



Apple Whisperers  
Guiding Others to Troubleshoot  
with Ease

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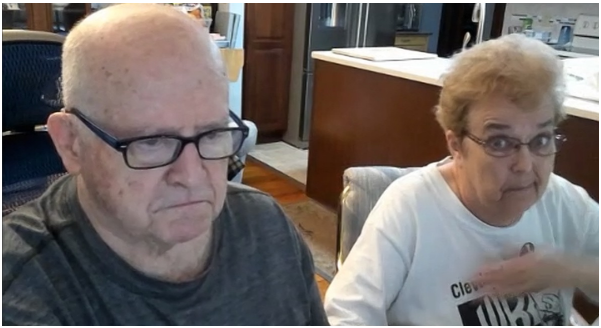
Tom Piper



## The problem ...

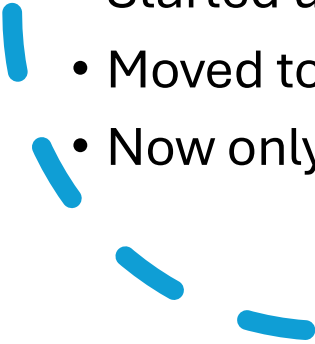
- Mac User Groups
  - You are one of the two trainers used for all the meetings
- The “technology troubleshooting guy”
  - Family
  - Family’s friends
  - Office
  - Professional associations







# History of our NEOAC MUG

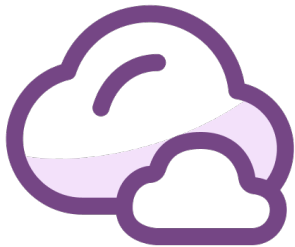
- NEOAC.org
  - Began in 1978
  - Monthly in person meeting at local library
  - Before COVID we had about 50 active members
  - Started using Zoom for meetings
  - Moved to weekly meetings
  - Now only ~ 14 regular attendees
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Our Top  
Topics  
Survey



**slido**

Please download and install the Slido app on all computers you use



**What do you think are to top topics at our MUG?**

① Start presenting to display the poll results on this slide.



## Top topics in our MUG

- Personal illness stories
- Motor-assisted biking
- Home appliance issues
- Same question/problem as last meeting with no attempt to apply the solution given at the last meeting
- Things you can buy at Sam's Club





## Ways to turn around User Groups

- Have that frank discussion
- Work with allies
- Train one person at a time
- AWUGU.org
- Join other User Groups for ideas and networking
- Duh? ..... Macstock!!!





# Ways to turn around work and home

- Work
  - If you are not IT, send them to IT (they will have “strategies”)
  - Propose a group training
  - Develop “strategic incompetence” (or if you are kinder try my “strategies”)
- Home
  - Look at my Typologies and pick the right strategy for the Typology
  - Healthy foster-parenting or foster-partnering
  - Strategic Incompetence – “I don’t do Windows / Android”

## Understanding reluctance to troubleshoot

- Lack of Personal Agency
- Lack of Method to Find Solutions
- Fear of Mistakes
- Reliance on Others
- Perceived Complexity
- Refusal



# Lack of Personal Agency

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## **Obstacle:**

- Lack control or influence over learning
- Past negative experiences
- Low confidence in tech skills

## **Strategies to Overcome:**

- **Empowerment:** Start with simple tasks
- **Incremental Learning:** Small steps, small wins
- **Positive Reinforcement:** Feedback and celebrate success

# Lack of Method to Find Solutions

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## **Obstacle:**

- Uncertain where to start
- Difficulty judging solution reliability

## **Strategies:**

- **Structured Framework:** Step-by-step guide
- **Resource Lists:** Trusted sources
- **Decision-Making Tools:** Critical thinking skills

# Fear of Mistakes

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## **Obstacle:**

- Fear of causing more harm

## **Strategies:**

- **Safe Practice Environment:** Simulated, risk-free
- **Error Recovery Training:** Undo and revert changes
- **Supportive Learning Atmosphere:** Learn from mistakes

# Reliance on Others

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## **Obstacle:**

- Prefer relying on others for tech support

## **Strategies:**

- **Encouraging Independence:** Gradual assistance reduction
- **Peer Support Groups:** Share experiences and solutions
- **Self-Help Resources:** Guides and FAQs



# Perceived Complexity

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## **Obstacle:**

- Technology seems overly complex

## **Strategies:**

- **Simplified Explanations:** Clear, jargon-free language
- **Visual Aids:** Diagrams, flowcharts, videos
- **Hands-On Practice:** Practical sessions

# Refusal

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## **Obstacle:**

- No need to learn/do something different
- The tech is the problem, I'm not the problem

## **Strategies:**

- **Cognitive Dissonance:** Provide a Catch-22 solution
- **Reframe:** Express how refusal works for them
- **Kazushi:** Unbalance your opponent

# Case exercise

## Left Side case

Paul, a seasoned accountant, relies on traditional methods and resists learning new technology, blaming the devices for any problems. This mindset causes friction at work, as colleagues adopt new software and often help Paul with tasks that could be easily managed with the new tools. His boss tells him to either learn the new software or face an increased workload due to extra integration steps.

In a team meeting, a colleague points out how Paul's methods are time-consuming and create more work for everyone. His manager assigns him to a project requiring the new technology, showing how effortlessly younger colleagues use it.

## Right Side case

Susan, a dedicated teacher, uses her iPad extensively for both work and personal use. However, she is plagued by the fear of making mistakes. An experience where she lost important files after an update has left her wary of attempting any troubleshooting.

This fear has grown to the point where she avoids fixing even minor issues, relying instead on her husband for help. Her anxiety about making mistakes also prevents her from exploring new educational tools, which limits her effectiveness in the classroom.

# Strategies

- Start with simple tasks
- Small steps, small wins
- Feedback and celebrate success
- Step-by-step guide
- Trusted sources
- Critical thinking skills
- Simulated, risk-free environment
- Undo and revert changes
- Learn from mistakes
- Gradual assistance reduction
- Share experiences and solutions
- Guides and FAQs
- Clear, jargon-free language
- Diagrams, flowcharts, videos
- Practical sessions
- Provide a Catch-22 solution
- Express how refusal works
- Unbalance your opponent

## Contact and Projects



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### Podcasts:

- ThePodtalk.Net (SWAG in the *back*)
- *Vision ProFiles*
  - *The Tech Savvy Professor*
  - *Circular Firing Squad*

### Regular Guest on:

- MacVoices Live
- InTouch with iOS