

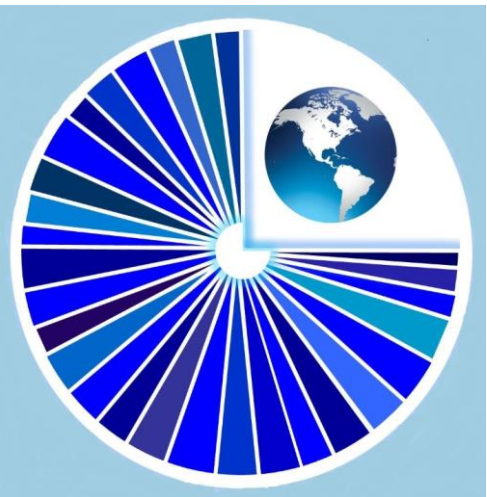


Collaborating Online: A “How To” On Staying Effective and Productive in Online Settings

TEAM

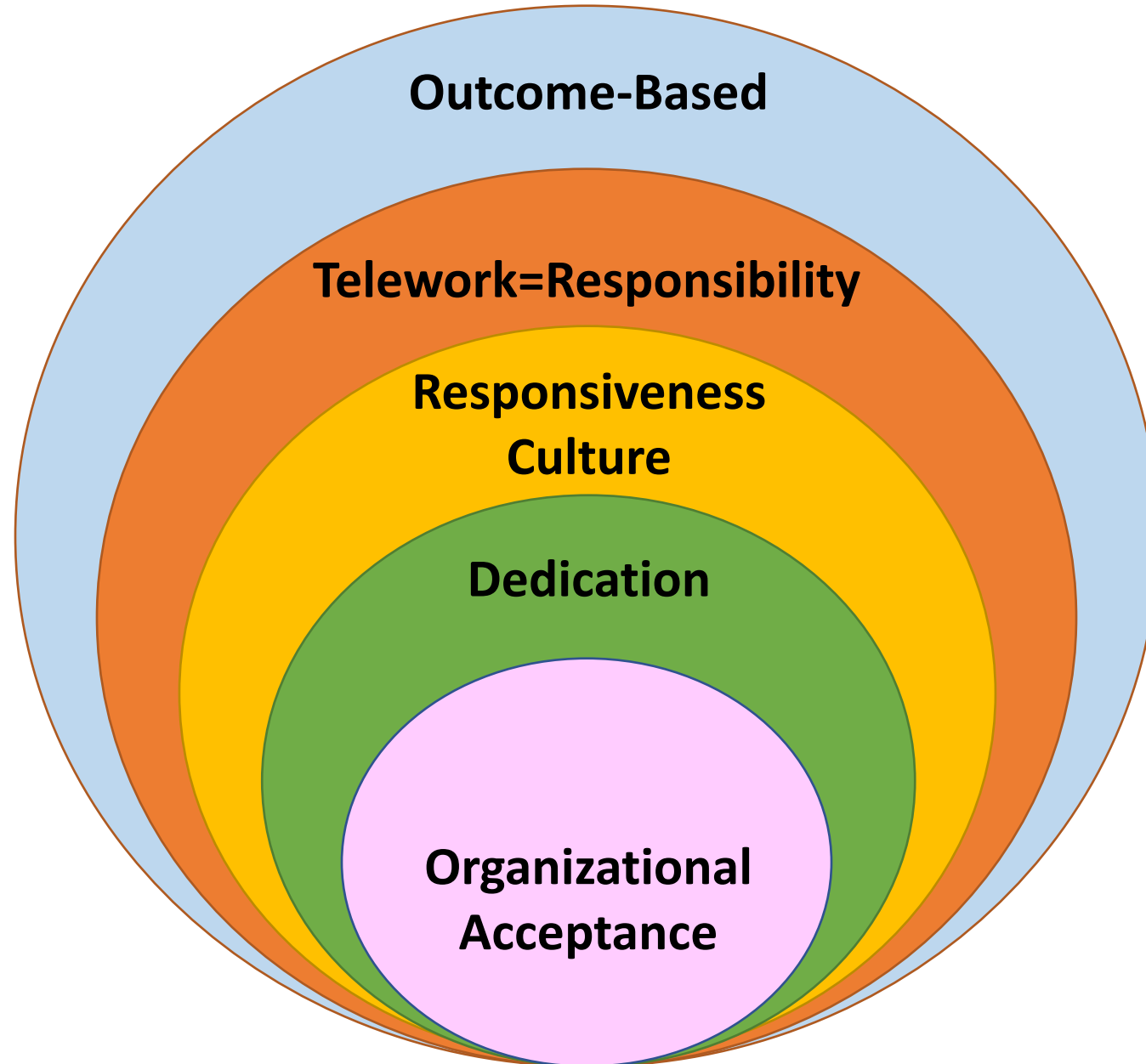


Accountability



**Robert Vitello
&
Wayne K. Johnson**

Stages of Corporate Telework Outcomes Culture (C-TOC)



