



Your poll will show here

1

Install the app from
pollev.com/app



2

Make sure you are in
Slide Show mode

Still not working? Get help at pollev.com/app/help

or

[Open poll in your web browser](#)



Maximizing Resources to Support Your Team



C A L I F O R N I A



Child Care Initiative Project



Network/CAPPA
Joint Conference

October 22, 2015

Domenica Benitez
Provider Services Manager
dbenitez@rrnetwork.org



California Child Care Resource & Referral



Workshop Overview

- Engaging Your Remote/Local Team
- Recruitment
- Communication
- Project Management



C A L I F O R N I A



Child Care Initiative Project

Know thyself

- How do I communicate best?
- What are my biases?
- What are my limitations?
- What are my strengths?
- Where do I want and need to grow?
- How do my strengths/weaknesses impact my team?
- What is my role within and responsibility to my team?
- What are my professional/personal goals?



C A L I F O R N I A



Child Care Initiative Project

Employee Engagement



Engaging Remote Employees



What's different?

C A L I F O R N I A



Child Care Initiative Project

Engaging Remote Employees



Successful virtual teams cultivate a sense of trust, respect, loyalty, and commitment.

C A L I F O R N I A



Child Care Initiative Project

Defining Remote Employees

- Remote Employee:
 - away from a primary office, such as a regional coordinator
- Telecommuter:
 - usually located in a centralized office environment, except for isolated opportunities to telecommute
- Home-office based:
 - employee works from a home-office and is required to be at their desk during working hours
- Virtual Employee:
 - completely outside of the office
 - never required or expected to come into a co-located office

C A L I F O R N I A



Child Care Initiative Project

Behavior Standards



Standards of behavior that are important in remote employees

- Attitude - be interested and engaged
- Proactive - take initiative
- Timeliness - be present on time
- Adaptability - be flexible, creative, and open
- Reliability - follow through with commitments

How can these behaviors be assessed? Supported?

C A L I F O R N I A

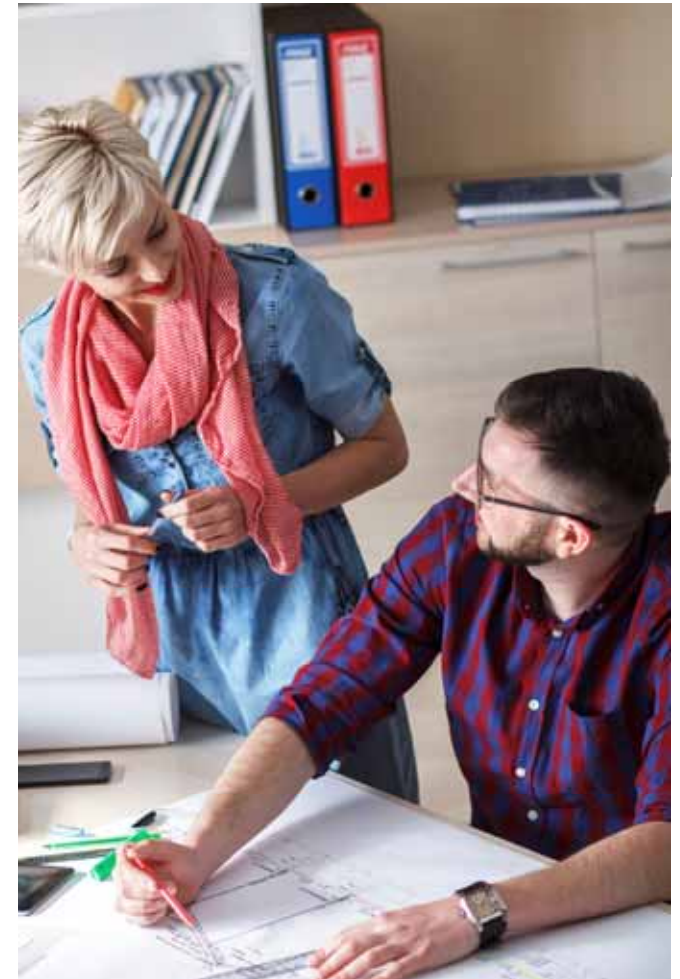


Child Care Initiative Project

Reflection

Think of 3 words that reflect your departmental culture.

