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Infoline: Managing The Virtual Workforce

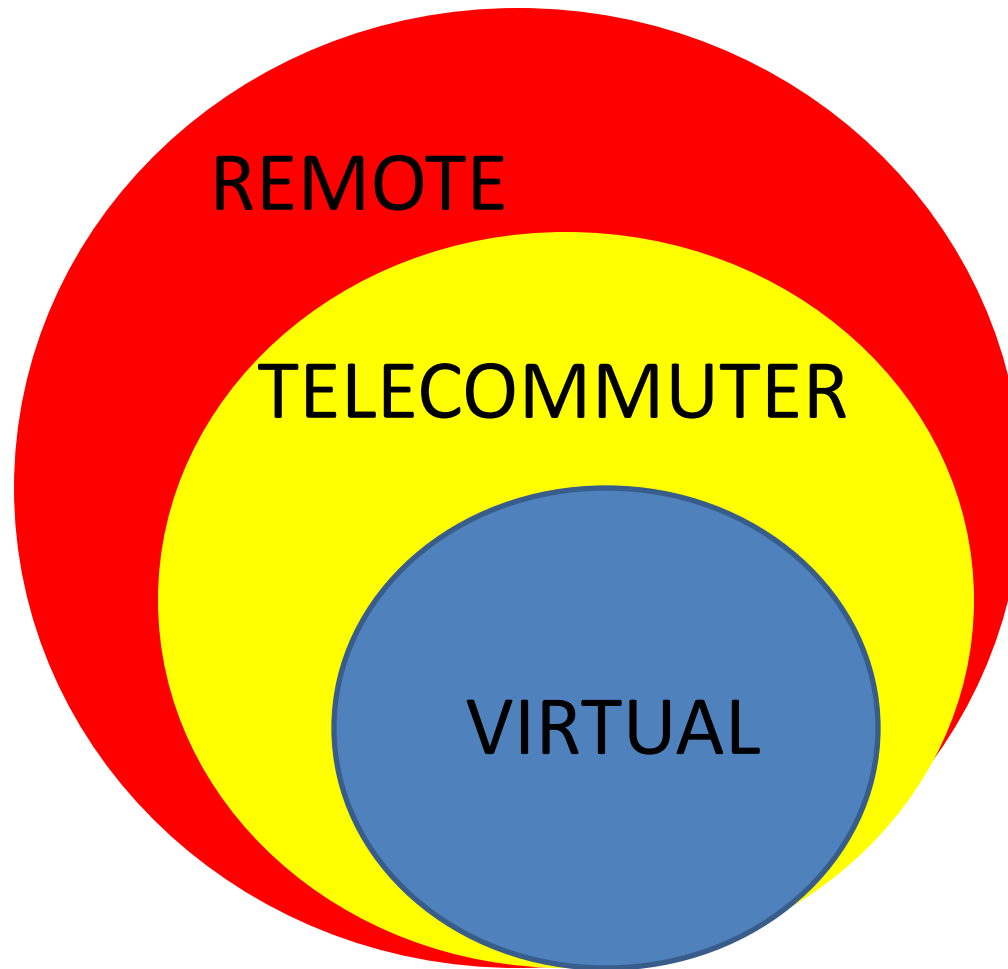
**Presented by:
Erika Tedesco**

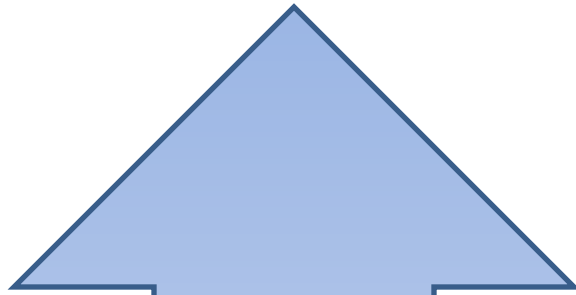
Our Goals

- 4 Questions to Ask Yourself
- 3 Ways to Engage Remote Employees
- Strategies for Reinforcing your Corporate Culture
- Optimizing Technology to Coach and Counsel



What is a Remote Workforce?





Virtual Employee

This work arrangement is done completely outside of an office. The employee is never required or expected to come into a co-located office environment.

Remote Job

This position is done away from an office such as a Regional Salesperson or Product Support Manager.

Home-Office Based

This position works out of a home-office and is required to be at their desk during working hours.

Work from Home

This type of position is most often located in a traditional office environment, with exceptions made for isolated opportunities to work from home.

Before deciding on a VWA, Ask Yourself...

