

00:31:01 Heather

You ready always.

00:31:02 Speaker 3

Right?

00:31:05 Kristin

Bring it.

00:31:06 Dewayne

Heather was this your first time?

00:31:10 Dewayne

Meeting extension.

00:31:12 Heather

It was so I am embarrassed to say that Kristen said she had a, you know, a general concept of extension before and I am embarrassed to say that I live outside of Atlanta and the the University of Georgia is not terribly far.

00:31:32 Heather

From us, and actually where I used to live, we had a sign.

00:31:36 Heather

Pain that said, UGA extension and I had absolutely no clue I would drive past the sign always, and I looked it up once and saw that it was agriculture and that was really as far as I dove into it, and so really, just yeah, like I said, embarrassed that I did not know more about it.

00:31:58 Heather

But just so thankful that I had the opportunity to learn.

00:32:01 Heather

Plus I was so excited that.

00:32:05 Heather

The Ohio State University was located that they had signs and things of the work that they do on their extension offices.

00:32:14 Heather

I was very pumped as a as a Buckeye.

00:32:16 Heather

I was excited to see all that up there.

00:32:20 Heather

I had to throw it in.

00:32:21 Heather

I had to you guys.

00:32:21

Yes you did.

00:32:22 Heather

No, I couldn't let it go.

00:32:25 Dewayne

Go Gators, Christian?

00:32:30 Kristin

Go tigers, I think is what you meant.

00:32:33

To say oh.

00:32:36 Kristin

Well yeah, so I mentioned at the top of the.

00:32:37 Kristin

Atop of the.

00:32:39 Kristin

Conversation that I was familiar briefly with Clemson extension offices across our state.

00:32:48 Kristin

Actually, when I was in high school doing science fair, I think.

00:32:51 Kristin

It was high school might.

00:32:52 Heather

Have been middle school it's.

00:32:53 Kristin

It's a blur, but doing a science.

00:32:55 Kristin

Per project I had to reach.

00:32:56 Kristin

Out to Clemson.

00:32:57 Kristin

Look one of the Clemson extension offices.

00:33:00 Kristin

Because my science fair project was on the effects of different fertilizers on plants and they were actually able to give me soil samples and various different research.

00:33:11 Kristin

So I reaped the benefits of extension early on, but not knowing that they really did much much past agriculture.

00:33:20 Kristin

To Heather's point.

00:33:23 Kristin

I have thanks to you guys, at least been exposed to the concept of extension for the past several years, but really never got outside of it.

00:33:32 Kristin

That's the common thing that we say all the time with our jobs now, but you guys support the folks you support.

00:33:40 Kristin

the IT that supports the extension offices if you will.

00:33:43 Kristin

So I knew about it.

00:33:44 Kristin

But I I was merely scratching the surface.

00:33:48 Kristin

All puns intended.

00:33:51 Kristin

But I've had.

00:33:51 Kristin

This concept in my mind for a couple of years.

00:33:54 Kristin

Now about how.

00:33:55 Kristin

We can figure out solutions for the folks in the field, and so my initial thoughts around extension were just.

00:34:03 Kristin

You know, think about all the people that are.

00:34:04 Kristin

Working the orange Groves across the state of Florida, for example.

00:34:09 Kristin

And my eyes were open to a whole another world of what these folks are involved in in.

00:34:16 Kristin

So yeah, it was.

00:34:18

It was beneficial to.

00:34:19 Kristin

Say the least, but.

00:34:21 Kristin

Learned, learned a ton.

00:34:23 Dewayne

It's awesome.

00:34:24 Dewayne

'cause yeah the the ag part of it is kind of front and center, but the life sciences part of it, it doesn't appear to to jump out as as much as you'd.

00:34:37 Dewayne

Think and so our agents are family and consumer sciences teaching people how to.

00:34:44 Dewayne

Rehabilitate their credit or file their taxes.

00:34:48 Dewayne

You know canned food.

00:34:50 Dewayne

All that kind of stuff and it's really.

00:34:52 Dewayne

It really is incredible.

00:34:53 Dewayne

The amount of stuff that they do, but Christian, I'm.

00:34:55 Dewayne

Going to call.

00:34:55 Dewayne

You out you ready.

00:34:57

Oh boy.

00:34:58 Dewayne

This was definitely not your first time supporting an extension event because in 2019.

