

Telework Summit 2009 Notes

November 10-11, 2009
Atlanta, Georgia

Furiously scribbled, miraculously transcribed, and lovingly shared by
Chip Kohrman
Telesaur



Share your thoughts at <http://www.telesaur.com/blog>
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Thriving in the Virtual Workplace

Kate North

e-Work.com

Telework's single biggest barrier is people. People create the barrier to successful telework when there's a weakness in the following areas:

- Soft skills
- Management trust
- Information sharing
- Performance expectations

These areas are weakest when people are doing virtual work without training.

Employers are setting new job prerequisites:

- Virtual recruiting
- Remote Employee assessment

Ways to stay "visible" and connected:

- Initiative, contribute, social network, peer to peer discussion, know when to visit office.
- Maintaining credibility
- Managing accountability
- Tracking and reporting
- Manage availability
- Enhancing performance
- Goal setting
- Communicate expectations
- Checking in
- Distribute rewards and recognition
- Effective communication (establish a sense of community with informal talk)
- Effective listening
- Clear expectations
- Telework agreement
- Virtual Meetings
- Promoting/fostering virtual community
- Virtual happy hour

Telework is really about distributed work-all workers including in-office.

e-work.com frequently works with corporate real estate personnel to help initiate telework programs within a corporation.

- Utilization of office space = 35%
- gauged by infrared tagging

Answering "Who can Telework?"

- Look process re-engineering opportunities in each role.
- Where can you eliminate physical aspects of the responsibility? (ie. punching time cards, etc.)

View physical reductions as an asset.



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Telework and Technology

Panel Discussion

Robert Brown

Telecommuting Advantage Group

George Cottman

Comcast Business Services

Chip Kohrman

Telesaur

I don't have any notes from this discussion since I was on this panel. We covered topics from business continuity, secure connections, and E-Discovery issues related to telework. Issues related to these topics were also discussed, including: telework training, service reliability, and data tracking and retention policies.

Robert and George really know their stuff!



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Telework requires change initiative at all levels
“We like to address people’s challenges.”

OPM defines telework as work arrangements in which an employee regularly performs officially assigned duties at home or other work sites geographically convenient to the residence of the employee.

It is incorrect to use telework as a reward.

Identify a business case, and let that drive your telework plan
Fund it, measure it, publicize it.
What’s the compelling reason?

S	Strategize
T	Transform: assess readiness, develop tactics to mitigate , encourage acceptance of policies, eligibility, training, pilot
I	Implement: Assign a telework coordinator.
R	Recalibrate: Adjust, track, count money.

Reducing greenhouse gas (GHG) emissions will require a lot of small-scale efforts.
(ie. DYP! @ home- personal carbon calculator)



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The Program

Elham Shirazi
e-planning

Telework is a management option.

Telework adoption rates are higher than public transit adoption rates!

Telework is cheaper

Telework is easier

The economy and work/life balance both benefit from telework.

“We’re done piloting telework as a nation.”

“Start where you feel comfortable.”

Grow your telework program organically.

Tips on initiating a telework program:

Talk about ROI

Tune your tools to your corporate culture

Ask about “implementation steps”

Define milestones

Include termination clause in pilot programs

Pay attention to liability, worker’s comp

Train managers first (empowering them)

Management buy-off

Define audio conference etiquette

Don’t assume that telework is a measurement tool. How will you measure your operation?

If you collect data to assess your program too fast, you might get bad data

Elham suggests collecting data after 6 months

Telework’s big challenge is “getting managers to manage.”

Do we manage presence, or do we manage work product?

Who should manage teleworkers?

The economist calls the new generation the “nomadic generation.”



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Business Resiliency

Panel Discussion

René True

Connected Nation

George Cottman

Comcast Business Services

Connected Nation: 35 million US workers want to telework.

Potential telework employees: retirees, homemakers, adults with disabilities

Telework creates a demand for broadband.

South Korea is among the highest in broadband adoption.