What words do you think your team members would choose?



C A L I F O R N I A



Child Care Initiative Project

Resources



C A L I F O R N I A



Child Care Initiative Project

Management

- Support professional growth, check out the Professional Development Planning Tool: https://www.evernote.com/I/AVyfeFSb3-dCwr_u490E3DOM93M6YtKTaok in Evernote; it was developed by the PDQI.
- Association for Talent Development - Managing Remote Employees Webinar Series

Learning & Building on sStrengths

- Harvard Business Review's 10 Must Reads on Managing Yourself, by Clayton M. Christensen
- The Enneagram Made Easy: Discover the 9 Types of People, by Elizabeth Wagele, Renee Baron
- Strengths Finder 2.0, Tom Rath

Recruitment



Recruiting Remote Employees

C A L I F O R N I A



Child Care Initiative Project

Recruiting Remote Employees

- Align job descriptions with virtual positions
 - Establish clear expectations
 - Include work hours as needed, to ensure availability
 - Align job descriptions of employees who work WITH remote employees
 - See what others are doing (Evernote, PDQI, Opportunity Knocks, GuideStar, etc.)
- Very Introverted?
 - Employees need to be able to build relationships, take initiative, and be responsive
 - Very Extroverted?
 - May struggle to work alone or physically isolated

C A L I F O R N I A



Child Care Initiative Project

Job Descriptions

Traditional Job Description

- Title
- Department
- Reporting Structure
- Summary
- Areas of Responsibility
- Qualifications

Remote Employee Job Description

- Title
- Duties
- Skills
- Competencies
- Relationships

C A L I F O R N I A



Child Care Initiative Project

Better than just Buzz

Buzz Words

- Fast-paced
- Self-Starter
- Deadline-oriented
- Strategic Thinker
- Creative Visionary
- Dynamic
- High-Energy
- Results driven

Better Words

- Someone committed to our mission.
- Ability to create your own work is essential.
- The successful candidate collaborates with other staffers on a daily basis to gain information to support our social media campaign.

C A L I F O R N I A



Child Care Initiative Project

Establish Clear Expectations

.....

The successful coordinator will be proactive in collaborating with colleagues across the organization (statewide) and partners in the community (county-wide).

What to work from home in your pajamas? This position isn't for you. The Outreach Coordinator is responsible for building relationships in the community, and dressing the part is essential.

The Virtual Assistant works from their home office and should be available to support the team between the hours of 8:00am and 5:00pm.

C A L I F O R N I A



Child Care Initiative Project

Communication



Types of communication; Initiating, listening, and responding;
communication challenges in the cloud; and social media

C A L I F O R N I A



Child Care Initiative Project

Communication

- What type of technology do you prefer to use?
- How does this differ based on:
 - Time
 - The individual
 - The sensitivity
- How do you reduce communication challenges?

