Why Train Teleworkers & Their Managers?

When considering a telework option, it is not uncommon for managers and employees to become concerned about issues such as communications, team building, personnel policy, productivity, safety, liability, and technology use, to name a few.

Effective telework training is critical not only critical to directly address these concerns, but to assure a successful transition for the teleworker and the entire work force to the new remote workplace. And, effective training will assure that managers gain the knowledge, skills and confidence to manage workers they don’t see every day.

What Are Your Concerns About Telework?

Historically, as telework has been introduced into organizations for the first time, employers find that managers express concerns about employee productivity, lack of defined, measurable employee deliverables, or even the frequency of impromptu communications. These concerns tend to be more vocal where manager’s current performance evaluation techniques or communication skills are already weak.

These weaknesses don’t exist just because the organization decided to offer telework. Many of these conditions and habits may have evolved over many years and are now part of the corporate culture. Valley Metro firmly believes that establishing a formalized telework program can become a catalyst for an organization to not only identify these weaknesses, but to develop ways to replace them with solid best practice alternatives.

Training Prepares the Employee and the Manager for the New Experience:

Effective telework training for managers and teleworkers can help refine current work processes, thus eliminating organizational inefficiencies. Through practice and skill adaptation, improved communication skills and consistent use of collaboration tools, teleworkers can quickly become more efficient than their in-office counterparts. The bottom line: Telework training facilitates the discussion and practice of better work methods and improved work outcomes. In fact, the training reinforces the good management concepts that most employees have already acquired, but with a new focus.

Advanced Online Telework Training Courses Now Available

You say you don’t have time for all-day training programs? Valley Metro is pleased to offer online telework training tools that are not only highly effective in assuring a successful transition to telework, but they are very flexible, highly convenient and offer considerable value for the price.

Valley Metro employers now have access to telework e-Learning courses successfully used by Fortune 500 companies.

Valley Metro has made arrangements for access to e-Learning telework courses developed by e-Work.com, Inc.

The e-Learning Courses and their Developers:

Georgia-based e-Work.com has created leading edge, highly interactive, web-based virtual workplace/telework training for employees and managers. These e-Learning courses were developed with Microsoft for Microsoft employees and managers, and are now being used by nearly a dozen Fortune 500 companies.
The two leaders of e-Work.com have over 34 years combined experience assisting large and small organizations in successful virtual office work activities, including Hewlett-Packard Company, Microsoft, Nissan, Aflac, AT&T, Pacific Life, Partners Healthcare, Pearson Education and several others. e-Work.com Telework e-Learning courses are available for the teleworking employee and for managers.

The Virtual Office Work Employee Course

Transitioning to telework can be quite daunting, even for your best employees. All workers in the mobile workforce face new challenges for staying visible and connected, maintaining accountability and credibility, and managing time, workload and performance. This course will help ensure that employees thrive in the evolving virtual workplace. Learners acquire the skills, tools, and resources to:

- Understand the impact of mobility trends, new work styles and terminology in the technology-enabled workplace
- Embrace the personal and professional changes required to thrive in a flexible, interactive, constantly changing virtual workplace
- Learn highly effective practices for maintaining relationships, credibility, and fitting in while working away
- Learn and practice effective communication, plus manage time, workload and performance in a virtual work environment
- Establish an action plan for creating a functional, safe, secure, efficient home office
- Attain high proficiency in working in a self-selected (hoteling) work environment (available in the customized courses)

Upon completion of the course, the learner is provided with an Action Plan and access to more than two-dozen downloadable Learning Aids that assure continuous learning opportunities while working in the new workplace.

The Virtual Office Manager Course

Managing in the virtual workplace can challenge the traditional skills of the most experienced manager. Without proper preparation, a manager’s weakest skills are amplified, further reducing the potential for success. Managers must improve performance while maintaining highly effective interaction, collaboration and teamwork. This course enables managers of knowledge workers to:

- Learn the steps, habits, and routines needed to teach, coach and maintain highly effective work behavior in a geographically distributed work environment
- Gain an understanding of what it takes to excel in a virtual workplace, why some virtual office workers fail, and how to make sure their workers don’t
- Develop advanced skills for effectively creating, managing and supporting a work group with virtual workers
- Use techniques and tools designed to assure that employees maintain a high level of proficiency regardless of their work location
- Set worker performance expectations and have employees routinely exceed them
- Establish an action plan for creating a functional, safe, secure, efficient home office (optional)
• Attain high proficiency in working in a self-selected (hoteling) work environment (available in the customized courses)

Upon completion of the course, the learner creates a personal Action Plan for successfully transitioning as a manager from the traditional work environment to a virtual work environment. Nearly two-dozen downloadable Learning Aids provide continuous learning opportunities while managing in the new workplace.

**Telework e-Learning Course Purchasing Options**

Valley Metro has made arrangements to have the Telework e-Learning Courses available online by credit card or purchased directly from the provider.

**Purchase Courses via Credit Card:**

The Telework e-Learning Courses can be purchased one at a time or in bulk quantities via credit card at a discounted price of $79 per learner license. Individual learners can purchase their course allowing immediate access to the learning materials.

Managers have the option to purchase the courses in bulk via credit card for all work group members. This option provides the manager with administrative access to the learner login process, allowing assignment of learners’ login and password, access to learner activity and course completion dates.

**Ready to Purchase Courses by Credit Card?**

Click this link [http://www.learnanytime.net/e-work/Default.aspx?oid=VM] if you are ready to purchase individual or bulk courses online via credit card.

**Purchase Customized Courses Directly from the Provider:**

TRP organizations interested in customized branded courses can purchase them directly from the provider at the Valley Metro discount. These highly interactive e-Learning courses are easy to customize, scale and deploy in organizations of any size. Course content, branding, workplace terminology, program messaging, learner path, narration, interactions, links, and other features can be customized to meet specific client needs and learning goals.

**Ready to Learn More About Customized Courses?**

Click this link [mailto:priority@e-work.com] if you are ready to explore the option of purchasing customized telework e-Learning courses directly from the provider.

**Why Train Teleworkers and Their Managers?**

Telework can be a daunting proposition for executives, managers and employees. There are proven steps and techniques for successfully launching and growing a telework program, and effective preparation of the manager and the employee for this new way of working through training is essential for success. Well designed telework training prepares the employee and manager for the new experience and assures a successful transition from the traditional workplace to the new workplace.

Whether you use this online training or another, telework training is a vital investment in the success of your telework program and clean air for the community!