- Does this position require a co-located office?
- Who are the customers?
- What are the benefits to the organization?
- Are systems in place to support a remote or virtual environment?

Why is **TRUST**
important in a
remote work
environment?



Trust is a by-product of Integrity



DEVELOPING RELATIONSHIPS



Why Reward & Recognize a Virtual Employee?

Gold Leaf Award



Award Nominee

Nominated By

Nominee Manager

Date of Nomination:

March 11, 2013

Reason for Nomination

Please note: The sentences typed below will be combined automatically into the body of the certificate to describe the entire situation and why the employee is being recognized.

Situation:

Please describe the situation leading up to the employee's actions

Action:

Please describe specifically what the employee did.

Impact:

Please describe how the employee's actions had an impact on Hosparus.

Electronic Award Management

Hospirus Weekly News

The week of March 11, 2013

SERVICE/GROWTH

Today's Census

Hospirus: 818	Kourageous Kids: 31
BRADD: 48	HCK: 141
HSI: 118	HL: 511
HICC: 17	L-Northeast: 151
L-Southwest: 163	L-Nursing Facilities: 153

Journey for Excellence

How did this happen? San Diego Hospice's troubles began in 2009 when federal officials launched an audit of its admissions. The audits called into question the hospice's generous admissions practices. In 2011, 12.8% of San Diego's patients stayed for longer than 180 days. In addition, almost 16.7% of patients that year had been admitted for frailty or failure to thrive. Because long-term patients and non-cancer patients tend to be the least costly (and most profitable) hospice patients,

Over the Top

Each week, we highlight one of our *Over the Top* nominees in the newsletter. Linda Jenkins, HBR, received an *Over the Top* card from Octavia Pendleton for wonderful comments about her care from patients and families. Thank you Linda!

Congratulations to last week's *Over The Top* recipients:

Larissa Marr, HCK
Debbie Gilpin, HCK
Maretta Newbold, HL
Paula Mundy, HL
Kristy Anderson, HL
Rhoda Filback, HBR (2)
Kim Arrington, HL
Connie Simmons, HL
Leann McCoy, HL
Angela Gruebbel, HL
Melissa Harkness, HBR
Russ Bryant, HBR
Debbie Faircloth, HBR
Linda Jenkins, HBR (2)
Cindy Manteris, HBR
Paul Anwall, HBR

Denise Stemm, HL
Melissa Head, HL
Kathy Ising, HL
Sheressa Werner, HL
Jowanda Mareno, HL
Brooke Trice, HL
Debbie Burk, HL
Kim Arrington, HL
Pam Bell, HL
Todd Sprouse, HL

Welcome New Employees!

Louisville

Kelly Brewer, Dir. Community Out
Central Kentucky
Whitney Warren, RN

Exiting Employees

Brittany Adams, 2/21/2013

Wacky Wednesdays!

In honor of Employee Spirit Month

Never
Underestimate
the Power of a
Handwritten
Note





Verbal
Recognition
should be:

- Timely
- Sincere
- Specific

PUBLIC

PRIVATE



Recognition Preference Form

What do you love about your job?

What can I do to make your job more satisfying?

Do you prefer recognition in front of your peers or private recognition?

Recognition Preference Form

Which would you prefer:

to be recognized for your performance by being given control over a more prestigious project

or

receive a weekend getaway for two?

a sincere thank you card for overtime on a special project

or

having your efforts recognized in front of your team?

a cash bonus for being the top sales performer during the quarter

or

a week in Hawaii presented at the quarterly sales meeting?

Recognition Preference Form

What's your favorite...

Work-time Beverage?

Snack?

Magazine or Blog?

Flower?

Place to get lunch?

Ice cream flavor?



The BIGGEST Challenge to Remote Workforces

The Five Minute Meeting

“What’s going well?”

“My biggest obstacle to success is...”

It’s Hump Day!

