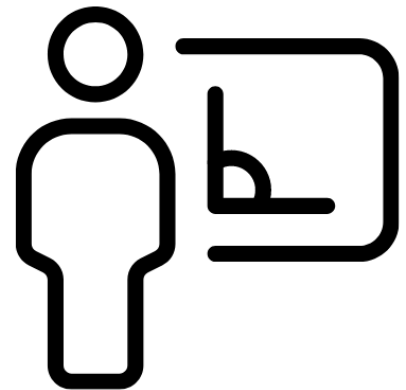


Instructors Guide



On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.



All of the top achievers I know are life-long learners, looking for new skills, insights, and ideas.

Denis Waitley

Module Two: Core Skills Required



As with any job position, certain skills and abilities are needed to be a successful teleworker and member of a virtual team. Common skills needed are ways to manage your time and organize all assignments and duties. When building your virtual team, remember to find employees that can work well under minimal supervision and can function with different types of technology.

Self-Management



More employees are choosing to work from home or outside the standard office. It not only saves the company money, but it allows them to expand into other areas and cover more ground. But when working outside of a standard office, you must learn to self-manage. A manager cannot always be present and cannot always watch over your shoulder. You must be able to monitor your own progress and be able to keep track of your assignments and deadlines. If you do not have basic skills of self-management, then you won't be able to function in a virtual office.

Common tools for self-management:

- Make a schedule and stick to it
- Keep a calendar of important dates and deadlines
- Check in with team members periodically to stay in the loop

Estimated Time	10 minutes
-----------------------	-------------------

Topic Objective	Learn methods of self-management
Topic Summary	Self-Management Discuss different methods, techniques, and tools that can help with self-management.
Materials Required	Worksheet 1-Learning Self-Management
Planning Checklist	None
Recommended Activity	Complete the worksheet individually. Share your answers with the rest of the class.
Stories to Share	Share any relevant personal stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	What is self-management?

Time Management



When you work with little supervision, it is important that you are able to manage your time on your own. This does not necessarily mean you must manage every minute or try to force yourself to stay focused. Time management means recognizing when you have deadlines and knowing how long it will take you to finish a project or assignment. Sometimes you can let in too many distractions or try to take on too many duties at once. This in turn can cause you to manage your work time poorly and fail to do a good job. Your manager cannot completely manage your time and resources for you. Instead, they will give support and offer advice on ways to stay focused and on track. Many employees have the knowledge of good time management skills and methods, but may need a reminder on how to use them.

Estimated Time	10 minutes
Topic Objective	Learn how to manage your time effectively.
Topic Summary	Time Management Discuss different ways we can successfully manage our time.
Materials Required	Worksheet 2-Learning Time Management

Planning Checklist	None
Recommended Activity	Complete the worksheet individually. Share your answers with the rest of the class.
Stories to Share	Share any personal relevant stories.
Delivery Tips	Encourage everyone to share their ideas.
Review Questions	Why is time management important?

Organizing and Planning



As a teleworker, you need to be sure that all files and assignments (paper or electronic) are fully organized, which is a form of self-management. Ensuring that the office is always organized can boost productivity and reduce errors made by misplaced files or a forgotten assignment. Planning is also an important part of organization because you need to be able to manage your time and resources – especially since you do not have a manager to supervise you at all times. Be encouraged to adapt a universal or adaptable filing system to organize your work for easy access. Also feel free to utilize different methods of planning and organizing your time, such as day planners, email timers, or reminder systems.

Common tips for better organization:

- Create a pattern in your day to organize and plan different tasks
- Keep a calendar or planner with important dates and reminders
- Plan ahead and know what assignments or deadlines are approaching
- Set up your email account to remind you periodically of important dates
- Use a filing/storage that can be adapted in case there are any changes or modifications

Estimated Time	10 minutes
Topic Objective	Learn different methods of planning and organizing.
Topic Summary	Organizing and Planning Discuss various methods of effectively organizing and planning in the office.

Materials Required	Worksheet 3-Organizing and Planning
Planning Checklist	None
Recommended Activity	Complete the worksheet individually. Share your answers with the rest of the class.
Stories to Share	Share any relevant personal stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	How does good organization affect teleworkers?

Communication



Communication can be a difficult aspect to master with a virtual team. You will not only deal with traditional communication issues among team members and management, but you can face additional problems that can cause you to feel additional stress. With your peers not being able to directly come to you when they need to talk; this extra time to reach out to teammates can be a cause of friction. It is important for everyone to be aware of the various methods of communication available to them, including email, phone, fax, mail, etc. Employees should know how to use each method of communication and what kind of information they can be used for. Be open and clear about what you want from your teammates and let them know of ways they can reach you if they have a problem.

Example forms of communication for teleworkers:

- Email
- Instant messaging
- Phone call
- Text messaging
- Video call

Estimated Time	10 minutes
Topic Objective	Learn different forms of communication.
Topic Summary	Communication

	Discuss various methods of communication and how they are used.
Materials Required	Worksheet 4-Communication
Planning Checklist	None
Recommended Activity	Complete the worksheet individually. Share your answers with the rest of the class.
Stories to Share	Share any personal relevant stories.
Delivery Tips	Encourage everyone to share their ideas.
Review Questions	What difficulties do teleworkers face with communication?