C A L I F O R N I A



Child Care Initiative Project

Initiating, Listening, and Responding



Step 1: *Choosing the Best Technology*

*Consider Who/When
Type of forum*

Step 2: *Craft your Message*

Priority

Step 3: *Reduce Challenges*

Conflict Triggers

Listening

Develop Norms

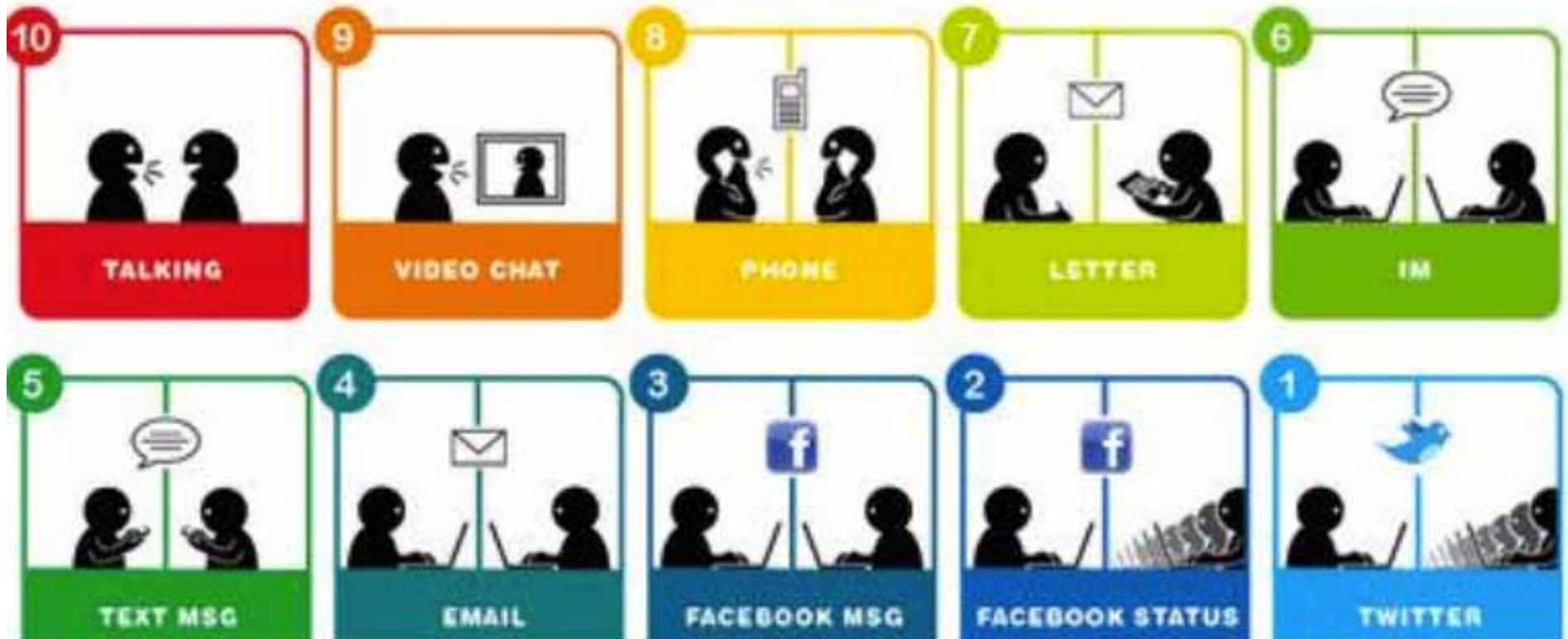
See purple handout

C A L I F O R N I A



Child Care Initiative Project

Choosing the Best Technology



C A L I F O R N I A



Child Care Initiative Project

Communication Challenges in the Cloud



Acknowledge, Ask, Adapt



- Acknowledge: Reflect and Listen
 - Communicate Awareness of the issue
 - Convey sincere interest and responsiveness
 - Involve all parties in seeking a joint solution
- Ask: Learn about the Person's Point of View
 - Gather data; clarify
 - Pay attention to verbal and nonverbal responses
 - Restate what you think the person is saying
- Adapt: Work with Others Toward a Solution
 - Listen for areas of common agreement
 - Negotiate around important issues
 - Seek solutions

C A L I F O R N I A



Child Care Initiative Project

Modified from PITC

Sharing Paper

- Microsoft Collaboration (track changes)
- SharePoint
- Cloud-based Services
 - GoogleDocs
 - Dropbox
 - SkyDrive
 - Box