People’s Choice

Co-Creating Standards of Behavior



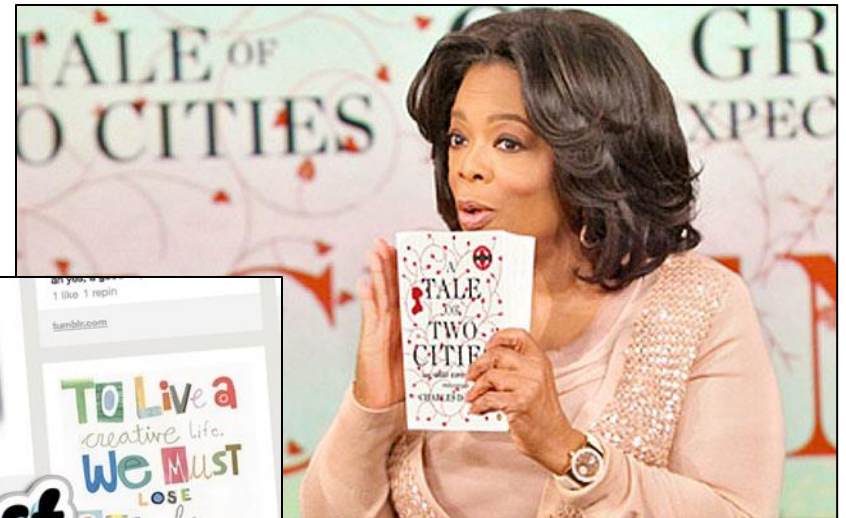
Generational Differences in the Virtual Workplace

Generation name	Birth years Ages in 2012	% of total adult population*	% of Internet-using population*
Millennials	Born 1977–1992 Ages 20–35	30	35
Gen X	Born 1965–1976 Ages 36–47	19	21
Younger Boomers	Born 1955–1964 Ages 48–57	20	20
Older Boomers	Born 1946–1954 Ages 58–66	14	13
Silent Generation	Born 1937–1945 Ages 67–75	7	5
G.I. Generation	Born before 1936 Age 76+	9	3

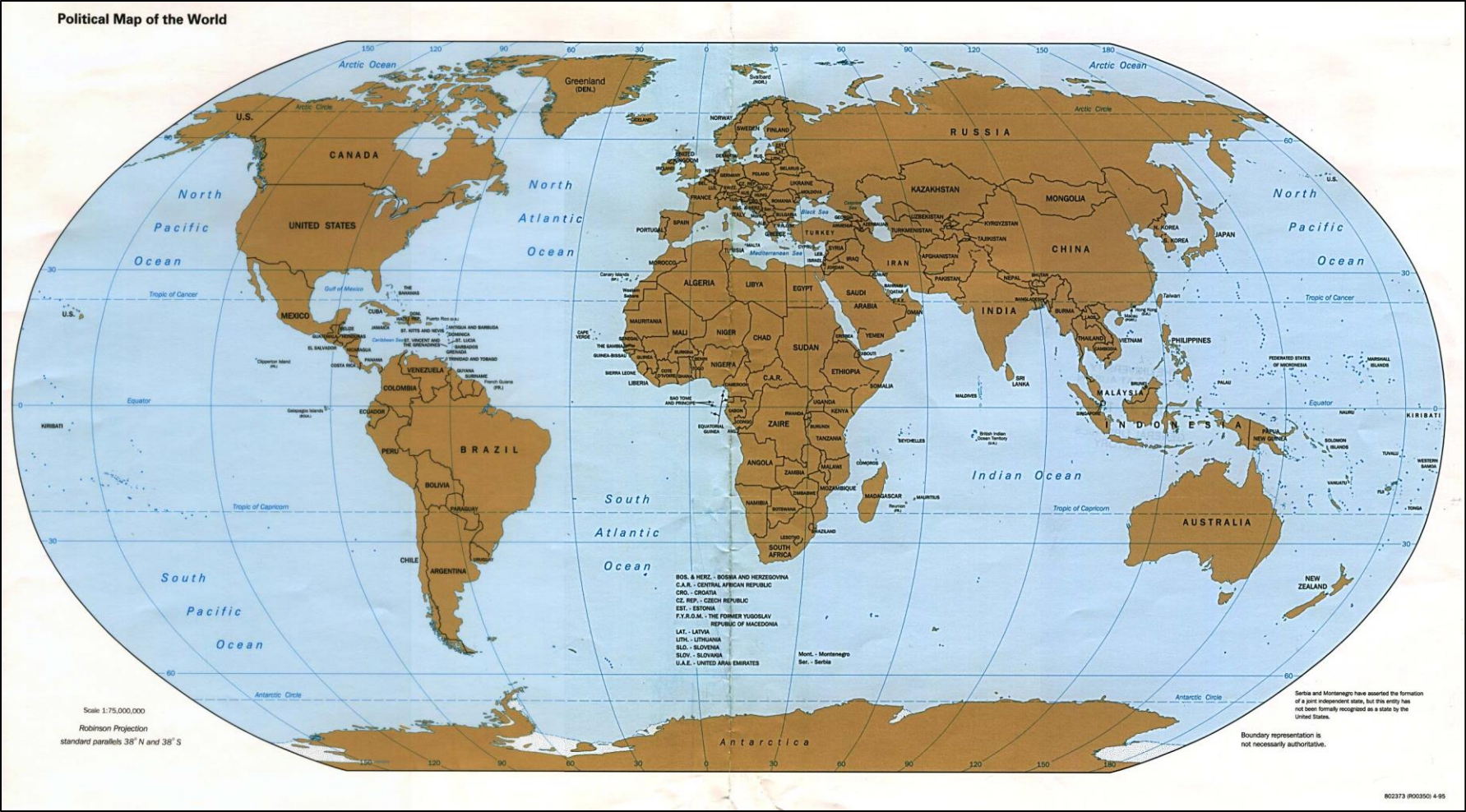
*Source: Pew Research Center's Internet & American Life Project, April 29–May 30, 2010, Tracking Survey. N=2,252 adults 18 and older.

