



Career/Life Alliance Services, Inc.

## **Leading Mobile and Flexible Teams Boot Camp**

Managers working within a mobile and flexible workplace need support, clear direction, on-going communication and regular feedback in order to thrive in the flexible and empowering work environment. The key to their success is absolute focus on business results and processes, and managers are the critical link to successful teaming.

Managers need information, support and practice to succeed in working with virtual/flexible schedule employees. The purpose of this workshop is to fully prepare them with the skills they need, including managing virtual teams, strengthening trust, setting clear expectations, and managing the logistics of team productivity. This fun, fast-paced and application-based workshop will focus on performance management with an updated approach to how employees want to work today.

### **Onsite Training - 6 hours**

- I Welcome/introductions/objectives/opening activity
- II The new workplace—this isn't your parent's career
  - Demographic shifts
  - Changing work demands
  - Global perspective, global competition
  - Disruptive technologies
  - Opportunities for relentless innovation
  - CenturyLink mission, strategies and goals
- III Employee engagement and retention—it's about culture
  - What we know works in creating highly productive, flexible work environments (research and case studies)
    - Clear expectations
    - Trusting relationships
    - Commitment to measurements and accountabilities
    - On-going, outcome-focused communication



- Activity: What is different about the “walk” of managers in a mobile and flexible culture?

IV Logistics of managing in a mobile and flexible environment

- Working time
- Work locations
- Telecommuting
- Expense reimbursement
- Performance management expectations

V Collaboration Strategy —information sharing with activities to practice and reinforce the learning

- Setting expectations and accountabilities
- On-going communication
- Performance management conversations
- Career discussions
- Team continuity planning

VI Application Planning & Commitments

- How will you take this out to your team?
- What key skills will you practice first?
- How will you maintain accountability with your leader?
- What resources/support do you need? Who can help?

VII What’s next? Implementing the strategy, creating the culture

- Follow up steps

**TELEWORK**  
Flexible, Effective & Seamless

Businesses recognize the efficiency of employees working remotely, while teleworkers positively respond to the flexibility. Effective, secure and seamless communication can be achieved through combined technologies.

**20 to 30**  
MILLION PEOPLE  
work from home at least once a week

Employees Embrace Remote Work

Managing dispersed teams doesn't just happen, they need training on the necessary competencies needed to succeed in a flexible and virtual team environment.

## **Additional Workplace Flexibility and Mobility Workshops**

### **Can You Hear Me Now? Building Effective Teams in a Flexible/Mobile Workplace**

Today's team doesn't always work in the same office — or even the same country. This session provides interactive activities that will show participants how to keep flexible and remote employees engaged and productive by leveraging technology, improving communication and implementing accountability. The session will cover:

- Assess team practices that are strengths or areas for improvement
- Establishing effective practices to enhance communication, teaming, innovation, and a strong team culture
- Identifying potentially ineffective work processes and practices that contribute to heavy workload, frustration and low-value work
- Developing practical, high-impact solutions that the team has some control over and can be implemented quickly to improve individual, team and business performance
- Create a team action plan to meet individual, team and business goals

*This is a half day workshop for teams, but can be adapted to a manager training and shortened to 1.5 hours.*

### **Leading Virtual Meetings**

This 90 minute webinar workshop is designed for up to 10 participants to allow maximum interaction and learning. This training is customized to utilize the organization's virtual meetings tools so participants will see great meeting skills modeled on the tools they use.. They'll then learn some simple rules and best practices for leading meetings that get results. An optional follow-up session is available for hands-on practice and coaching.

The session will cover:

- Become familiar with the features of your company's web presentation and meeting tools
- Understand the challenges and possibilities of online meetings
- Learn the best way to prepare both leaders and participants for an effective, collaborative meeting
- Discover tools and techniques for increasing participation and interaction
- Develop the facilitation skills needed to get great results from your virtual meetings

### **Conflict Resolution in the Virtual/Flexible Workplace**

Corporate Conflict Resolution practices have been in place for decades and they all revolve around a very traditional model of working. They have taught us about communicating effectively, watching for signals, tracking body language and paying attention to voice and face signals.

Research tells us 93% of the meaning of a message comes from nonverbal sources and 55% of that is from facial expressions. So what happens when employees can no longer see each other, when communication happens over email, text or chat?

By 2020, it is estimated that two thirds of corporate employees will work at least one day per week virtually. As well, 65% of virtual team members have said they have never been involved in an effective team-building meeting, and 36% of the team members had never met their coworkers face-to-face.

As the workplace migrates from the traditional model of the past to the mobile and virtual workplace of the future, it is imperative that organizations adapt to these changes. With email, conference calls, Skype, chat, and Web-conferencing, it's now common for people to work together and rarely see each other face to face.

These changes have impacted the way employees and teams not only work but how they disagree and resolve those disagreements. This interactive webinar will take you through the new world of Virtual Conflict Resolution and provide managers and employees with tools and practices they can bring use today to improve team effectiveness.

This training includes:

- Defining Virtual Workplace Conflict
- Identify sources of virtual conflict
- Examples of Virtual Conflict
- Best Practices
- Resolution Scenarios
- Creating an Action Plan