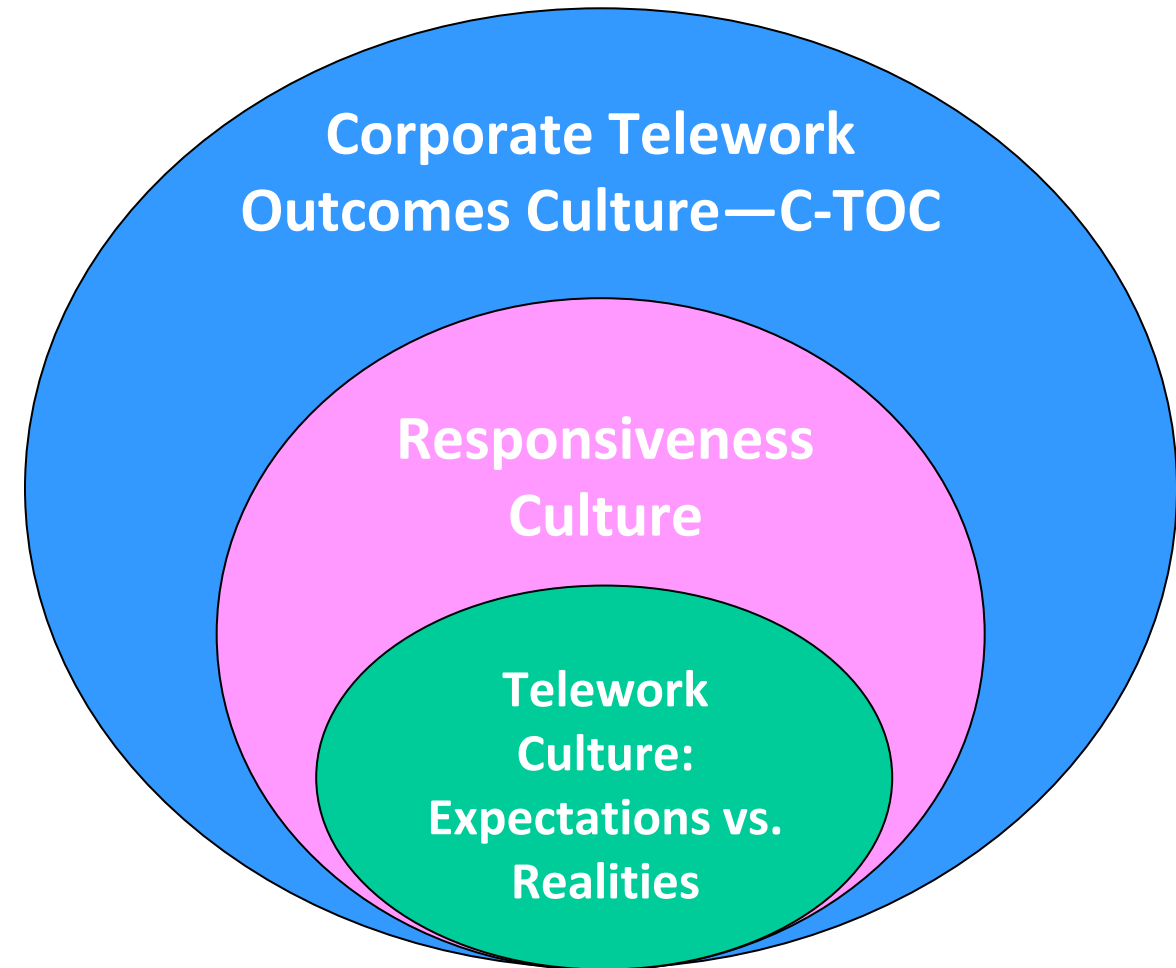
The Future is Here

- Gartner CFO Survey Reveals over 80% of Organizations Intend to Shift Some Employees to Telework.
- Nearly half said they intend to allow employees to work remotely full-time.
- Nearly Three in Four CFOs Plan to Shift Previously On-Site Employees to Permanently Telework Positions.