Situational Complexity





Geography



- Try gathered meetings at a neutral time
- Use Out-Of-Office Managers (Email, Phone)
- Factor time zones into project management



Communication Styles





Reflecting the Culture in a Virtual Environment



Organizational Goals

Business Goal Example				
Goal (what)	Tactical Steps (how)	Responsible Person (who)	Due Date (when)	Status
Reduce office supply costs by 10% by the end of the 4 th quarter.	Perform audit of supply costs for last 24 months.	Jack Smith	March 15	Completed
	Perform audit of supply usage for last 24 months.	Diane Jones	March 15	Completed
	Identify person(s) or dept(s) with highest supply usage.	Diane Jones	April 1	Completed
	Identify wasteful usage.	Jack/Diane	April 30	Completed
	Evaluate supplier agreements.	Jack	April 30	In process
	Shop suppliers.	Jack	May 15	In Process
	Negotiate new supply rates.	Jack	June 30	In Process
	Create standard supply list and utilization controls.	Jack/Diane	July 15	Not started
Increase customer satisfaction by 5 pts by 20XX	Perform customer focus group.	Stacy Jones	January 15	Completed
	Drill down on current satisfaction data.	Stacy Jones	February 1	Completed
	Develop improvement plan based on data.	Mark Thompson Stacy Jones	March 15	Completed
	Meet with managers and help them develop action plans to address issues.	Mark Stacy	March 30	Completed
	Implement improvement plans.	Managers	April 15	In Process
	Conduct customer satisfaction surveys.	Stacy	November 15	Not started
	Assess new satisfaction scores.	Mark Stacy	December 15	Not started

Organizational Values



Reflecting the Culture in a VWA

#1: Include a review of the Goal or Mission Statement at every meeting.

#2: Communicate directly to as many people at one time whenever possible.

#3: Provide forums for asking questions and gaining clarification.

Coaching & Counseling



What is the **WORST** thing
you could say to open
a virtual meeting?

“What’s going on?”

Delegating

Have the employee
create an action plan

Develop a
Review Board

Create a plan
for check-ins

Evaluating

Name	Date	Time	Incident Description	Persons Involved	Action Taken
Sue Smith	1/3/09	11:00 am	Sue went above and beyond by proactively preparing for presentation without being told.	Sue Smith	Verbally acknowledged and thanked Sue for taking care of project without being told.
	2/9/09	9:00 am	Sue was 45 minutes late for work.	Sue	Verbally reminded Sue of tardy policy.
	4/6/09	1:00 pm	Quarterly report to the Board had three typos.	Sue	Verbally pointed out typos and coached Sue on proofing.
	6/12/09	6:00 pm	Sue worked late without being asked to finish report for Jim.	Sue	Verbally thanked Sue for going above and beyond.

PROJECT	DELIVERABLES	DEADLINE	ROADBLOCKS	EVALUATION
Course Creation for Q1 Education	Content approved by SMEs	August 1: Unmet	Peggy Jones' vacation impacted ability to approve content on HIPAA	Unacceptable
	Design developed	September 1: Met		Exceeded Expectations
	Course loaded to LMS	September 30: Pending		
Community Education	Coordinate education for Rotary club	August 15: Met		Acceptable
	Facilitate CE's for nursing facility education	August 30: Met		Acceptable

Leadership Challenges

Scholars have found a “positive relationship between social leadership skills and team performance.”

YOUR VIRTUAL LEADERSHIP ASSESSMENT



A Good Virtual Leader Must:

- Communicate Clearly
- Be Consistent
- Adapt to Changing Needs

The biggest indicator of a *successful* virtual team is the ability of the members to cultivate a sense of **loyalty** and **commitment**.



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Thank you!