A small business without a business continuity plan that experiences a major disaster will go out of business in 2 years. Telework should be a part of that plan.

Yet another great panel discussion with sparse notes... I'm starting to think a voice recorder for the panel discussions is in order! René has a real drive to help people and is a great advocate of broadband and telework. George knows broadband inside out. What more could you ask for?

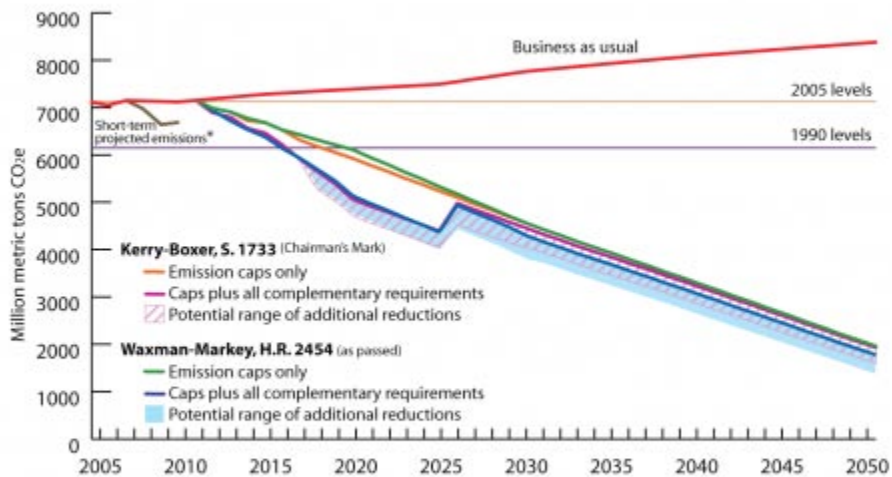


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Selling Sustainability

George Gosieski Business Ecosystems

Emission Reductions Under Cap-and-Trade Proposals in the 111th Congress, 2005-2050
October 28, 2009



WORLD RESOURCES INSTITUTE For a full discussion of underlying methodology, assumptions and references, please see <http://www.wri.org/usclimatetargets>.
* "Business as usual" emission projections are from EPA's reference case for its analysis of the Waxman-Markey Discussion Draft. "Short-term projected emissions" represent EPA's most recent estimates of emissions for 2008-2010.

Selling Sustainability (the hidden revenue system)

The Bruntland Commission (1987) defined sustainability as meeting the needs of the present without compromising the future.

How do I sustain my supply chain? (Ecosystem)

People		Place
	Sustainable Growth	
Performance		Planet

"Start with what you know. That's sustainable."

Lean- Six Sigma

Measuring your footprint

"Design creates the ceiling for sustainable practices."

Doing 'business as usual' costs continue to increase in the future:

"Reduce consumption, don't worry about efficiency."

"It's not about intensity; it's about volume."

#1 energy consumer is office space (retail space is second).

Opportunity lies in changing behavior utilization AND efficiency.

Example: Took Capital One from 30 buildings to 12 buildings.

That's a \$300 Million savings in office supplies!

Why? It was a pain, no storage

Capital One conducts paperless meetings

Side effect of telework: More people in neighborhood = lower crime

Selling credits (for emission reduction)

Investors want SEC to require reports on climate change

EPA will give you 80 hours of free consultation

LOHAS- Lifestyles of the Healthy and Sustainable.

image source: <http://www.wri.org/chart/emission-reductions-under-cap-and-trade-proposals-111th-congress-2005-2050>



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Telework as a Platform

Greg Scholl
Officescape

Brian O'brian goes to work:
http://www.youtube.com/watch?v=_Z4-VVr5zgo

Telework hurdles:
Management concerns
Cost concerns
Decentralized process
Component overload
Purchasing complexity

Telework as a product/platform:

Officescape has created a "5 steps in 30 days" program to start your telework program.
incorporating key components of telework
turning key components into turn-key solutions
Managed billing- you can split bills between user and company (ie. internet)



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