

How to Effectively Manage Off-Site Employees

These conference materials are intended to accompany
the live audio program, CD or mp3 of the same title



Merge Gupta-Sunderji, MBA, CGA, CSP
www.mergespeaks.com
Tel: (403) 605-4756
Fax: (403) 451-9759
E-mail: info@mergespeaks.com



About Merge

Merge Gupta-Sunderji helps turn managers into leaders. A professional speaker, author, radio commentator, and consultant since 1988, Merge gives people specific and practical tools to help them achieve leadership and communication success. In just the last three years, over 13,000 managers in organizations across Canada, the United States, the United Kingdom, and Mexico have attended her engaging keynotes and facilitated workshops and obtained and practiced the tools to achieve leadership success.

Merge's client base is broad and varied including professional associations and mid- to large-sized corporations in the financial, energy and natural resources, and government sectors. Just some of her over 170 satisfied (and in most cases, repeat) clients include Capital One Financial Corporation (worldwide), Shell Oil, Mercer Human Resource Consulting, the Certified General Accountants' Association of Canada, QVC Inc., Honeywell, the Promotional Products Association of Canada, and the International Association of Business Communicators.

Merge's insights come from first-hand experience. As a leader at one of Canada's premier oil and gas companies for over fourteen years, and a Board leader at a Credit Union for three years, she offers a unique blend of realism and humor that consistently engages and entertains her audiences! For almost two years, she was the well-known voice behind the national CBC radio column *The Softer Side of Business* heard coast to coast across Canada on CBC Radio One. She's an award-winning published author, writing for many well-known organizations and publications, including the very popular *Merge's Monthly Mega Minute*. Her last book project titled *Why Does the Lobster Cast Off Its Shell?* was a collaborative venture with thirteen other authors. Earlier this year, she released two new educational audio CDs titled *Effective Delegation Skills* and *Making the Transition From a Technical to Leadership Role*. She is presently working on her latest book, *Power Tools for Leaders: Practical Strategies and Tactics to Build People*, a hands-on practical how-to guide for leaders.

Merge is a proud professional member of the Canadian Association of Professional Speakers (CAPS), and holds her Certified Speaking Professional (CSP) designation. The CSP designation is an international measure of speaking and platform excellence and is awarded only to those accomplished speakers who meet strict criteria and have a proven record of delivering client satisfaction. Less than 10% of the speakers who belong to the International Federation for Professional Speakers hold this professional designation.



www.mergespeaks.com

Copyright © 2008 Merge Gupta-Sunderji

Tel: (403) 605-4756

Fax: (403) 451-9759

E-mail: info@mergespeaks.com

Why is remote leadership difficult?

	Traditional leadership	Remote leadership
Physical location		
Workplace culture		
Time		
Style		

How to effectively manage off-site employees

Set results-oriented expectations

Effort → Results

Effort = “Can do” + “Want to”

How ... so that ... What

SMART goal-setting

S _____

M _____

A _____

R _____

T _____



www.mergespeaks.com

Copyright © 2008 Merge Gupta-Sunderji

Tel: (403) 605-4756

Fax: (403) 451-9759

E-mail: info@mergespeaks.com

Replace SMART with SPART

P _____

Keep communication flowing

1. Identify existing reports that you can use
2. Obtain a written monthly progress report
3. Set expectations about work hours, and standards for checking and responding to voice mail and e-mail
4. Require that complaints and problems be accompanied by recommended solutions
5. Hold regular virtual meetings
6. Respond promptly to your off-site employees

Provide enhanced support and feedback

1. Talk informally at least once a week
2. Review the monthly progress report in a formal scheduled phone call
3. Set “office hours”
4. Remember to praise them regularly
5. Schedule regular face-to-face meetings – at least twice a year



Get full value from face-to-face meetings

1. _____
 - Review data such as reports, e-mails, plans, etc
 - Solicit and solidify objectives for this face-to-face meeting

2. _____
 - Ask questions (and listen to the answers)
 - Take the opportunity to meet new remote employees
 - Recognize accomplishments and build rapport
 - Address problems face-to-face

3. _____
 - Determine whether the objectives were met
 - Ask for feedback
 - Document “noted behaviours” during your time together

Deal with conflict promptly

There are two kinds of conflict that exist in virtual teams

1. _____
2. _____