- CEOs rate culture as their biggest concern when it comes to in-office and work-from-home policies for knowledge workers.
- HR leaders say the most challenging aspect of a hybrid strategy is adjusting their current culture to support their workforce.



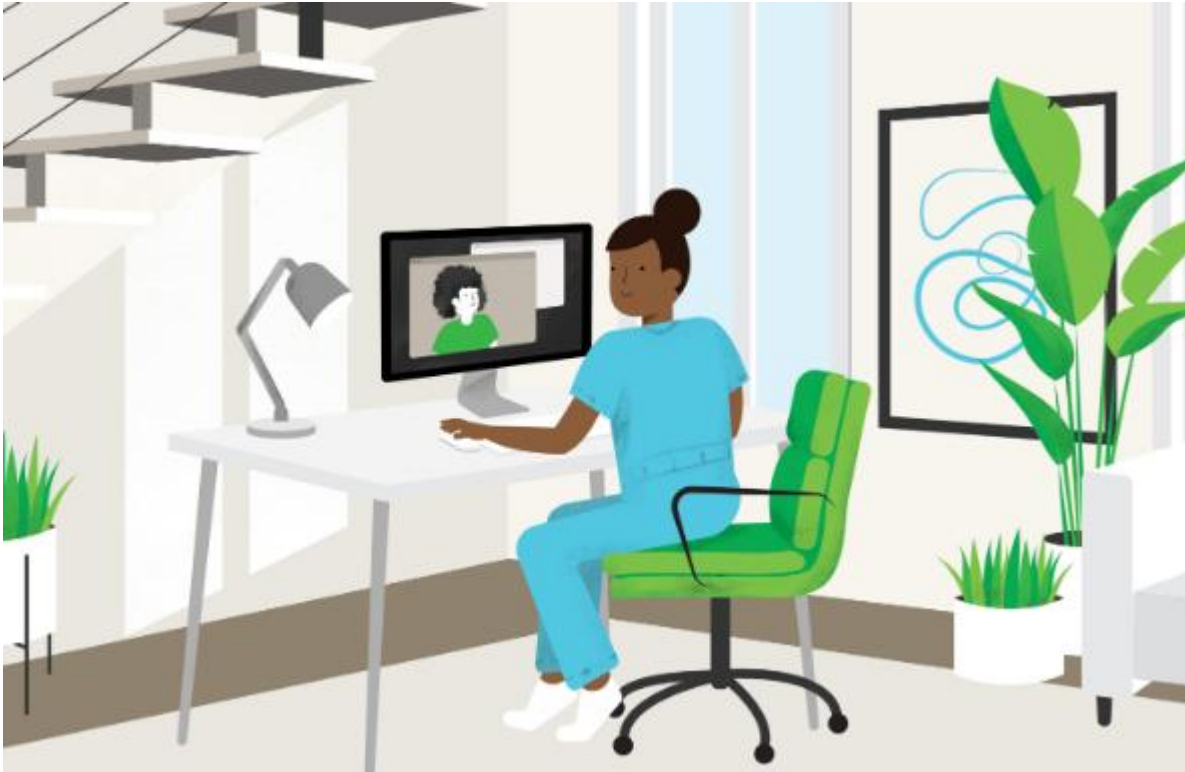
Today's Agenda:

- To better understand:
“Corporate Telework Outcomes Culture — C-TOC”
- Concentric Circles of Telework Culture of
“Work”



Key Questions:

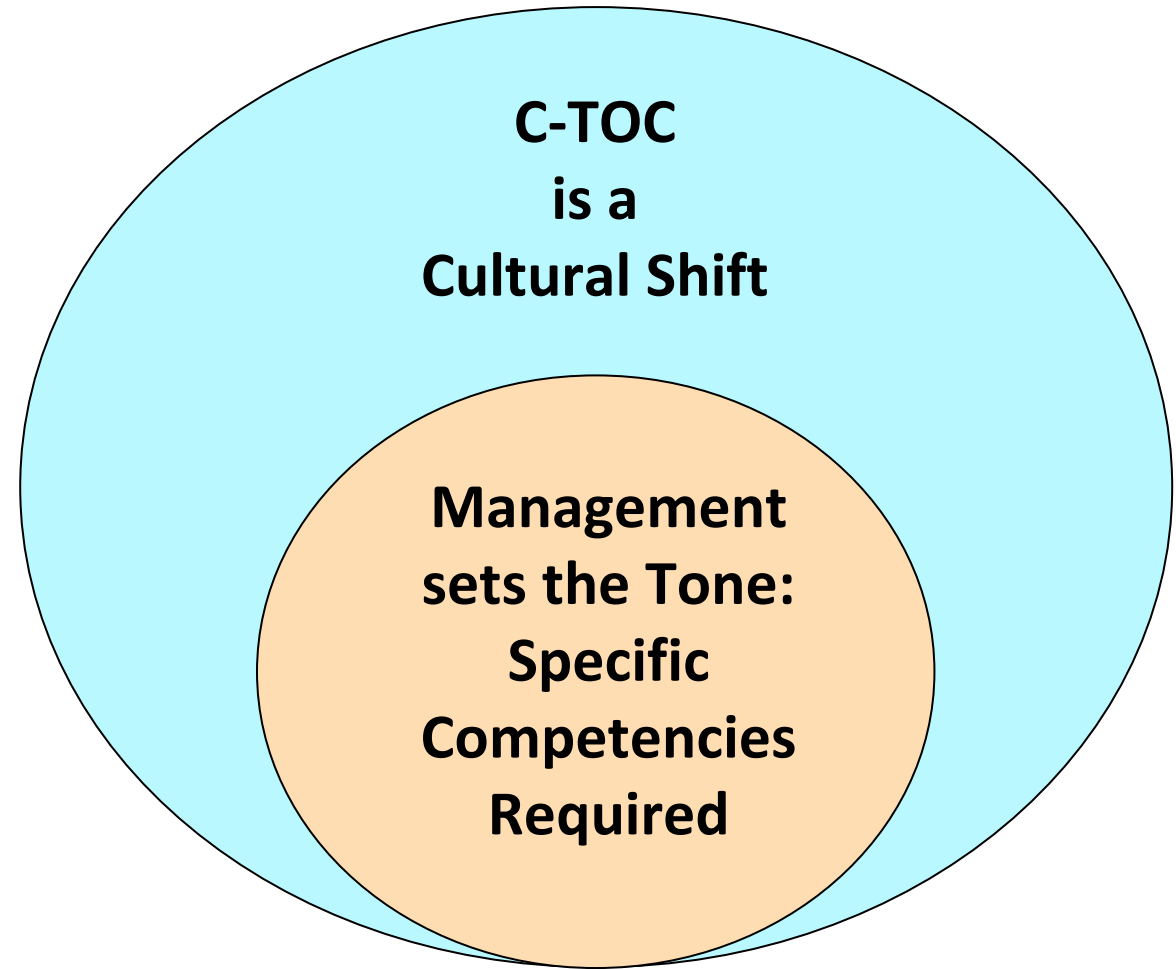
- Who is NOT currently Teleworking?



Cultural Shifts—It Starts at the Top

To be successful while Teleworking:

- Leadership needs to change its mindset.
- Understand that Leaders /Managers are often resistant, frustrated, and fearful of this change.
- Some in leadership still believe that you can only be working when you are sitting at your desk where they can see you.



Expectations and Realities

- **GOAL:** To be successful, in school, business, and life.
- **HOW:** Bridge the gap between expectations and realities.



Responsiveness Culture—We Exist in an Increasingly Fast-paced Society

- **Siri** — Has today's weather within three seconds.
- **Amazon** — Delivers packages in a few hours.
- **Responsiveness** — necessary in the fast-paced and highly dynamic, world of business.



amazon

Telework Culture—Expectations vs. Realities

- Often Telework has problems when expectations do not match reality.
- The goal is to find any gaps between expectations and reality.
- Clearly define Working Relationships, Duties and Expectations, and Communication.