C A L I F O R N I A



Child Care Initiative Project

Communication Tools



- Google Calendar
- Doodle Poll
- Social Media
- Evernote/Workchat
- Slack
- Telephone

C A L I F O R N I A



Child Care Initiative Project

Meetings - follow-up

FOLLOW-UP

Team Action Items: [Click here to enter text.](#)

Individual Action Items: [Click here to enter text.](#)

EVALUATION

We stayed on track. ☐ No ☐ Yes

Everyone participated. ☐ No ☐ Yes

I know my next steps. ☐ No ☐ Yes

NEXT STEPS

Meeting Purpose: [Click here to enter text.](#)

Facilitator: [Click here to enter text.](#)

Date/Time: [Click here to enter text.](#)

Downloadable version of this document available at www.crikatodessa.com

C A L I F O R N I A



Child Care Initiative Project

Project Management



Project Management; Sharing Paper; and PM Tools

C A L I F O R N I A



Child Care Initiative Project

Project Management

- Allow employees create an action plan
- Create a plan for check-ins
- Use a Project Log
- Implement Project Timelines
- Evaluate/reflect on project progress and accomplishments for future planning
- Establish clear expectations
- Reflect on your role (as supervisor) in the project



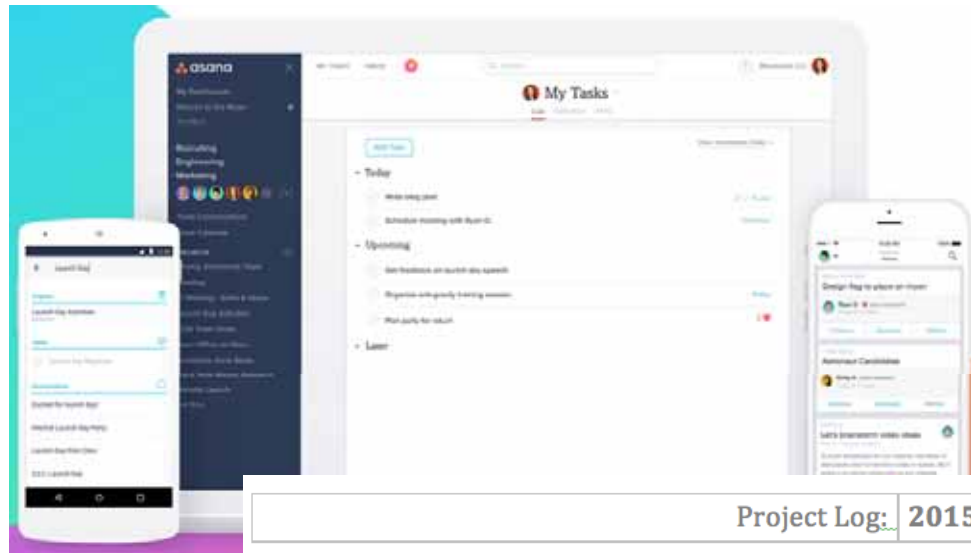
C A L I F O R N I A



Child Care Initiative Project

Project Management Tools

- Microsoft Project
- SharePoint
- Asana
- Evernote
 - Project Log
 - Evaluation Log
 - Project Timelines



PROJECT	DELIVERABLES	DEADLINE	ROADBLOCKS	EVALUATION*
Course Creation for Q1 Education	Content draft #2 approved by Executive leaders	August 1: Unmet	Executive team disagreed with suggestion to focus on accountability	Does Not Meet Expectations

C A L I F O R N I A



Child Care Initiative Project

Small Group Discussion



- What Project Management Tools do you utilize?
- How do you manage your projects and team projects?
- How is this different with remote employees?



Child Care Initiative Project

Electronic copies & templates?



For copies of the PowerPoint, Handouts, and information referenced in this workshop, use the link below:

<https://www.evernote.com/I/AVxAy736ZZZAropMmRcolUc7FkzVWdC8H10>

C A L I F O R N I A



Child Care Initiative Project