00:34:58 Heather

Always all wins.

00:35:06 Dewayne

Microsoft did come to the extension professionals associations of Florida meeting in Santa Bell.

00:35:12 Dewayne

Florida so good job.

00:35:16 Dewayne

I'm glad you came.

00:35:18 Kristin

True, well, I was still very much under the umbrella or the impression too that we were just talking with it folks.

00:35:25 Kristin

So can you guys?

00:35:25 Dewayne

Oh, you didn't know why you were there.

00:35:27 Kristin

Yeah yeah.

00:35:28

OK.

00:35:28 Kristin

I mean, let's, let's be fair.

00:35:31 Kristin

Yeah yeah, so good.

00:35:33 Kristin

Call out good.

00:35:33 Kristin

Good point.

00:35:35

Oh wolf.

00:35:36 Dewayne

What is surprise when you?

00:35:36 Kristin

Means I should have, should have attended more sessions.

00:35:39 Kristin

I was distracted by the fact of the.

00:35:41 Kristin

Beautiful scenery of where we were.

00:35:43 Kristin

Sure, but like I said.

00:35:45 Kristin

You guys have exposed me to.

00:35:46 Kristin

Extension over the past couple.

00:35:47 Kristin

Of years, but it all came to a head.

00:35:49 Kristin

I think what also was a light bulb moment for me in Florida for the from a national.

00:35:55 Kristin

Lens was that to your point, this is 1.

00:35:58 Kristin

One aspect of extension.

00:36:02 Kristin

There are multiple arms and I'm surprised you didn't call me out on the presentation within our presentation when I referenced for age and and no.

00:36:09 Joe

I wanted to but I didn't.

00:36:11

One in the room.

00:36:11

Hi, you were doing good.

00:36:12 Speaker 3

He was very.

00:36:13 Kristin

Kind, yeah.

00:36:14 Kristin

So the back story the the back story on that I'm I'm happy to tell self self.

00:36:20 Kristin

Deprecating jokes but that I referenced for H in in my day in the.

00:36:25 Kristin

Life and no one in.

00:36:26 Kristin

The room knew what I.

00:36:27 Kristin

Was talking about because 4H is complete.

00:36:29 Kristin

Really, a separate entity and like its own, you know, own part under the umbrella of extension so that just opened my eyes up even more.

00:36:37 Kristin

To go wow we have so.

00:36:39 Kristin

Much more to to uncover.

00:36:40 Heather

Ha ha.

00:36:41 Kristin

Yeah, so I'm.

00:36:43 Kristin

Hey, I'm open to the feedback.

00:36:44 Kristin

I thought that.

00:36:44

Was awesome, that was.

00:36:45 Kristin

That was a really good way.

00:36:46 Kristin

To make a mistake and learn.

00:36:47 Dewayne

Teachable moment?

00:36:53 Dewayne

That's awesome.

00:36:55 Joe

Dwayne, as you mentioned, Epath in 2019 we had.

00:36:59 Joe

Uh, a number of assistants come and help us and that helped us launch some training.

00:37:04 Joe

Important training on on teams platform or agents there and at the time you brought in some personnel from around the Microsoft stores.

00:37:14 Joe

For us to help.

00:37:17 Joe

They came in in person, but stores are gone.

00:37:22 Joe

They're closed, right?

00:37:23 Joe

But but they they still exist.

00:37:25 Joe

Kind of virtually now, and some personnel came to this conference.

00:37:31 Joe

Brought and helped show off and showcase like some surface equipment that could help our agents.

00:37:38 Joe

Devices with LTE connections for them to work remotely and things like that.

00:37:43 Joe

How was how could an agent take advantage of what the store does now?

00:37:49 Joe

I believe they kind of participate in in trainings and can provide trainings now and if our agents out there need some additional assistance, is that something they could reach out to?

00:38:02 Kristin

Yeah, I'll start and then I know Heather probably has some good good examples of this too, and it was.

00:38:08 Kristin

It was unfortunate, but probably actually the timing was perfect because the stores closed right before the pandemic really hit the height of things and and we were able to then shift into.

00:38:21 Kristin

They were already.

00:38:22 Kristin

Shifting into a very virtual mode where they could support customers at a much broader scale, and while it's awesome to be able to walk into a physical store and touch and feel the devices, especially UM.

00:38:36 Kristin

The I think just the bandwidth now is so much greater for those who can provide virtual training so.

