



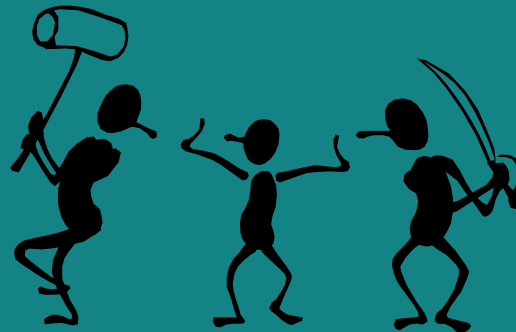
Management Myths of Teleworking

Presented by: 2Plus, Inc.

Teleworking Takes the Mind off of Work!

- 42% of Americans said yelling & verbal abuse takes place at work.
- 29% admitted yelling at coworkers because of stress.
- 20% said they quit jobs because of stress at the office.

Source: 2001 National Study by Integra Resources, New York



Teleworkers are “Out of Touch!”

Accessibility

- E-Mail
- PDA
- Fax
- Voice Mail
- Call Forwarding
- Pager/beeper
- WAN/VPN
- FTP

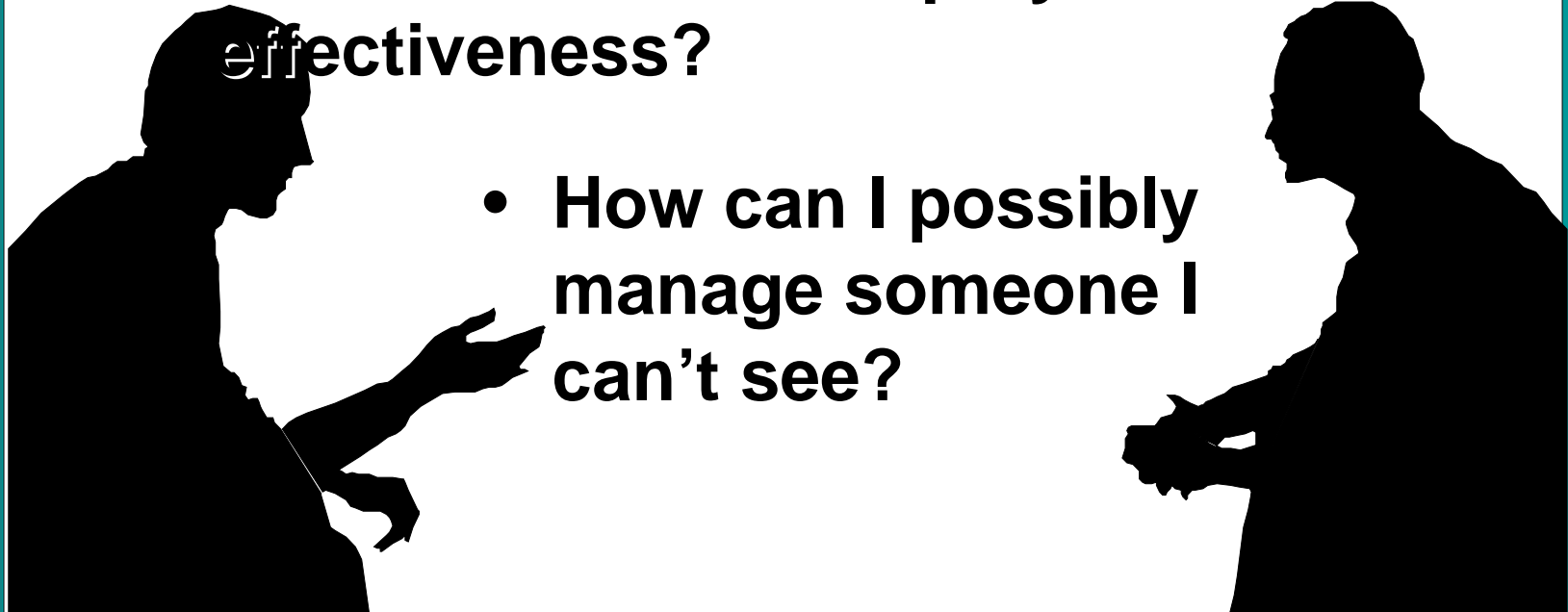
Availability

- Core Hours
- Call Waiting/Caller ID
- IM
- Audio-Conferencing
- Video-Conferencing
- Data-Conferencing
- Mobile phone

Management is for Anything that Saves Money!

