TECHNICAL MANAGEMENT SERVICES

TELEWORK: MANAGING, MOTIVATING, AND COLLABORATING THROUGH TELEWORK

A 2 or 3 Day Workshop

Delivered in Live or Live Virtual Classrooms!

This workshop will provide Managers, Supervisors, and Employees with the guidance necessary to successfully manage and lead a workforce that Teleworks or works from home office. Participants learn how-to techniques to maintain effective communications, motivate and supervise employees, and meet customer demands while engaged in Telework.

Recently, Telework has become more widespread as programmatic and policy guidance has been issued to support implementation of the requirements of law resulting from Presidential and legislative mandates. The growth of Telework has created yet another challenge in managing change, and is forcing Managers to adapt their own performance management styles to cope with a new virtual office supervisory environment. On a large scale it has fundamentally changed the way we interact with each other and our customers.

This workshop teaches Managers how to develop clear, specific and timely performance metrics to use in evaluating employee performance, how to construct and implement an effective Telework communication plan that facilitates collaboration, how to write a Telework agreement, and how to motivate individuals, groups, and teams to maximize productivity in the demanding work-from-home environment. Practical exercises include establishing performance goals, establishing Telework policy, adopting a Telework communications plan, building a telework teambuilding event, and developing a review plan for workers in a virtual office.

An experienced former Telework Manager will facilitate thorough in depth discussion on Telework and telecommuting from a number of different perspectives. This workshop will address what does and doesn't work well with Telework and thoroughly explain proven tools to implement a Telework program that reduces real estate costs for agencies, improves employee satisfaction, eases the

Audience: This workshop is designed for employees at all levels.

Toolkits:
Receive a **Student Handbook** and **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information
CPE Credits: 7.0- 23.0
CEU Credits: 0.6- 2.0
Suggested Program Prerequisites: None
Advanced Preparation: None
NASBA Program Level: Basic
NASBA Field of Study: Business Programming and Management
Delivery Method: Virtual or Group Live – Classroom

NATIONAL REGISTRY OF CPE SPONSORS

TELEWORK: MANAGING, MOTIVATING, AND COLLABORATING THROUGH TELEWORK (PG 2)

commuting burden on employees, reduces traffic congestion and emissions in large Metropolitan areas, and ensures continuity of essential functions in the event of national or local emergencies.

The focus of this workshop is on the clear, practical how-to techniques of managing employees who are engaged in telework and being productive and demonstrating value as a teleworking employee. *You will gain powerful new skills to use now!*

Each attendee will receive a Telework Handbook and Toolkit filled with tip sheets, check lists, step-by-step guidance, articles, and many other valuable resources.

Topics included in this workshop –

Motivating the Telework Employee and Workforce

- Managing the Change
- Build Commitment, Dedication and Esprit de corps
- Getting Face Time
- An *effective* Rewards and Recognition program for the Virtual Office
- Connecting through Technology – The *when, where, and how often*!
- Avoiding Burnout!

Performance Management –Managing and Working in a Virtual Office Environment
- Trust but Verify – Questions every Tele-Manager should ask!
- Setting Expectations
- An *effective* set of Virtual Office Rules to Operate by
- The 7 Most Common Bad Habits of the Teleworker
- 7 Principals the Tele-Manager should live by!
- Communicating Expectations
- Monitoring and Measuring Performance of the Virtual Office Employee
- Motivating in the Virtual Environment
- Demonstrating your value as a Teleworker when you aren't *seen* by your boss
- The top 10 tools used by industry for telework!

Enabling Collaboration and Productivity

- Facilitating communications among workgroup members and customers
- Collaboration Tools, Techniques and Tips!
- Collaborative decisions making principals
- The dynamics of group decision making
- Facilitating open discussion
- Alternatives to open discussion

The TMS Philosophy and Approach

1 Quality Training

Interactive training that focuses on the **latest trends** in the workforce utilizing instructional techniques based upon **innovative** adult learning practices delivered by certified, experienced, world-recognized and award-winning instructors.

2 Dynamic Instruction

You will find an **engaging environment** where attendees will build upon their professional habits, techniques, and skill sets through a series of **practical, participant-focused exercises** led by an energetic instructor who has over two decades of subject-related experience.

3 Personalized Learning

We tailor the classroom objectives to the participant's **personal goals, professional goals,** and the organization's mission.

Student Feedback from FY19:

"I have 23 years federal service. This was the best instruction/instructor I've ever had the pleasure of meeting!"

"This was the BEST class I've attended in my 30 years of government."

"In 35 years of attending training with the government, this is the best format by far."

"Instructor was engaging and dynamic. Easily the best training I've attended in the last 8 or more years."

4 Ongoing Support

Attendees receive an <u>online **toolkit**</u> with checklists, guidelines, & many more resources to enable participants to take their new skills and tools they learned in-class & apply them in their workplace.

5 OPM ECQ-Focused

Each TMS course is developed based on OPM's **Executive Core Qualifications**; this means each TMS course is designed to not only address the core competencies in a government culture, but we provide the skills needed and **results-driven**

INTERACTIVE CLASSROOMS

Classroom time is focused on group discussion, case study review, & small group exercises; NOT POWERPOINT PRESENTATION.

objectives to immediately influence performance, and professional development.