00:38:44 Kristin

If specific to devices too, we we now have well let me take the devices conversation out for just a second, but we now have in every every part of the country we have.

00:38:56 Kristin

What's called a stores hub, so it's.

00:38:59 Kristin

A hub of.

00:39:00 Kristin

All of the resources from our originals.

00:39:02 Kristin

It's actually taking like in the state of Florida.

00:39:04 Kristin

For example, taking all their regional stores and putting them into one central place where they there are all the resources that you need from from training from devices from.

00:39:16 Kristin

You know management and these folks really have just embraced this change, and we saw that was evident 2 weeks ago with the folks that came to join us.

00:39:27 Kristin

They knew more than.

00:39:29 Kristin

We did, I mean I to do a demo.

00:39:31 Kristin

I haven't had to physically demo something in in.

00:39:33 Kristin

Over two years.

00:39:35 Kristin

They took it and ran with it so.

00:39:37 Kristin

The huge resource for us.

00:39:40 Kristin

They don't.

00:39:40 Kristin

If you want to add on.

00:39:41 Kristin

About how specifically we can.

00:39:44 Kristin

Tap into leveraging their help.

00:39:47 Heather

Sure, for for most of the for most of the schools that have extension offices, there's a really good chance that they also have what's called an account team on the Microsoft side, but.

00:40:02 Heather

These these training hubs, they also provide free.

00:40:06 Heather

Virtual training uhm, sometimes they are.

00:40:11 Heather

Sometimes they're a set.

00:40:13 Heather

You know schedule that folks can can join, and sometimes they can get.

00:40:17 Heather

Have somebody personalize that training for them, so in most cases if they're looking to connect, they might reach out to.

00:40:24 Heather

Do they?

00:40:27 Heather

Whoever communicates regularly with their Microsoft account team and get that contact information because we have these hubs all over the United States, which is great.

00:40:29 Speaker 3

Only mother.

00:40:39 Heather

Shout out to the Atlanta one.

00:40:40 Heather

We love them.

00:40:41 Heather

They do amazing training for customers all over the place.

00:40:45 Heather

But there it's.

00:40:47 Heather

It's part of what?

00:40:48 Heather

Schools are already paying for, so it's it's no additional cost.

00:40:52 Heather

I mean, and that's it's it right at their fingertips, as long as they can reach out, get connected, and and that's all they need to do.

00:40:59 Heather

And then that training is there.

00:41:02 Kristin

I'm surprised you guys aren't.

00:41:02 Joe

Yeah, that's really awesome.

00:41:04 Kristin

Not going to do a self plug here because what you guys actually offer also nationally for extension agents is a pretty cool opportunity.

00:41:15 Kristin

Do I need to self promote you?

00:41:17

Or do you?

00:41:19

This isn't about us.

00:41:21

It's about you.

00:41:22 Joe

We're doing the interview.

00:41:25 Heather

I thought you said at the beginning that you don't have experts on your calls usually, but I'm sorry you guys are experts.

00:41:32 Heather

You absolutely stepped up in our presentation and answered questions and you have helped me more than one time with with content.

00:41:43 Heather

So yeah, I think it's time for you to do a little self promotion on your training.

00:41:49 Dewayne

We we we yeah we love supporting the extension mission.

00:41:55 Dewayne

It really is something that I don't know.

00:41:58 Dewayne

Call myself like a late bloomer, you know I grew up in very rural Florida like legit.

00:42:05 Dewayne

The middle of nowhere, and so I connect really deeply with the the things that they're trying to accomplish, and the things that they're trying to do.

00:42:13 Dewayne

Come in.

00:42:15 Dewayne

Talk about the the training offering for Microsoft real quick.

00:42:18 Dewayne

One of the.

00:42:20 Dewayne

Joan, I have been working with the Extension Foundation a little bit lately and they had a survey a while back that came out and we we have the results of it and one of the questions on this site that I wanted to bring up is the question is when you adopt A new technology.

00:42:35 Dewayne

For use in your program or institution, what barriers do you need to overcome and the number one thing was learning curve?

00:42:44 Dewayne

The number two thing was access to expertise and training and the number three thing was budget and so everything that you just said those store hubs can do accommodates the top three and they're and they're like we'll post this in the show notes or something, but like it's like a bar graph, and those three are way off.