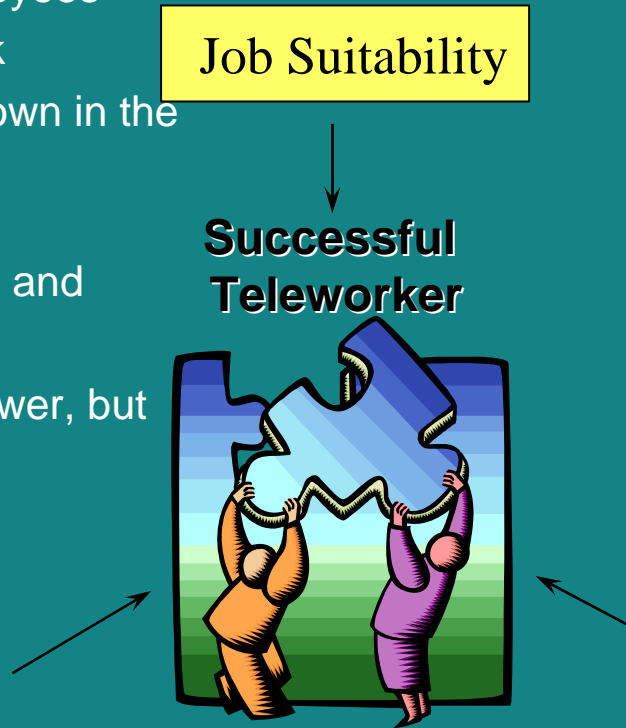
- Is management resistance an ego issue -- do we fear losing control?
- Is showing up for work every day a true indication of employee effectiveness?

- How can I possibly manage someone I can't see?



Anyone Can Be a Teleworker!

- Manages for results
- Communicates with employees
- Provides regular feedback
- Drives decision making down in the organization
- Accepting of change
- Good at setting objectives and goals
- “Trust, but Verify” – empower, but confirm



- Good performance rating
- Works alone well
- Needs quiet time to complete work and/or works with remote teams
- Subject area expertise
- Reliability
- Productivity
- Technology literate
- Suitable home office environment
- Good communication skills
- Resolved dependant care issues
- Low socialization needs

Manager

Trust

Employee

Teleworking is Just for High Rent Areas!

■ Growth

- Company can grow from a more diverse geographic base
- Marketing can be enhanced by having more locations

■ Operational Security

- Network offices create more stable “open” reliability
- Weather and contagious sickness avoidance
- Terrorist or disaster loss is diminished

Teleworking is Expensive!

- Changes will need to be made and there is a cost for this
 - \$2,500 one time office equipment purchase
 - \$1,200 for one time training
 - \$200 per month recurring phone and Internet costs
 - **Experienced and patient IT staff**
-

- Versus ~\$900 per month per person in perpetual office rent and parking.

Teleworking Data Isn't Safe!

- Manage assets
 - Automatic backup of work folders by IT staff
 - Uploading of key data and all final reports to ftp sites at predetermined intervals
- Maximize redundancies
- Access & Security – Equipment & Information
- Restrictions of equipment for personal use
- Monitoring e-mail and web activities

Teleworkers are “Cutting Grass” During Work Time!

- Long Term Performance Benefits for Businesses
 - Less commute time
 - 40 minute commute=8 working weeks per year
(Colorado Telework Coalition)
 - Save an average of 52.9 minutes per day
(International Teleworking Assoc. Council)
 - Higher productivity and on-task hours
 - 26% of teleworkers work before or after office hours
(International Telecommuting Advisory Council)
 - AT&T teleworkers survey - 80% reported improved productivity
 - **Teleworkers average putting in 1.3 hours more productive time per day**

Teleworking Benefits

- Employee loyalty
 - Save 63% of absenteeism costs per worker
(International Telecommuting Advisory Council)
 - Lower turnover
 - Lower vehicle expenses
 - Home office tax deduction
- Lower operational expenses
 - Save at least \$8,000 in office space savings per worker
(Institute of Distributed Work)
 - Cut corporate real estate costs by 25% to 90%
(Article in PC World)
- Less congested roads, cleaner air



Teleworking Benefits

- American Express
 - Teleworkers produce 43% more business than office workers (Colorado Telework Coalition)
- Ford Motor Company, Delta Airlines, and Intel
 - Provided laptop computers to “create competitively superior workforce” (ZDNet)
- UNISYS
 - With remote work, reduced office space and began saving over \$1 million annually (Maryland and Washington Council of Governments)



Teleworking is Simple: All You Need is a Computer and High Speed Internet, Right?

- Many issues must be considered, including:
 - Maintenance, repair & supplies - who pays?
 - Communications - access & seamlessness
 - Legal/Risk Management
 - Insurance, zoning, agreements etc.
 - Liabilities can be minimized or eliminated by:
 - Carefully defining policies and procedures
 - Training, which include tips for maintaining a safe home workplace and safety checklist
 - Inspection – consider the local laws to determine liability
 - Offering furniture selection tips

Implementing a Telework Program

- Transitional Training
 - Address concerns of senior management and employees
 - Explores and resolves issues related to:
 - Time management
 - Communication with co-workers and customers
 - Home office set-up
 - Social contact changes
 - Workflow
 - Project reporting and meetings
 - Performance evaluation
 - Technology use and monitoring
 - Trust and control issues
 - Benefits of ongoing, periodic training



Work Needs to Take Place at a Central Location!

“Commuting to office work is obsolete. It is now infinitely easier, cheaper, and faster to move information to where the people are.”



Peter F. Drucker

Thank you!

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