

Governor's Workforce Summit



Managing Remote Workers

Is it Right for You and Your Company?

Presented by:
Eric Giltner
Senior Area Manager
US Small Business Administration



Remote Work/Telework

Telework is a work arrangement that allows an employee to conduct work during any part of regular, paid hours at an approved alternative worksite.



Working from Alternate Site

- Remote Worker
- Telecommuter
- Teleworker
- Home Sourced
- i-Worker
- e-Worker
- Web Worker



[The Telework Enhancement Act of 2010 \(Act\)](#)

The Act is a key factor in the Federal Government's ability to achieve greater flexibility in managing its workforce through the use of telework.



U.S. Statistics

- 79% of businesses had mobile workers.
- 54% had remote workers.
- More than 34 million Americans work at home at least occasionally.
- Expected to be over 60 million in 2016.



What Jobs Can go Remote?

- Administrative Asst.
- Auditor
- Computer Programmer
- Data Entry Clerk
- Database Admin.
- Engineer
- Graphic Designer
- Insurance Agent
- Editor
- Medical Transcriptionist
- Media buyer
- Paralegal
- Researcher
- Customer Service Rep
- Stockbroker
- Telemarketer
- Writer
- Web Master

TELECOMMUTING HAS A LONG WAY TO GO

CIO INSIGHT

45%

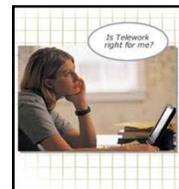
45% of U.S. workers have jobs that would be compatible with at least some degree of teleworking.



Rule of Thumb

Jobs are suitable for telecommuting if they include:

- An emphasis on solo work
- Can be done as a home-based business
- Involves mostly computer and/or telephone work



What Jobs Can't go Remote?

- Face-to-face personal contact
 - *counseling, medical assessment, some sales
- Hands-on operation of equipment, vehicles, or other on-site assets
- Direct handling of secure materials that can't be handled remotely
- Physical presence needed
 - security guard, forest ranger



Employer Benefits of Remote Workers

- Enhances recruitment and retention
- Improves morale and reduces stress
- Allows for more flexible staffing options
- Improves performance and productivity through a distraction-free work environment



Benefits (continued)

- Lack of housing near office
- Provides accommodations for persons with disabilities and unique family situations
- Reduces the demand for office space
- *Allows services to be provided during emergency situations*
- Reduced travel issues



Dealing with Telework Challenges

- If you are considering telework for your staff for the first time, there are several challenges that might stand in the way of a positive telework experience:
 - Telework misperceptions
 - Operational adjustments
 - Technology requirements
 - Employee concerns



Other Reasons to Consider Remote Workers

- **Continuity of Operations due to a disaster**
 - (COOP)
- **Pandemic**
- **Office Interruptions**
 - Storm
 - Maintenance work
 - Power Outage



Employee Concerns

- Isolation
- Not part of a “team”
- Lack of feedback/support
- New technology to learn
- Increased misunderstanding
 - Limited conversations
- Out of the “loop”
 - “Missed that job opportunity”



‘Out-of-sight, out-of-mind’ trap!

Behavioral and Managerial Issues



“MY MANAGER IS HAVING TROUBLE EMBRACING THE NEW TELEWORK POLICY!”

Employee Abilities are Key

- Can I work without close supervision?
- Am I organized?
- Do I have good planning skills?
- Do I always meet schedules and deadlines?
- Do I manage my time well?
- How well do I communicate, both verbally and in writing?

Manager's Concern

"If I approve one telework agreement, I will have to let all of my employees telework."



UNspoken MANAGER CONCERNS

Are you working or walking the dog?

Are you working or chatting on the phone with friends?

Are you working or doing your laundry?

Are you working or watching television?






Manager's Concern

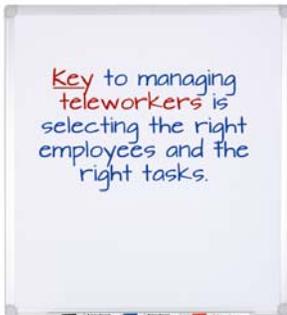
"Worker productivity will drop if I am not watching my employees every minute."



Where Do You Start?

Key to managing teleworkers is selecting the right employees and the right tasks.

- Identify Tasks Suitable for Telework
- Employee's Skills and Attitude Fit
- Prior Work Performance Review



Manager's Concern

"Telework stands in the way of effective teamwork."

An effective communication system design is important in maintaining a sense of "being a member of the team!"



Will Remote Work Fit?

- Independent effort?
- Office only resources used?
- High cost of special home equipment?
- Time spent reading or writing?
- Autonomy in job?
- Can company software be used at home?
- Remote access possible?
- Remote office suitable?
- Technical support available?
- Remote success with other, similar jobs?



Telework Agreements



- Trial Basis
- Tailored to Worker
- Option to Modify
- Option to Cancel

Insurance

Home or rental insurance may not cover issues related to working for an outside agency in the home. It is recommended to visit with company and personal insurance agents to determine the best action for coverage.



