



Telework: Transitioning and Managing Telework

*A 1, 2, or 3-Day Hands on TMS Experience
Delivered in Live or Live Virtual Classrooms!*

Course Description:

This workshop will provide Managers, supervisors, and employees with the guidance necessary to successfully implement a telework system. Participants learn how-to techniques to maintain effective communications, motivate and supervise employees, and meet customer demands while engaged in telework.

Recently, teleworking 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 Federal Government and DoD 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 security plan, how to write a telework agreement, and how to implement telework within their work groups and teams to maximize productivity in the demanding government work environment. Practical exercises include writing a telework agreement, establishing performance goals, establishing telework policy, adopting a telework communications plan, and developing a review plan for workers in a virtual office.

An experienced former government telework manager will facilitate thorough in-depth discussion on telework and telecommuting in the Federal Government 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 Government agencies, improves employee satisfaction, eases the commuting burden on employees, reduces traffic congestion and emissions in large metropolitan areas, and ensures continuity of essential Government functions in the event of national or local emergencies.

Audience:

This workshop is designed for all government personnel.

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: 8.0 – 24.0

CEU Credits: 0.8 – 2.4

Suggested Program

Prerequisites: None

Advanced Preparation:

None

NASBA Program Level:

Basic

NASBA Field of Study:

Business Programming and Management

Delivery Method: Group Live

– Live Virtual Classroom





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

Learning Objectives & Topics Covered in this Workshop:

- Background
 - Legislative requirements
 - Definitions/types of telework
 - Policy requirements
- Implementing telework
 - Managing the change
 - Determining eligibility
 - Equipment & support considerations
 - Security requirements
 - Establishing a telework agreement
 - Facilitating communications among workgroup members and customers
- Performance management –managing and working in a virtual office environment
 - Trust but verify – questions ever 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
 - Principles 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 that can work for the government telework
- Establish strong relationships to fuel motivation, collaboration, and productivity
 - Build commitment, dedication and esprit de corps
 - Getting face time
 - An effective rewards and recognition program for the virtual office
 - Connecting though technology – the when, where, and how often
 - Avoiding burnout