00:43:06 Dewayne

Like the other things, you just might as well not even count.

00:43:08 Dewayne

I don't know what this people.

00:43:09 Dewayne

Were thinking when.

00:43:10 Dewayne

They clicked this so those top three things between what the stores are doing and the shameless plug of what Joe and I are doing with our cloudy county extension program.

00:43:22 Dewayne

Really meets those those major needs because you don't have to pay for the training and in a lot of cases you don't even have to pay for the licensing.

00:43:30 Dewayne

The licensing for education, like the land grant portion of extension, is considered.

00:43:37 Dewayne

Education and education gets a major major benefit from Microsoft when it comes to licensing.

00:43:43 Dewayne

So teams is free, OneDrive is free, 25 terabytes of storage and teams is free. You know that's bonkers compared to like enterprise. So I'll, I'll stop the shameless plug there. But I felt like that was pretty on point for.

00:43:58 Dewayne

That survey was to extension professionals.

00:44:01 Dewayne

That's what they're feeling is difficult when it comes to adopting new technology.

00:44:07 Dewayne

So I thought that was that was pretty special.

00:44:12 Dewayne

Heather, you, I mean.

00:44:15 Dewayne

We're not the only ones that are doing training stuff, right?

00:44:19 Dewayne

You have a little community of your own.

00:44:21 Dewayne

Do you want to talk about it for a minute?

00:44:23 Heather

Yes, I have a community that I love and adore.

00:44:25 Heather

I'll we'll get to see them soon.

00:44:28 Heather

And it's called the National Microsoft Office hours and we meet every Thursday from 4:00 o'clock Eastern to 5:00 o'clock Eastern.

00:44:39 Heather

And honestly, I love it because as I kind of circling back to the.

00:44:45 Heather

Talking about like the extension agents and teachers and passion is really this is a group of people that are absolutely passionate about what they do and they come together to help one another.

00:44:56 Heather

And we do have a lot we talk.

00:44:59 Heather

We do talk teaching and learning it does.

00:45:01 Heather

Does tend to be a lot of it, which is fine as well we can.

00:45:05 Heather

You know, learn from.

00:45:06 Heather

That, but it is the community helping one another.

00:45:10 Heather

So these are individuals that.

00:45:12 Heather

Work in Education K12 through higher Ed and they come on and all they do is share and we always love to start off.

00:45:22 Heather

We call it shanana foolery.

00:45:24 Heather

We have to get that word trademarked so that we can own it because it's just having fun.

00:45:30 Heather

It's just a little bit of having fun being relaxed.

00:45:33 Heather

Getting everybody in the spirit of sharing.

00:45:36 Heather

We do some Q&A and then we have amazing presenters for the second-half hour, which we record and put on our YouTube channel.

00:45:43 Heather

So if you want to see Joe and Wayne in person or not really in person, but you want to see them, you can go and watch them because they have presented for us several times.

00:45:53 Heather

They are there.

00:45:54 Heather

They might go to like hey, I'm in an emergency.

00:45:57 Heather

Situation I need some help so.

00:46:00 Heather

It's a great community I would love.

00:46:03 Heather

I'm gonna share I'll I'll tell you a link that actually is comprised of a whole slew of education, office hours, communities, selfishly I would like for people to join ours first.

00:46:17 Heather

Ours is very general and we cover a whole bunch of topics.

00:46:21 Heather

But if you have an interest in something more specific like Azure or endpoint manager, you could join those, but the the link is very simple to get information for joining, it's just a K dot.

00:46:34 Kristin

I had

00:46:36 Heather

Ms Slash office hours.

00:46:40 Heather

Edu and at that link is where you'll find information for joining all of the communities that that that we have available, including my favorite which is ours, the office hours we do on Thursdays.

00:46:53 Heather

So yeah, it's AK dot Ms slash.

00:46:56 Heather

Office hours Edu so thank you for letting me plug that and thank you guys for being a part of that community and Kristen Kristen is my favorite lurker.

00:47:04 Heather

Because she can't always attend, but she's always in the chat and then Kristen is also presented for us. So if you would like to see one of Kristen's amazing presentations, you can get the link at that. That site that I gave you and you think I watch those.

00:47:20 Kristin

I'm a major.

00:47:20 Kristin

Creeper, yeah, it's, uh, it's it's creep worthy.

00:47:24 Kristin

It is if that's a thing.

