



# MANAGEMENT MASTERY IN A MOBILE ENVIRONMENT

## COURSE DESCRIPTION

What are the essential skills for successful management of employees in a mobile environment (telework, flex-time, hoteling, and virtual teaming structures)? How would you like to have at your finger tips the ability to improve retention, attract world-class employees while controlling real estate, capital, and operating costs?

This course provides a replicable framework for managers to successfully incorporate mobile work places and work forces into their project environments while increasing team and individual productivity. This course will also support Human Resource professionals in building mobile work programs.

While traditional offices are conducive to a high degree of visual oversight of employees, mobile environments require the use of other performance measures and management techniques. In addition, managers must be facile at maintaining team relationships and employee performance across large physical distances.

Leading a mobile team that can be 100% remote or managing a mix of in-office and remote employees requires a balance of people and project management skills as well as mastery of performance-based management.

### MASTER

the prized attributes of highly effective mobility managers.

### ENHANCE

your role as a mobile manager by becoming facile at using leadership tools and techniques.

### LEARN

a telework program management framework as a business to successfully lead any mobility team.

### STUDY

other companies, NPOs, NGOs, and federal, state and local agencies that have succeeded and failed at implementing mobility programs.



THE THRIVAL COMPANY

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## DETAILED COURSE CONTENT

### MODULE 1 - BUSINESS AND HR STRATEGY, CSR, AND RISK MANAGEMENT USING MOBILITY PROGRAMS FOR EMPLOYEES

- What are mobility programs
- How mobility programs are enhancing business performance and HR programs
- Using Mobility programs for risk management
- How to determine what mobility strategies will work best for your organization (surveying to support your case)
- Critical business and HR metrics that mobility programs improve
- Making the Case: Communicating the Value of Remote Work to Executive Leadership
- Making the Case - tactics for earning buy-in & support:
  - Executive level
  - Middle management
- How to integrate mobility into business strategy
- Reporting mobility programs under public CSR reports and communicating results

### MODULE 2 - TALENT ACQUISITION & RETENTION AND TOTAL REWARDS

- Attract & Retain the Best: Why a Remote / Flexible Workplace is Essential for Organizational Success
- What the data shows about mobility and employee recruitment and retention
- Building Mobility Programs into Employee Benefit/Reward Structures
- How to promote mobility programs during recruitment
- Social media
- Printed media
- Interviewing process

### MODULE 3 - BUILDING A MOBILE WORK PROGRAM (TECHNOLOGY AND DATA, LEARNING AND DEVELOPMENT)

- The 10-Step Framework for Success (Expectation, Communication, Mission, Strategy, Risk Assessment, Planning/Budgets, Assessing Skill Sets, Infrastructure Development, Launch, Measurement)
- Making the case - tactics for earning buy-in & support:
  - Executive level
  - Middle management
- Designing a Mobile Work Policy for Your Company
- Designing Job Descriptions and Selecting the Right Candidates for Remote Work
- Onboarding Mobile Workers
- Training Mobile Workers / Rules for Success for Mobile Workers
- Fundamentals for Managing Remote Workers... (only touch-on subject matter; lead in for next training, more in-depth)
- Measuring Success: How to Effectively Measure Program Performance
- Measuring Success: How to Effectively Measure Mobile Worker Performance

## MODULE 4 - BUILDING A MOBILITY CULTURE THAT LASTS (ORGANIZATIONAL EFFECTIVENESS AND DEVELOPMENT AND EMPLOYEE ENGAGEMENT)

- Best Practices for Managing Mobile Workers
- Mobility Program Etiquette
- Setting the Foundation: Mobile Work Policy
- Onboarding Mobile Workers \*
- Strategies for Success for Mobile Workers
- Guidelines for Effective Team Communication
- Technology Essentials for the Mobile Team
- Supporting Innovation, Collaboration, and Corporate Culture
- Delivering Constructive Feedback to Mobile Workers
- Measuring mobile worker performance
- Conflict Resolution & Mediation Within Mobile Teams
- Working Together Remotely
- Team Communication Protocols
- Team Performance (giving and receiving positive and negative feedback and appraisal of leader/team)
- Essential Strategies for Reporting/Resolving Issues

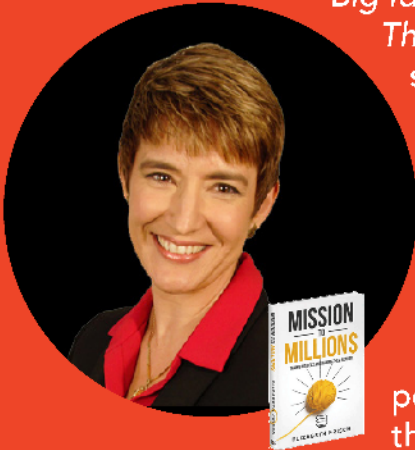
## MODULE 5 - DEVELOPING YOUR MANAGERS ABILITY TO LEAD MOBILE WORKERS & REMOTE TEAMS WORKFORCE MANAGEMENT

- The 8 Essential Practices of Mobility Program Managers
- Supervising and Evaluating Mobile Work
- The Illusion of Management Control in the Modern Workplace
- Which direction do you and your team point today? The Leadership Compass
- The 7 Baggage's that Sink Mobile Managers (and everyone else) in Organizations and How You Can Fix it
- It's Your Fault (And that's a good thing!) – Conflicts and Performance Issues in Mobile Workplaces
- The Emotionally Resilient Manager – Avoiding Telework Perception Panic
- The Power of Commitment, Culture, and Etiquette in a Mobile Environment
- Excellence Over Perfection/Performance Over Perception – Driving Performance in a Mobile Environment
- What you Speak You Create – Communicating in a Mobile Work Environment



## THE INSTRUCTOR

**Elizabeth Frisch** is a keynote speaker and the author of *Mission to Million\$ - Taking Big Ideas and Making Them Reality*. She



started her career in the early 90's as a chemical engineer working on processes and systems; but was frustrated at the lack of sustained performance around those engineered

systems. In 2000, she decided to cross-train in human psychology and behavior change, adult learning, business performance, and change management after realizing "you can't engineer humans."

*"She was very knowledgeable on the subject and got the audience involved...She was exciting and able to keep the audience engaged."*

*"Elizabeth is one of the best CPE instructors we have had in here. She used real-life exercises on a topic of interest to all participants. She structured the class so that we had hands-on learning that was not odious or contrived."*

*"Excellent class, one of the best if not the best class I have attended in a very long time. I think every [person] in our office would benefit and should attend the class. This class impacts all the work we do."*

*"Ms. Frisch is experienced and knowledgeable of this subject area. The course is full of hands-on exercises with the various tools discussed. The pace of the course allowed the participants to perform the exercises and receive feedback, without feeling rushed."*

## 3 COURSE OPTIONS

- 1 1, 2, or 3 day versions in person
- 2 On-line live with instructor
- 3 Virtual training

Ready to take a course that will sky-rocket your abilities and make things happen? Email [deanna@thrivalcompany.com](mailto:deanna@thrivalcompany.com) or call 208-991-8264.