Expectations

VS

Realities

Responsiveness Culture — What is it? A Two-way Street

- **Responsiveness** — Returning calls, emails, and texts in a timely manner; responding to inquiries and requests.
- **Responsiveness** — Professional, Respectful, Courteous, and Considerate.
- **Responsiveness** — Establishes Trust with customers/clients; coworkers; managers.

▪ **Everyone!**



Telework Culture—Responsiveness

Telework:

- Timelines are important.
- Clear communication is essential.
- Responsiveness is a two-way street:
 - Employees need to be responsive to their teams.
 - Management need to be responsive to employees.
- Responsiveness is the top priority, and an Attitude and Mindset.



Responsiveness — Telework requires being responsible.

Responsiveness Culture — Wasting Time

- **Time** — Don't waste anyone's time!
- **Responsiveness** — Saves time.
- **5–10 Minute call** — Saves time.



Responsiveness Culture — The Policy

- **Responsiveness Policy:**
 - 12-hour rule.
- **Communicate, email, text, or call:**

You need to communicate →

 - “I am very busy at the moment... can we schedule a time to speak Monday morning at 1000 EST?”
- **Silence is Worrisome:**
 - Not hearing from you is much worse than missing a deadline or a problem.



Responsiveness Culture — Being a Professional

- **Recognition** — When you see responsiveness from co-workers and leaders, recognize it.
 - *“Thank you for getting back to me so quickly!”*
- **Disregarding Coworkers** — Ignoring the communication is disrespectful and unprofessional.
- **Follow-up** — Clarify if everything is on track.
- **Responsiveness** — Critical for creating better relationships, trust, and rapport.



Responsiveness Culture — Communication Patterns

- **Establish Communication Patterns:**
 - With your co-workers and managers, decide what your preferred type of communication is.
 - There isn't one "right" answer; it's what works for you, your teammates, and clients.
 - What's important is to decide on how information should be shared so everyone can stay in touch.



In Corporate Telework Outcomes Culture

- *In general, work any place you wish*
- *Focus on finishing the project*
- *Completing the task(s) is the primary goal—this is vital*
- *Professionalism—It is not necessarily important when during the day or where you do something.*
- *Meeting Deadlines and the Outcomes are important!*



Corporate Telework Outcomes Culture—Commitment

- **In Corporate Telework Outcomes Culture, Everyone:**
 - Committed to their team, the project, and to clients.
 - Freedom to act and to be held accountable.
 - Personal creativity, initiative, and risk-taking are respected.
 - Understands there may be dynamic and frequent change.
 - Training is part of supporting this culture shift!



Corporate Telework Outcomes Culture—Managing

- **Managing in Corporate Telework Outcomes Culture:**
 - Manage work, support, and train employees.
 - Set goals, timelines, and metrics.
 - Employees, students, and teams make their own decisions about when, where, and how they work.
 - Corporate Telework Outcomes Culture is a Cultural Shift.