00:47:26 Kristin

Yeah, it's it's.

00:47:27 Kristin

The highlight I've said this before, it's the highlight.

00:47:30 Kristin

Of my week.

00:47:30 Kristin

I don't get to it every week, but I.

00:47:33 Kristin

Can't recommend it enough in that group that community that you guys have built.

00:47:37 Kristin

Over the years, and really, what you've done over the past year as you've taken it over.

00:47:41 Kristin

Has been phenomenal.

00:47:42 Kristin

Just a good group of people that genuinely care.

00:47:46 Kristin

Again, I think anybody from from the extension world would definitely benefit being a part of that.

00:47:52 Dewayne

That needs to get added to the shirt.

00:47:53 Dewayne

Heather National, Ms office hours creep worthy.

00:48:00

Yep, going.

00:48:01 Heather

On another one.

00:48:04 Joe

You can't attend and order some paraphernalia for a good cause.

00:48:10 Heather

Absolutely, yes, that does.

00:48:12 Heather

Speaking of that, yeah.

00:48:14 Heather

So the we the first official donation based on some minor profits from the office hours was done today and given to Saint Jude Children Hospital.

00:48:27 Heather

So I'm very excited about that and Microsoft matches it so.

00:48:30 Heather

We donated \$120.00 with including the match, so we're excited. Very cool.

00:48:37 Joe

Yeah, that's always fun to be on.

00:48:38 Joe

Their great great sessions and some of the people we've met on there are are just they're fun to fun to hang out with.

00:48:47 Kristin

Be really cool someday.

00:48:49 Kristin

If we were able.

00:48:49 Kristin

To all physically get together in the same place.

00:48:54 Joe

Office hours office hours con coming up.

00:48:55

How much?

00:48:57

Yeah, yes, I love it.

00:48:59

I love it.

00:49:00 Kristin

Or would it be awkward?

00:49:01 Kristin

Would we all be like can I go?

00:49:03 Kristin

Get on my device.

00:49:05 Heather

We just sit in different parts of the room and stare at each other through this computer.

00:49:07 Speaker 3

Yeah, yeah.

00:49:08 Kristin

I don't actually want to look at you.

00:49:10 Kristin

In person, I just need to.

00:49:10 Dewayne

I want to call it Stephanie real quick.

00:49:11 Kristin

See within this within the screen.

00:49:16 Speaker 3

Since she's she's not here.

00:49:16 Kristin

She's not here to defend herself.

00:49:18 Dewayne

To defend herself, no.

00:49:19 Dewayne

It's it's a good thing.

00:49:21 Dewayne

She's a regular participant in office hours.

00:49:25 Dewayne

Part of the crew that runs runs the meeting and she was at the Microsoft Office in Tampa.

00:49:32 Dewayne

Excuse me for a Microsoft Edu days which is an event that's been going on for a very long time that I've been happy.

00:49:41 Dewayne

To participate in for, I think more than 10 years, which is pretty cool and she was there and she saw me.

00:49:47 Dewayne

She's like, yeah, you look just like your.

00:49:48 Dewayne

Profile picture I was like oh thanks.

00:49:53 Dewayne

And then to Steve Lane, can't tell.

00:49:56 Dewayne

How tall you are, but you.

00:49:57 Dewayne

Look just like the profile for sure.

00:50:00 Kristin

That's I think my favorite comment is when people like wow, you're a lot taller than I thought you were going to be.

00:50:05 Kristin

Or vice versa.

00:50:07 Dewayne

Gosh, how the how the COVID world has messed us up.

00:50:10 Heather

That's for sure.

00:50:12 Kristin

No kidding.

00:50:13

In more ways than one.

00:50:15 Kristin

Kidding, I mean that's why after coming back from Florida, I was mentally and physically exhausted.

00:50:20 Kristin

It it it was so many good conversations, but man I haven't had to socialize like that in a minute and it was I forgot how I'm. I think I'm 5050 introvert and extrovert at this point thanks to COVID.

00:50:36 Dewayne

It is kind of sensory overload, you know.

00:50:41 Kristin

Worth totally website.

00:50:41 Dewayne

It was, yeah it was great.

00:50:44 Joe

Yeah I have to say very thankful to have that extension of.

00:50:50 Joe

Microsoft work the openness to help train participate, help educate our agents.