Practical Illustration



Jason is trying to select a new employee for his team of teleworkers. He knows that the candidate must have great skills in self-management and communication. The employee must be able to work from home with minimal supervision. Jason interviewed Stacey, who was from a different department. Her manager had given her a good recommendation based on her self-management and time management skills in her current position. She has managed many of her own projects and works great with other employees. When Jason asked about how she felt working from home, Stacey was excited and said she already had a home office she uses when not at work. Jason felt as though Stacey would make a great addition to his teleworker team and welcomed her aboard.

Module Two: Review Questions

1.) Why is self-management important for teleworkers?

- a) They have to work on their own
- b) They have to work odd hours
- c) They have to work in groups
- d) They have a test on it

Teleworkers often have to work on their own and without much supervision, so having characteristics of self-management is important.

2.) What is one tool of self-management?

- a) Creating different stacks of work
- b) Throwing unneeded items in a box
- c) Piling files on top of the desk to do
- d) Writing deadlines on a calendar

Writing information on a calendar, such as deadlines or important dates, is a form of self-management because it is one way to manage important information and keep focused.

3.) What is one aspect of time management?

- a) Learning about the assignment
- b) Recognizing deadlines
- c) Completing the weekly reports
- d) Conserving energy

Recognizing deadlines is an area of time management because it makes the employee focus on assignments and projects and manage their time accordingly to get them done.

4.) What is one tool of time management?

- a) Filing reports in a cabinet
- b) Ordering more office supplies
- c) Creating a daily schedule
- d) Changing the copy paper

By creating a schedule, whether daily, weekly, and monthly, etc., the employee is learning to manage her time and divide it up between necessary tasks.

5.) What is a benefit of making plans ahead of time?

- a) It reduces errors in plans
- b) It gives the employee something to do
- c) It creates room for chaos
- d) It makes the employee feel more important

When an employee plans ahead and tries to work things out beforehand, they reduce the risk of making errors and cut down on the chance of something going wrong.

6.) What is one form of organization?

- a) Hanging up your coat
- b) Moving files to another desk
- c) Modifying your desk area
- d) Emptying the trash can

One form of organization is the task of modifying a desk area to make it more suitable and usable. This normally includes moving items within arm's reach and putting unnecessary items away.

7.) Why is communication important to teleworkers?

- a) They have to talk to their teammates even if they don't want to
- b) They want to make lots of friends
- c) They want to work alone
- d) They must work together although they're separated

Many teleworkers work in various offices in different locations, so communication is important because it keeps the employees connected across the miles.

8.) Which of the following is a common tool of communication?

- a) Scrapbooking
- b) Emailing
- c) Reading
- d) Blogging

Emails, or electronic mail, are a form of communication that allows people to type letters to each other and send them electronically.

9.) Who is the best person to hire as a teleworker?

- a) Administration secretary
- b) Virtual team manager
- c) Office manager
- d) Those who can work with minimal supervision

Employees that can work well under minimal supervision and can function with different types of technology.

10.) Why are more people working from home?

- a) Saves money
- b) Saves time
- c) Allows them to cover more ground
- d) All of the above

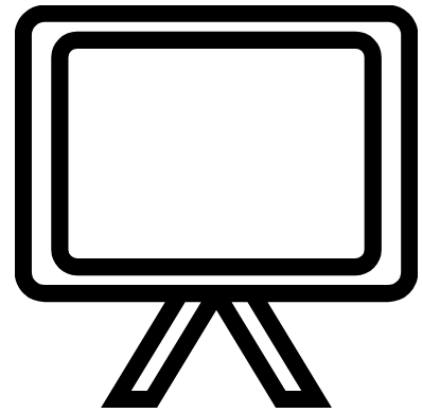
More employees are choosing to work from home or outside the standard office. It not only saves the company money, but it allows them to expand into other areas and cover more ground.

PowerPoint Slides



Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide.

PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.





MODULE TWO

Core Skills Required

Common skills needed are ways to manage your time and organize all assignments and duties.



Self-Management

- Make a schedule and stick to it
- Keep a calendar of important dates and deadlines
- Check in with team members periodically to stay in the loop

Time Management

Time management means recognizing when you have deadlines and knowing how long it will take you to finish a project or assignment.





Organizing and Planning

- Create a pattern in your day to organize and plan different tasks
- Keep a calendar or planner with important dates and reminders

Communication

- Email
- Instant messaging
- Phone call
- Text messaging



Practical Illustration



- Self-Management
- Time Management
- Organizing and Planning
- Communication

Module Two: Review Questions

1. Why is self-management important for teleworkers?

A. They have to work on their own

B. They have to work odd hours

C. They have to work in groups

D. They have a test on it

Quick Reference Sheets



Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date. They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.



Telework and Telecommuting

Quick Reference Sheet



Self-Management

A manager cannot always be present and cannot always watch over your shoulder. You must be able to monitor your own progress and be able to keep track of your assignments and deadlines. If you do not have basic skills of self-management, then you won't be able to function in a virtual office.

