

COURSE OVERVIEW

Successfully Managing Remote Workers

OVERVIEW

Remote workers bring powerful synergies as well as considerable challenges, particularly for established organizations and traditional managers who are accustomed to operating by proven standards and procedures.

That means to get the most from your team, you've got to change your thinking, management approach and training to fit these unique considerations. This course provides exactly what you need to manage remote workers and remain the effective management force you've always been.

LEARNING OBJECTIVES

- Communicate effectively with remote workers
- Coach and support team members from a distance
- Track remote workers' progress and performance
- Use effective communication skills with remote workers
- Understand the job from a remote worker's perspective
- Recognize how to effectively manage virtual meetings

COURSE HIGHLIGHTS

Remote worker management essentials

- Decide which form of remote work is right for your company
- Advantages delivered by remote work teams
- Understand the myths of remote management
- The truly mobile worker ... and what a remote worker status means to you as a manager
- Create an environment in which employees can succeed
- Technical assistance to keep work flowing

Leading and coaching remote workers

- Strategies for leading remote workers
- Core competencies for remote team management
- The unique roles and qualities of an off-site manager
- The attributes of successful remote workers
- Leadership: Coach and support remote team members

Performance management and accountability

- Track remote workers' progress and performance
- Trouble telltales: What to look for to resolve employee problems

- Special ways to help employees be accountable
- Identify and eliminate the causes of poor performance

Build connections through communication

- Proven ways to keep your teleworkers in the loop
- How to encourage communication responsibility in your remote workers
- When a face-to-face meeting is essential
- Maintain effective leadership communication skills
- Trust factors in manager-remote employee relationships
- Communicate and understand people from different cultures
- Office politics and gossip: What they mean to remote workers
- Conferencing and other group meeting options
- How to keep people from tuning out during "virtual meetings"

TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)