00:50:58 Joe

There was definitely the feedback has been clear that it's it's been very helpful and necessary, and we're hopeful that.

00:51:08 Joe

Microsoft is a corporation.

00:51:10 Joe

We'll continue to see the.

00:51:13 Joe

The future there in extension and and what we can do and grow to help our elder agents.

00:51:20 Joe

Florida, and you know the rest of the states.

00:51:23 Joe

Great to have you there and thank you for sharing your time with us.

00:51:28 Joe

Wasn't exactly on a boat this time.

00:51:31 Joe

It was a little bit different temperature than Chicago in the fall.

00:51:35 Kristin

A lot warmer yeah yeah.

00:51:39 Dewayne

As Florida boys aren't used to that.

00:51:43 Kristin

I would be remiss not to mention and flip the script that I talk about the immense gratitude that we experienced from the others, but it works both ways.

00:51:53 Kristin

We are incredibly thankful.

00:51:54 Kristin

For the opportunity.

00:51:56 Kristin

We've said it a million times, but I'll continue to keep saying it.

00:51:59 Kristin

We learned so much from that experience.

00:52:02 Kristin

Left two weeks ago, but really.

00:52:04 Kristin

A culmination of everything that we've been working on they're working towards.

00:52:08 Kristin

For the past couple of years with you.

00:52:09 Kristin

Guys, and it's just.

00:52:11 Kristin

It's been really cool to see people internally.

00:52:14 Kristin

Kind of, you know, kind of.

00:52:16 Kristin

Turns their heads a little bit.

00:52:17 Kristin

To be like wait a second.

00:52:18 Kristin

We've not been.

00:52:19 Kristin

Thinking about this the right way.

00:52:21 Kristin

And that's really encouraging.

00:52:24 Kristin

And that's that's a lot of Microsoft culture is to try to think outside the box and figure out how do we help as many people as we possibly can and support our reach.

00:52:33 Kristin

So the gratitude.

00:52:35 Kristin

Goes both ways.

00:52:38 Dewayne

So that sounds like a win.

00:52:41

And I say.

00:52:42 Joe

This this is the portion I think we're moved into is we like to kind of end our podcasts.

00:52:46 Joe

On on a positive note, hopefully the rest of the last, in this case 40 plus minutes, has been a positive note too, but something that we've done in our personal life or business life that we've you know, happy it's.

00:53:02 Joe

It's been positive for us and.

00:53:04 Joe

I'll let us off.

00:53:05 Joe

It definitely was.

00:53:06 Joe

For me, this conference was getting getting to be in in person with people that we have only seen for the last two years on on on camera, helping run these conferences, having them.

00:53:22 Joe

Come up and.

00:53:25 Joe

Just you know, it was a lot of work and just thankful of what we're able to help them with and and continue these these conferences.

00:53:33 Joe

But getting to meet people in person and getting to hear about more stories and more help that they need and more assistance.

00:53:43 Joe

Is something that we couldn't do when we were running these conferences very well 'cause we were on four or five different video calls at the same time, helping run sessions and things like that.

00:53:53 Joe

So now getting a chance to actually communicate more with them and find out about some of their needs, I think was important for us to help drive some of our future trainings.

00:54:03 Joe

Forward, but I think that was a really important, uh, uh, week there.

00:54:07 Dewayne

Definitely I'll.

00:54:10 Dewayne

I'll go next because mines related to Joe's and I'm surprised he didn't mention this, so we were honored by the Florida Association of County AG agents at the general session. And I'll say this was probably the coolest moment in my entire professional career.

00:54:30 Dewayne

It was it was a.

00:54:33 Dewayne

Big deal to us, but they brought us up on stage and, you know, recognized the work that we had done over not just the last two years.

00:54:44 Dewayne

But this was the thing that was so cool was yeah, we we did teams for the 2020 and 2021 conferences, but then even when it transitioned back into in person.

00:54:53 Dewayne

We tried to really be still be a part of it, not because we wanted to meddle in it, but because we felt like there was something we could contribute and and they recognize that too.

00:55:02 Dewayne

And so we both got these really slick like crystal.

00:55:08 Dewayne

Awards, which was awesome.

00:55:09

Fancy, yeah, your big time.

00:55:10 Dewayne

It's sitting.

00:55:11 Dewayne

It's in my living room right now like it's legit.

00:55:14 Kristin

It should be.

00:55:15 Kristin

It needs to be in.