Employee Assessment

A good telework arrangement starts with a good situation and employee assessment:

- Sufficient portable work exists
- Able to work independently
- Comfort with needed technology
- Good communication skills
- Proper telework office space
- *Dependent care arrangements are in place*
- Ability to be flexible



Technology Needs



- Equipment acquisition
- Equipment installation
- Equipment maintenance and repair
- Software requirements and standards
- Virus protection
- Remote access procedures
- Equipment and data security
- Data storage and backups
- Compatibility with office technology

Home Office Issues



- ✓ Location
- ✓ Furniture
- ✓ Door
- ✓ Communication Musts
- ✓ Storage
- ✓ Adequate Power Supply

Area of Concern



- Cisco, a worldwide leader in networking solutions, says remote workers pose a growing security risk. This is because they are more likely to be lax about their on-line behavior based on the mistaken belief that the Internet is getting safer.
- Opening unknown attachments
- Letting non-company personal use company machines
- Tapping into unprotected wireless networks
- Accessing corporate networks from non-corporate machines

Safeguard Information and Data

Employees must take responsibility for the security of the data and other information that they handle while teleworking.



Management Tips

- Switch Perspectives
- Make contact frequently
- Make expectations clear
- Be accessible
- Promote network building
- Stay alert
- Inspire
- Set goals that work!



Expectations and Performance Standards

- Set Specific Work Objectives and Standards
- Review Performance and Give Feedback on an initially accelerated basis.




Poor goal setting example:
of calls handled



Example 1: a customer service agent working from home who takes incoming calls from customers may handle more calls-per-hour than anyone else. However, the answers given are short, impolite, and do not satisfy the callers' concerns about their problems.

Specific Work Objectives and Standards

- What must be done?
- Why must it be done?
- How well must it be done?
- By when must it be done?
- What makes a job "complete"?



Poor goal setting example:
Meeting deadlines



Example 2: an engineer who reviews design plans always completes the assigned reviews on time, but they are incomplete.

Reviewing Performance and Giving Feedback

When giving feedback you should use five tried-and-true guidelines:

- Be descriptive about what the person did.
- Limit feedback to priority changes.
- Give feedback sooner rather than later.
- Give positive and negative feedback.
- "Praise in public, criticize in private."



Cloud Technology allows for businesses to do away with computer servers, operating systems, and business software programs at the local site.

Networked laptops or desktops can access company data and software from a employee's home or a secondary work-site without delay.

So What if it Doesn't Work Out?

Solutions may include:

- No more telework
- Modify the telework
- Set a time frame for significant improvement
- Resolving other circumstances



What is Your Business Model?

Businesses that provide computer and technology services are not only good candidates to employ remote users but are also more likely to benefit from embracing cloud technologies to protect against disaster events.



Technology Considerations



Typical User's Technology Layers

- Hardware



- Operating Systems



- Applications



If this is all in a flooded or damaged building, it may take a long time to reinstall a working system. Do you have that time?

Cloud Technology allows for:

AAA – Anytime, Anywhere, Any Device

Access to your Environment anywhere there is an internet connection.

Security Issues and concerns will always be present!

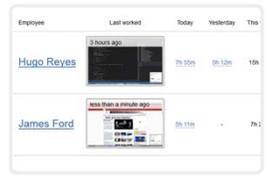
AgentGuardian™
Promoting Trusted Remote Working Relationships

AgentGuardian

- Screenshots
- Automatic Time Sheet
- User Activity

Screenshot Monitor

- Screenshots
- Automatic Time Sheet
- No Internet option



Remote Worker Software



HiveDesk

HiveDesk

- Flexible Project Management
- Check-in/Check-out
- Random Screen Sampling
- Effortless Timesheets
- Visual Productivity Data

SpectorSoft

SPECTOR PRO: Automatically Records

- E-mails
- Chat/Instant Messages
- Keystrokes Typed
- Web Sites Visited
- Applications Launched
- Network Connections
- Files Copied
- VCR-like Screen Snapshots

Others: BOMGAR, Athena

Hubstaff Remote Worker Software

- Full Employee Management Service
 - Payroll
 - Monitor Productivity
 - Task/project assignment
 - Time tracking
 - Random Screenshots
 - User/project/date data reports
 - Integrates with other project management software

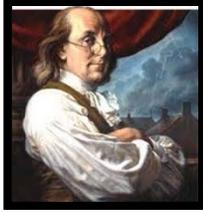


Communication Software

No shortage of options in this category

- Fleetmatics Work
- FieldAware
- Kickserv
- GeoPal
- Canvas
- Appticity Smartfleet Field Services
- Microsoft Lync
- Mhlpdesk
- FieldEZ
- Jobber
- IFS Field Service Management
- Field Services Software

Questions?



*"There are three things extremely hard:
steel, a diamond, and to know one's self."
Benjamin Franklin*