

## Telework and Telecommuting

Working in a home office requires a unique set of skills. Teleworkers or virtual employees have additional challenges created by not being in a centralized office. Communication issues alone make it a challenging job, and recognizing these challenges will help your participants become great teleworkers.

Through Telework and Telecommuting your employees will see a great improvement in their performance and well-being. Being a teleworker does have the advantages of flexible schedules, no commute, and saving the company money. Your participants will establish the additional skills needed to be successful in their work from home environment.



### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

#### Module Two: Core Skills Required

- Self-Management
- Time Management
- Organizing and Planning
- Communication
- Case Study
- Module Two: Review Questions

#### Module Three: Self-Management (I)

- Solving Problems on Your Own
- Being and Staying Motivated
- You Have More Freedom, Don't Abuse It
- You and Only You are Accountable
- Case Study
- Module Three: Review Questions

#### Module Four: Self-Management (II)

- Recognize and Remove Bad Habits
- Reflect on Mistakes, and Learn from Them
- Establish Good Habits
- Be Assertive With Yourself
- Case Study
- Module Four: Review Questions

#### Module Five: Time Management (I)

- Build a Little Flexibility Into Your Schedule
- Identify and Remove Time Wasters
- Working with Time Zones
- Using Free Time Wisely
- Case Study
- Module Five: Review Questions

**Module Six: Time Management (II)**

- The Urgent/Important Matrix
- Setting and Sticking to Deadlines
- The Glass Jar: Rocks, Pebbles, Sand, and Water
- Recognize When You are Procrastinating
- Case Study
- Module Six: Review Questions

**Module Seven: Organization and Planning (I)**

- Plan for Additional Stress
- When to Seek Help
- Being Proactive, not Reactive
- Establish Priorities and Attainable Goals
- Case Study
- Module Seven: Review Questions

**Module Eight: Organization and Planning (II)**

- Setting up Your Home Office
- Remove Unneeded or Distracting Items
- When Technology Fails?
- Develop a Normal Working Day
- Case Study
- Module Eight: Review Questions

**Module Nine: Communication (I)**

- Stay in the Loop
- Use the Correct Medium
- Be Clear and To the Point
- Virtual Communication Can Be Impersonal
- Case Study
- Module Nine: Review Questions

**Module Ten: Communication (II)**

- Open and Frequent Communication
- Share Your Information
- Have a Collaborative Attitude
- Setting Expectations with Family and Friends
- Case Study
- Module Ten: Review Questions

**Module Eleven: Additional Challenges**

- Building Trust and Rapport
- Feeling Isolated
- Always in the Office
- Lack of or Less Feedback
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations