

HOW to Manage Remote Employees

Best practices for creating collaboration and cohesion with virtual teams

Practical tools, great ideas and savvy strategies for successfully managing your remote teams

- Seven secrets for assembling high performing remote work teams
- Best practices for tracking off-site employees performance and progress
- Four realities managers must understand about remote team meetings
- How to coach, counsel and mentor your remote workers from afar
- The top 10 ways managers "build or kill" off-site employee trust
- How to manage the flow of information for clear communication
- How to handle off-site power struggles, politics and employee conflicts
- And more



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- Enroll Today
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This course qualifies for
CPE, HRCI, PDC credits. See
details on page 6.

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64121-9468

 **FRED PRYOR SEMINARS**

MANAGEMENT ISSUES seem MAGNIFIED when your employees work from remote locations.

W

Whether your employees work from home, at a remote office, in the field or travel so frequently they must check in from the road, the problems you face as a manager are increased tenfold when you can't be there for your employees in person. Being a manager is hard enough when you are in frequent personal contact ... and when you aren't, even the smallest problems can quickly spiral out of control.

Not being able to see employees face-to-face can really throw a wrench into your management style. Defusing conflicts, dealing with crises, delivering feedback (both positive and negative), monitoring work flow, offering support — your responsibilities as a manager get that much tougher when you can't do it in person. Even something so simple as organizing an impromptu team meeting, or calling for a group brainstorming session can become that much more complicated when team members work off-site.

Day-to-day management activities such as coaching, overseeing progress, delegating tasks and assigning projects all become much more difficult when you can't see and talk to your people face-to-face. And as an off-site manager, you must be even more sensitive to breaches of trust, communication failures, office politics and other issues that can have a negative effect on your virtual workplace.

As a Distance Manager, how do you keep on top of ...

- Squabbles, altercations and arguments between employees you can't even see face-to-face?
- Discipline issues, performance problems and lack of communication between your employees and yourself?
- The back-and-forth flow of information you need to make educated decisions regarding your people and your business?
- Legal issues and employment laws that are pertinent to remote employees?
- The challenges of creating a positive, professional virtual work environment?
- Your remote employees' day-to-day performance and productivity?

How to Manage Remote Employees

PRACTICAL, REAL-WORLD SOLUTIONS address the unique problems off-site managers face every day

From legal compliance issues to the subtleties of motivating remote workers, you'll come away from this training session fully equipped to manage a virtual office staffed with off-site workers. Whether you supervise a few home-based workers, or are responsible for managing several large remote office locations, this course will provide you with the critical information and proven skills necessary to take on your toughest off-site managerial challenges.

This one-day workshop is jam-packed with **savvy suggestions, great ideas, little-known secrets, smart how-tos, best practices and more** — all geared toward making you more effective, more efficient and more successful at your job.

You'll discover the best path to take when reliable performers suddenly seem to falter, and you'll learn to "listen between the lines" to put your finger on what's wrong. You'll discover how the best distance managers keep morale high and performance at peak levels, even when they can't be there in person. You'll gain skills and techniques to help you create a cohesive, highly functioning team of enthusiastic, involved players. And you will find out exactly how to use the latest technology to your best advantage for optimum communication, records management and retention, employee motivation and more.

What you learn here will help you...

- Bolster morale, spark enthusiasm and increase motivation ... even if your workers are across town, across the country or on the other side of the world.
- Monitor performance and productivity more effectively without coming across as a meddling micromanager.
- Identify subtle warnings that could indicate trouble is brewing in off-site locations.
- Conduct performance appraisals, hire and even fire workers when you can't be there in person to soften the blow.

GUARANTEED RESULTS!

All of our seminars are **100% SATISFACTION GUARANTEED!** We are confident that this seminar will provide you with the information, tools, and resources you need to become a more effective off-site manager. If for any reason you are dissatisfied, send us a letter (Attn: Customer Relations) within 30 days of your seminar attendance stating the reason you were not satisfied, and we'll arrange for you to attend another one of our seminars or receive a full refund — hassle-free!



COURSE CONTENT

Program Hours: 9 a.m. to 4 p.m.

Assembling Your Remote Team

- Learn essential competencies every off-site manager must know
- Discover techniques to assess and hire motivated self-starters
- Develop skills to properly set up internal controls and reporting systems for monitoring individual and team performance
- Determine success by evaluating performance guidelines against key metrics
- Establish technological requirements, work flow and a process to trouble-shoot any challenges
- Set and maintain consistent quality standards by providing timely feedback

Conducting Virtual Meetings

- Establish an efficient and consistent recurring meeting time and format
- Time saving strategies for developing agendas covering items of priority and delegation
- Discover key tips to add structure and accountability for off-site employees
- Ensure technology is up-to-date and not another hurdle along the way to meeting deadlines
- Focus on continuous improvement—eliminate work slowdowns, bottlenecks and other issues that impede progress
- Discourage unproductive status reports—focus on motivation, delivery and engagement

Building Trust Off-Site

- Learn effective strategies to build rapport and unity with multiple-location teams
- Top tips to avoid developing an “Us vs. Them” mentality
- Remember off-site doesn’t mean out-of-mind; conduct frequent “surprise” visits and provide honest feedback

- Stay connected and encourage team members to know when to call or schedule an in-person visit, versus when to email or videoconference
- Be a responsive and strong leader by providing clear direction and timely feedback to keep your employees and projects on track
- Discover strategies for strengthening remote employee morale and team trust

Enhancing Remote Communication Strategies

- Determine best practices to improve communication and productivity
- Inspect what you expect—what to ask to see, when and how often you should monitor remote work product
- Develop proven techniques for effectively delegating from a distance
- Learn how much contact is required and establish communication protocols
- Handle conflict and off-site politics effectively with proven strategies
- Gain insight on ways to diagnose and solve problems occurring at remote locations when you aren’t there to assess in person

Addressing Cultural Fit in Different Work Environments

- Embrace differences that allow your remote teams to thrive
- Acknowledge different work styles and adapt for better collaboration
- Know your team members’ cultural backgrounds
- Extend the best of your company’s working culture to your remote employees—include them in in-office activities like costume contests, or virtual lunch and learns—extend an invitation to the yearly office party for important in-person catchups

- Stay informed of newsworthy events in your off-site employees' geographic areas
- Identify and work to champion broader corporate goals and objectives, while explaining how they are tied to the projects your remote employees are undertaking

Dealing with Difficult Personalities from a Distance

- Find ways to manage off-site employees' results, not their day-to-day activities
- Be proactive, not reactive—predict, diagnose and solve problems before they manifest—even when you aren't there to take action in person
- Identify attendance problems and attitude issues swiftly and fairly
- Educate yourself on sensitive subjects like delivering performance reviews and even firing from a distance
- Learn how to “nix or fix” a seriously dysfunctional off-site team
- Develop preventative maintenance and early warning systems to identify and resolve performance, attendance and morale issues across multiple-location teams

Utilizing Technology to Enhance Off-Site Performance

- Explore technological solutions that make staying connected seamless and integrated for your remote teams
- Learn the best ways to use technology to improve your off-site team's performance
- Streamline record retention, while making shared files assessable and protected
- Use project management tools to manage multiple tasks involving multiple participants from different locations
- Gain tips for successful one-on-one coaching, counseling and mentoring while using platforms like Skype, WebEx, GoToMeeting and more
- Learn “High Touch” technology—top ways supervisors are using technology to improve human relations

How to Manage Remote Employees

Who should attend?

This training was designed specifically to address the needs of those responsible for long distance, remote or home-based employees. It is perfect for managers, supervisors, team leaders, department leaders, branch managers, administrators, regional managers, CEOs, CFOs, business owners and others in positions of management or leadership.



Free Digital Resources for Every Participant

Your registration includes a variety of seminar resources that highlight pertinent information. These materials are offered digitally—making learning interactive and easily accessible. Reference these materials time and time again to recall key points and problem solve.

Registration Information

Enroll Today! Hurry, our seats fill *fast*. Guarantee your enrollment by paying your tuition today. You will receive a confirmation once your registration is complete. **Payment is due before the program.**

Quick Confirmation! To receive your confirmation within 48 hours, please complete the Quick Confirmation section of the registration form. Be sure to provide us with your email address and/or fax number.

Cancellations and Substitutions

You may cancel your registration up to 10 business days before the program, and we will refund your tuition less a nominal cancellation fee. Substitutions and transfers may be made at any time to another program of your choice scheduled within 12 months of your original event. Please note, if you do not cancel and do not attend, you are still responsible for payment.

Please Note

- You will be notified by email, fax and/or mail if any changes are made to your scheduled program (i.e., date, venue, city or cancellation).
- Walk-in registrations will be accepted as space allows.
- For seminar age requirements, please visit <http://www.pryor.com/faq.asp#agerequirements>.
- Please, no audio or video recording.
- You will receive a Certificate of Attendance at the end of the program.

Tax-Exempt Organizations

If you are tax-exempt, enter your tax-exempt number in Section 6 on the Registration Form. Please mail or fax a copy of your Tax-Exempt Certificate with your registration for payment processing.

Tax Deduction

If the purpose of attending a Fred Pryor seminar is to help you maintain or improve skills related to employment or business, expenses related to the program may be tax-deductible according to I.R.C Reg. 1.162-5. Please consult your tax adviser.

Continuing Education Units (CEUs)

Fred Pryor Seminars offers CEU credits based on program length and completion. Credits are issued according to the National Task Force for Continuing Education guidelines and approval is at the discretion of your licensing board. **Questions or concerns should be directed to your professional licensing board or agency.**

Continuing Professional Education (CPE)

Fred Pryor Seminars and CareerTrack, divisions of Pryor Learning Solutions, Inc. are registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have the final authority on the acceptance of individual course for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org. Fred Pryor Seminars and CareerTrack's Sponsor ID number is 109474. This course qualifies for 6 CPE credits.

HRCI Recertification Credits (HRCI)

Fred Pryor Seminars is approved by the Human Resource Certification Institute (HRCI) to offer courses that qualify for recertification credit hours toward PHR, SPHR and GPHR recertification. This course qualifies for 5.5 HRCI recertification credits.

Professional Development Credits (PDCs)

Fred Pryor Seminars and CareerTrack, divisions of Pryor Learning Solutions, Inc. are recognized by SHRM to offer SHRM-CP or SHRM-SCP professional development credits (PDCs). This program is valid for 6 PDCs. For more information about certification or recertification, please visit shrmcertification.org.

Completion & Continuing Education Certificates

To obtain a certificate documenting your completion and/or CEU, CPE, HRCI, PDC credits, please visit www.pryor.com/certificate. Certificates will be available 10 days after your event has ended.

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- **Fax** to 913-967-8849
- **Mail** your registration

1 **Yes!** Please register me for the one-day, **How to Manage Remote Employees** seminar indicated below. Group Discounts available; see page 6 for details

2 IMPORTANT! Please fill in VIP number as it appears on the address label.
VIP _____ (_____) IF AVAILABLE

3 ORGANIZATION INFORMATION
 Organization: _____
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 City: _____ St: _____ ZIP: _____
 Tele: _____ Fax: _____
 Approving Mgr's Name Mr. Ms. _____
 Job Title: _____
 Email Address: _____ Business Home

4 QUICK CONFIRMATION
 Please email or fax my confirmation to me within 48 hours.
 My email address or fax is: _____

5 NAMES OF ATTENDEES (Please list additional names on a separate sheet.)

#1 Attendee's Name
 Mr. Ms.
 Job Title _____ City Event # _____
 | 2 | 2 | | | | |
 Email (required): _____ Business Home

#2 Attendee's Name
 Mr. Ms.
 Job Title _____ City Event # _____
 | 2 | 2 | | | | |
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6 METHOD OF PAYMENT (Payment is due before the program.) Please make checks payable to Fred Pryor Seminars and return form to: P.O. Box 219468, Kansas City, MO 64121-9468. Our federal ID# is 43-1830400 (FEIN).

Please add applicable state and local tax to your payment for programs held in Hawaii (4.166%; plus applicable county surcharge), South Dakota (6.5%) and West Virginia (6%; plus applicable local tax).

Total amount due: \$ _____
 Check # _____ (payable to **Fred Pryor Seminars**) is enclosed.
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Note: If you've already registered by phone, by fax or online, please do not return this form.

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HOW to Manage Remote Employees

Best practices for creating collaboration
and cohesion with virtual teams

Solutions to the most common issues faced by remote managers:

- Maintain high performance in remote teams
- Essential keys to off-site management success
- How to coach, counsel and mentor your remote workers from afar
- The top 10 ways managers "build or kill" off-site employee trust
- How to manage the flow of information for clear communication
- How to run effective virtual meetings
- And more!



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