Common tools for self-management:

- Make a schedule and stick to it
- Keep a calendar of important dates and deadlines
- Check in with team members periodically to stay in the loop



When to Seek Help

As an employee, we often want to take on more work and responsibilities in order to reflect our job capabilities. We want to be able to show that we can handle a large workload and produce great work in whatever we do. But sometimes we have to admit when we need help and let someone assist us. When that happens, it is important to know who to contact and by what method. Determine at what point you need to contact someone and by what method.

- Projects are piling up or becoming too numerous
- Job quality begins to decline
- Even with time management, projects are not being completed
- When you have no knowledge of a current project or assignment



Organizing and Planning

As a teleworker, you need to be sure that all files and assignments (paper or electronic) are fully organized, which is a form of self-management. Ensuring that the office is always organized can boost productivity and reduce errors made by misplaced files or a forgotten assignment. Planning is also an important part of organization because you need to be able to manage your time and resources – especially since you do not have a manager to supervise you at all times. Be encouraged to adapt a universal or adaptable filing system to organize your work for easy access. Also feel free to utilize different methods of planning and organizing your time, such as day planners, email timers, or reminder systems.

Common tips for better organization:

- Create a pattern in your day to organize and plan different tasks
- Keep a calendar or planner with important dates and reminders
- Plan ahead and know what assignments or deadlines are approaching
- Set up your email account to remind you periodically of important dates
- Use a filing/storage that can be adapted in case there are any changes or modifications



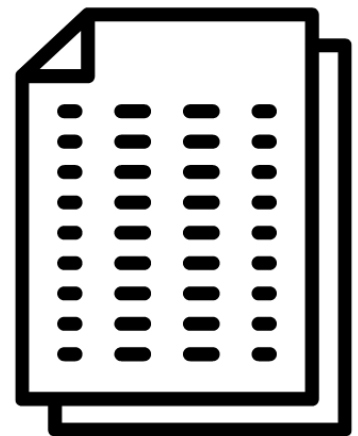
Handouts



Each course is provided with a wide range of worksheets.

Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.



Sample Worksheet 1

Learning Self-Management

Use the space below to reflect on ways they you can manage you daily activities and tasks. Would you work better with a schedule or a set plan? Make notes of things you can do to improve how you can manage all parts of your day.

Sample Worksheet 2

Learning Time Management

Use the space below to reflect on ways they you can manage the time that you have to complete tasks. What tools would you use to manage your time? Are you easily distracted? Make notes of things you can do to improve how use your valuable time.

Sample Worksheet 3

Organizing and Planning

Use the space below to reflect on ways that you typically organize or plan your day. Do you go by a schedule? Are you more spontaneous? Is your office organized? What tools do you use?

Sample Worksheet 4

Communication

Use the space below to write down as many forms of communication you can think of, modern or old-fashioned. Then make notes of what each form can be used for and how effective it can be in delivering the message.

Icebreaker: Thinking Outside the Box

PURPOSE

To introduce participants to each other and to get them thinking creatively.

MATERIALS REQUIRED

1. Name tag for each person
2. Markers
3. Index cards
4. A cardboard box large enough to hold the remaining items
5. A small skillet
6. A jump rope or short length of plain rope
7. An envelope
8. A sheet of newspaper
9. A rubber band
10. A coffee stirrer
11. A nail
12. A chenille stick (pipe cleaner)

You can substitute the items in the box to suit your requirements. The purpose is to take everyday items and to have the participant's think of the selected items in new ways.

PREPARATION

Have each participant fill out a name tag.

TIME REQUIRED

20 minutes

ACTIVITY

Have everyone introduce themselves by stating their names and one statement about themselves, such as their current positions, or what most interests them about working from home or a remote office.

Divide the participants into small groups of four to six people. Each group should get 1-2 items from the box (or the box itself). The challenge is to think of at least five creative ways to use each object, BESIDES

the conventional purpose the item usually serves. Tell the teams the rule is no censoring – all ideas are encouraged – the zanier, the better! Have the teams write down their suggestions on index cards. Encourage the teams to come up with the most creative suggestions they can. If time permits, have each team trade objects and repeat the activity.

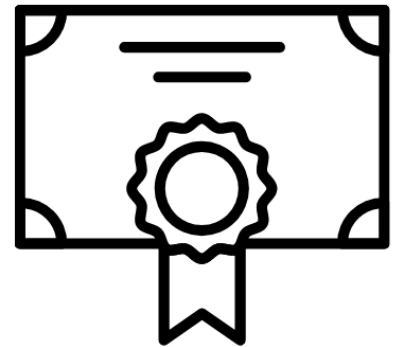
For example, the sheet of newspaper could be folded to become a hat or a boat; it could be shredded and used as packing material; it could even be used as substitute toilet paper in a pinch! Encourage the teams to stretch their imaginations.

At the end, have each team share its ideas with the whole group.

Certificate of Completion



Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.



CERTIFICATE OF COMPLETION

[Name]

*Has mastered the course
Telework and Telecommuting*

Awarded this _____ day of _____, 20____

Presenter Name and Title