00:55:16 Kristin

An update case like.

00:55:18

I need it.

00:55:18

Buy one.

00:55:21 Dewayne

It was just so cool and then.

00:55:25 Dewayne

The the even more cool than that was in while Jean McEvoy, who was the 2020 president, was reading everything.

00:55:34 Dewayne

And when he paused, there was a unprompted totally organic standing ovation from 1000 plus people and that I bought fell out over off stage like it was. It was really cool. So Joe, that's definitely your win too.

00:55:52 Joe

I didn't.

00:55:53 Joe

I didn't want to take that one just in case both were.

00:55:56 Joe

On chance to talk about.

00:55:57

Both there.

00:55:58 Kristin

Yeah, and I know this is supposed to.

00:56:01 Kristin

Be wins, but that was a loss for.

00:56:02 Kristin

US because we were back in our hotel.

00:56:05 Kristin

Rooms I was exhausted.

00:56:07 Kristin

And I'm getting these messages.

00:56:07 Speaker 3

This is special.

00:56:10 Kristin

I'm getting these messages going.

00:56:13 Kristin

Did I miss oh?

00:56:14 Kristin

That's awful, oh.

00:56:16 Kristin

I hated not being there for that, but what a well deserved at that those are.

00:56:21 Kristin

That's a big win that you'll take for a long time.

00:56:23 Kristin

Very well deserved.

00:56:24 Dewayne

It could be next month when you don't know.

00:56:26 Dewayne

Well, I might just keep using it.

00:56:28 Kristin

I mean, technically you had two.

00:56:31 Kristin

Big wins in one month if.

00:56:33 Kristin

I'm being correct specifically.

00:56:34 Dewayne

Yeah, but one one will save for another part I gotta, I gotta, I don't.

00:56:37 Kristin

Another time, another time.

00:56:38 Dewayne

They don't come often, so I gotta I gotta.

00:56:39 Kristin

You got a whole other podcast for that.

00:56:43 Kristin

Spread about.

00:56:45

So do.

00:56:46 Heather

We have wins.

00:56:46 Kristin

Share with.

00:56:47 Heather

Yeah, we got to share, you know I think my win for the whole thing was.

00:56:47 Joe

Yes, please no that's yeah so.

00:56:53 Heather

Remembering why I do what I get to do I you know it was easy to to to always remember that when we were in the classroom and when we were seeing kids day-to-day and and meeting with the kids and their parents and all of that. And the farther you get away from the classroom, the harder it is to see those.

00:57:14 Heather

Reasons right then and there and kind of in your face and so.

00:57:19 Heather

This was a great reminder to be back with a bunch of people that are passionate about supporting others and about education in in all formats and and so for me that was.

00:57:29 Heather

I think the biggest win was just getting that amazing reminder of you know, even though we're working for education on it from a different.

00:57:40 Heather

We are still able to help make a difference and so it was that that part I think was the most powerful for me and I'm just really.

00:57:48 Heather

It's always refreshing and builds you back up and re energizes you so it was.

00:57:53 Heather

It was great.

00:57:54 Heather

Like Kristen said, we I was tired but I was also fulfilled in a way that I needed.

00:58:00 Kristin

Yeah, to piggyback.

00:58:02 Kristin

Off of that very similar, but the one.

00:58:05 Kristin

Thing I can think of I got.

00:58:06 Kristin

My mojo back.

00:58:08 Kristin

Like I know that sounds, you know, silly to place it all on one event so to.

00:58:14 Kristin

Take the compliment but.

00:58:15 Kristin

Uhm, you know this has been a horrible experience for those of.

00:58:19 Kristin

Us that love to interact with with.

00:58:21 Kristin

Humans and present in front like that was.

00:58:23 Kristin

My all day every.

00:58:25 Kristin

Day, not just in my role at Microsoft, but that's what I did when I was teaching I.

00:58:29 Kristin

Was in front.

00:58:29 Kristin

Of a group of people, every single day interact.

00:58:32 Kristin

Acting, and I didn't realize how just how much I truly missed that.

00:58:37 Kristin

And for the first time.

00:58:38 Kristin

In almost 3.

00:58:39 Kristin

Years I was presenting to a group of customers.

00:58:43 Kristin

Now I've seen my coworkers a couple times, but I hadn't presented and.

00:58:48 Kristin

What I will tell?