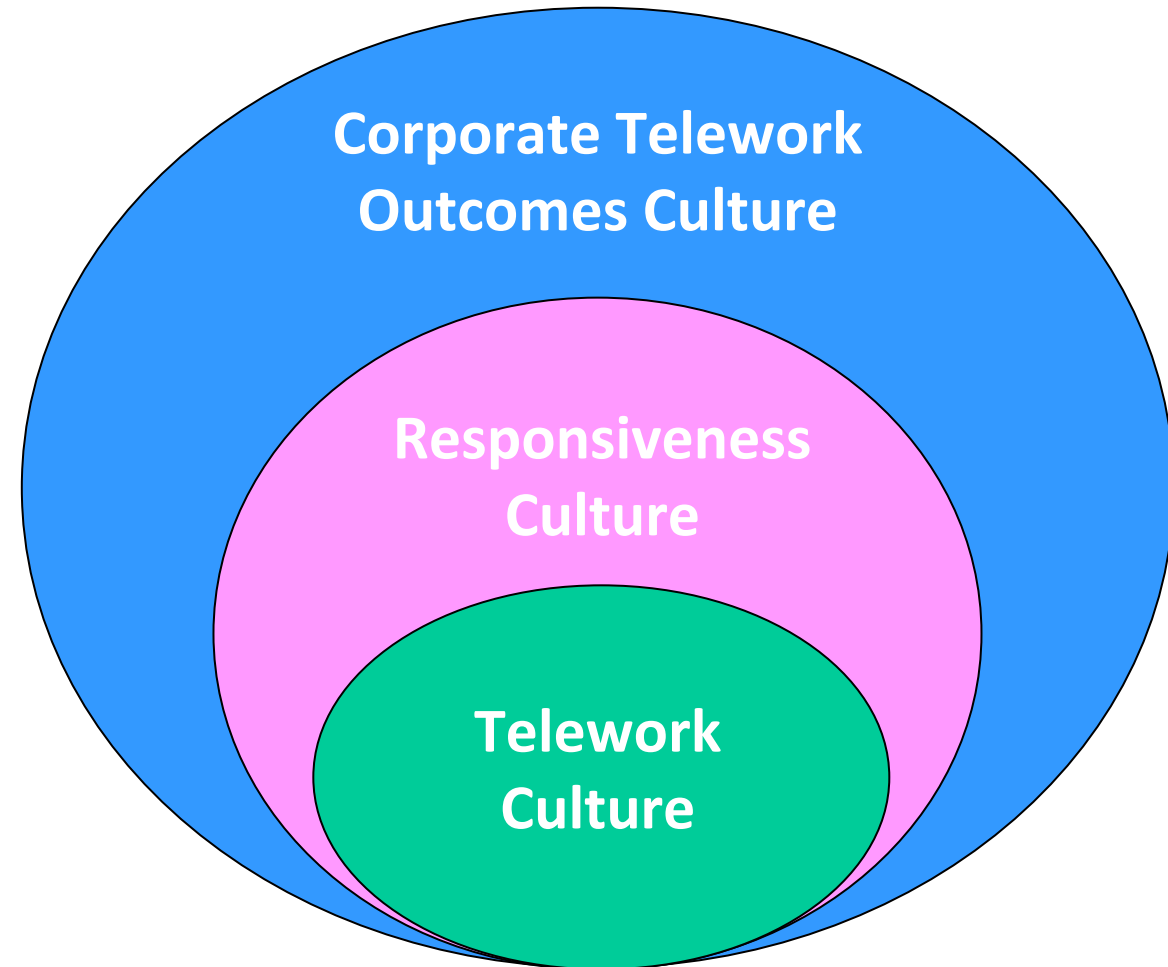
Corporate Telework Outcomes Culture—Benefits

- **Benefits of Corporate Telework Outcomes Culture:**
 - Team members take greater ownership.
 - Productivity increases incredibly.
 - Individuals and Teams are much happier.
 - Customer service is better.
 - Recruiting more employees becomes remarkably easy.
 - Work / life balance becomes a reality (for real).



Conclusion: Review Key Concepts

- Concentric Circles of Telework Culture of “Work”



Questions?



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Wayne K. Johnson Presenter Bio

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Mr. Johnson has three decades of proven experience in higher education leadership, intercultural communication research and consulting, and Instructional Systems Design (ISD) in the private and public sectors. In his current position at Advanced Automation Corporation (AAC), he develops, evaluates and streamlines curricula; analyzes and oversees adult education and training; and implements a wide array of advanced learning programs. Mr. Johnson has studied, lived and worked around the globe, including Brunel University, London; School for International Training, Vermont; and University of Silesia, Poland. For over a decade, he conducted research in Eastern Europe, Japan and Thailand, and was a tenured professor on the Faculty of Intercultural Communication at Ryukoku University, Kyoto. He co-authored three textbooks for teaching culture and language approved by the Japanese Ministry of Education, has written more than 30 publications in international journals, and has conducted numerous presentations at international conferences on intercultural communication.



Robert Vitello: Associate Director of Business Development

Robert Vitello is the Associate Director of Business Development for Bristol Community Colleges Business Solutions & Partnerships team. He has extensive experience working with employer partners to design and deliver comprehensive incumbent worker training programs including workplace English for Speakers of Other Languages (ESOL). He is past Chair of the Massachusetts Association of Community College Business & Industry Departments (MACCBID) and a frequent NEWN Conference contributor.



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