00:58:49 Kristin

You is over.

00:58:50 Kristin

The past two weeks, it's.

00:58:51 Kristin

Just sparked a new A renewed.

00:58:54 Kristin

To Heather's point, it's been refreshing and a renewed spirit.

00:58:57 Kristin

Of This is why I do.

00:58:58 Kristin

What I do and.

00:59:00 Kristin

You know goshdarnit pretty good at it too and.

00:59:05 Kristin

If people like me.

00:59:08 Heather

Are you Stuart Smalley?

00:59:08

That's what we do.

00:59:09 Heather

Are you looking into a?

00:59:10

I'm doing it, I'm doing.

00:59:11

It I'm looking.

00:59:12

Into a mirror.

00:59:14 Kristin

But but no, I that's that I've I've carried this with me and it it has.

00:59:18 Kristin

It's it's sparked a new.

00:59:21 Kristin

You know a new attitude going into.

00:59:23 Kristin

This next this our new fiscal year for work.

00:59:26 Kristin

So multiple multiple wins across the board.

00:59:30 Kristin

But I needed that confidence boost.

00:59:33 Kristin

Because I had come.

00:59:34 Kristin

I'd lost that to be honest, I lost the.

00:59:36 Kristin

Excitement of what we do every day.

00:59:38 Dewayne

The last couple of years have been different for sure, and as we get back into the swing of things of talking to real people again, not that online people aren't real people, but.

00:59:50 Dewayne

You know what I mean?

00:59:51 Dewayne

Yeah, yeah, it's definitely different.

00:59:53 Joe

When people listen to a podcast, you're real too.

00:59:56 Kristin

Those people.

00:59:56 Dewayne

And we love you

00:59:59 Dewayne

Well, that's good.

01:00:00 Dewayne

I'm glad that this had just a multi faceted experience for for everybody involved and I'm I'm really excited for the future of extension when it comes to modern workplace tech and and what can be done there.

01:00:16 Dewayne

I know there's a lot of opportunity, there's a lot of desire.

01:00:19 Dewayne

And I think when you have opportunity and desire both in the same place, that's a slam dunk.

01:00:24 Dewayne

And and I, I really feel like there's big things or extension as far as how they work.

01:00:31 Dewayne

Giving them access to their stuff, empowering them, and so that's really.

01:00:36 Dewayne

I'm really glad that y'all were able to be part of that experience and.

01:00:41 Dewayne

Yeah, so for our folks.

01:00:43 Dewayne

Who have listened this far, we you know.

01:00:46 Dewayne

We usually we usually have Joe.

01:00:48 Dewayne

We usually.

01:00:48 Dewayne

Go about an hour.

01:00:49 Dewayne

Nowadays, but if you've listened this far.

01:00:54 Heather

What did they get?

01:00:55 Dewayne

I'm proud of you.

01:00:55 Heather

What did they get?

01:00:57 Dewayne

You get a.

01:00:58 Dewayne

Giant, thank you you you know for for listening to our podcast, and I hope that you'll subscribe to it and listen to more, especially if you're an agent.

01:01:08 Dewayne

If you're an agent, we really want to be your friend, so connect with us and.

01:01:13 Dewayne

Sign up for cloud accounting if you want more cloud type training, so we'll put notes to everything that Kristen and Heather, all those amazing things that they dropped will put in the show notes.

01:01:24 Dewayne

Access for training.

01:01:27 Dewayne

You know the office hours communities that are out there that are available to you as being a part of.

01:01:31 Dewayne

Edu obviously Cloud County will be in there.

01:01:34 Dewayne

You know all that?

01:01:35 Dewayne

All that kind of stuff so.

01:01:36 Dewayne

But again, if you listen this far, we're so thankful I can't even describe it.

01:01:42 Dewayne

We're so thankful that you did, and we will be back next month with a new episode.

01:01:47 Dewayne

We hope you enjoyed this episode of The Shift Show.

01:01:50 Dewayne

If you found our content useful, please consider subscribing and leaving us a five star review.

01:01:55 Dewayne

This will help others find our show.

01:01:58 Dewayne

If you'd like to connect with us, you can find us on LinkedIn or on our homepage at.

01:02:03 Dewayne

AKA.

01:02:04 Dewayne

MY forward slash shift show we'll be back next month for a new episode.

01:02:10 Scotty

Transporter room standby to beam up landing party.