

Managing employees is difficult. Managing off-site employees is twice as hard.

This training shows you the latest strategies and techniques for motivating, coaching, and boosting off-site employee productivity. **Guaranteed.**

HOW TO MANAGE OFF-SITE EMPLOYEES & LEAD VIRTUAL TEAMS



Let's face it: Managing employees you don't see every day can cause you AND your employees stress and frustration. Get the secrets you need to easily and fairly manage off-site employees to guarantee maximum productivity and success!

You'll learn:

- Where breakdowns in communication typically happen and how to avoid them
- How to give results-producing feedback over the phone and in e-mail
- What it takes to make your virtual employees feel like part of the team
- What you should and shouldn't say when coaching over the phone or in e-mail
- Tips on inspiring and motivating employees who are on the road or work at home
- Dos and don'ts for setting measurable goals and expectations
- What it takes to track performance of employees you rarely (or never) see



See page 5.

Just because you don't see them doesn't mean off-site employees don't need you to succeed.

Enroll online at www.NationalSeminarsTraining.com or call **1-800-258-7246**.

Managing employees is difficult – managing off-site employees is twice as hard!

It takes specialized skills to effectively manage employees from a distance.



You face tremendous obstacles when it comes to managing employees you rarely (and sometimes never) see face-to-face. From communication issues to productivity, you face challenges other managers have never faced. Not to mention, you're under intense pressure to keep your remote employees on-target and ahead of the game. It takes a unique manager with specialized skills to get the job done!

Uncover the latest strategies for motivating, coaching, and boosting productivity with your off-site employees!

Today's technology makes telecommuting or working from a remote location easier than ever – with individuals and teams collaborating daily on the road, from home, at customer sites, and even from other countries. But it also presents many more challenges for managers just like you, whose jobs depend on the productivity of people that they see infrequently – or not at all!

“Very informative and interesting. I will utilize what I've learned within 24 hours!”

– David McCormack,
Acoustic Supply Inc.

In just one day, you'll learn how to use today's technology like e-mail, teleconferencing, and videoconferencing to your advantage. You'll discover leadership skills that keep your remote employees motivated, on task, and on time with every project, even when you're not there. You'll also learn how to:

- Monitor the actions of off-site employees without coming off like a tyrant.
- Identify red flags that indicate trouble – even when you're 1,000 miles away.
- Create a self-sufficient team that runs like clockwork while still keeping you completely “in the loop.”
- Establish a mutual feeling of trust and respect that sends morale – and productivity – soaring.
- Remain 100% compliant with key employment laws that trip up other managers and can lead to costly lawsuits, judgments, and fines!

You have the power to break through the barriers that halt off-site employees' success. Enroll today.

When you leave this session, you'll be armed with powerful techniques, valuable tools, and more dos and don'ts than you can count. You'll be a manager with your finger on the pulse of everything going on around you – and someone who can always be counted on when times get rough! Don't let this amazing learning opportunity pass you by.

Enroll today!

Overcome the Toughest Challenges of Managing Remote Employees

1. Setting measurable goals that keep employees on track
2. Giving clear directions for fewer misunderstandings
3. Establishing communication guidelines that keep you on the same page
4. Building relationships that get maximum results
5. Measuring progress and giving feedback that boosts productivity
6. Inspiring motivation and creativity that keeps your employees engaged and inspired
7. Establishing trust that boosts confidence and encourages independence
8. Virtual coaching that fosters positive improvements

What Do Remote Employees Want From You?

Managing remote and virtual employees requires a unique set of skills. You know that traditional management secrets just don't cut it with folks who are out of sight. You can't just chat in the hallway about an upcoming project or pop in to see how they are doing. You have to have a different relationship with your remote team.

That means you have to understand what it is they want AND need from you. Here's a sample of the top requests made by virtual employees across the country.

1. **Make sure they are equipped with the right tools to get their job done.** From PCs to telephones to video equipment, they'll have more success with the right equipment.
2. **Define clear goals and expectations.** Remote employees can manage their responsibilities and time better with goals and expectations. They also help you track their success faster and easier.
3. **Out of sight is not out of mind.** Remember to touch base with your remote employees from time to time. Let them know you are available and care about their work.

These are just three of the important topics you'll learn about in this workshop. You'll also cover motivating and rewarding ... legal aspects of managing remote employees ... privacy and security issues ... and more! Enroll today and get the skills you need to be a better manager tomorrow.

Real-World Training for Real-World Results

Our workshops are full of real-world examples that make the powerful strategies easy to remember and use when you return to work. Not to mention, your trainer has real-world experience in managing remote employees. They've learned invaluable dos and don'ts from the school of hard knocks and they're going to share their secrets with you!

Your Money-Back Guarantee of Satisfaction

This incredible new management program is designed specifically for managers who are facing challenges that no other manager before has ever faced! And we're so sure that this training will give you the answers and solutions you need, we're offering you our ironclad 100% satisfaction guarantee!

If the skills and techniques aren't the best training you've ever received, we'll refund your entire registration fee – every penny! You have nothing to lose and everything to gain! Enroll today!

Enroll 3 and the 4th Attends FREE!

If you have more than one manager in your organization with remote or virtual employees, share these secrets with them (at a price you can afford!). When you enroll 3 from your organization, the 4th attends FREE!

"I cannot imagine how difficult it would be to succeed without this valuable tool."

– K. Barth,
Operations Supervisor

"I picked up invaluable points that will help me be a better supervisor."

– E. Watson, Supervisor

"Very practical. Things I can take back and easily use at work tomorrow."

– T. Cummins-Yorke,
Service Supervisor

"The trainer was very knowledgeable and provided some great real-world examples."

– A. Annesi, ECC Site Manager

"Very organized and straightforward."

– D. Clark, Office Mgr.

"... taught some ways to deal with employees that were much better than my old methods."

– F. Colley, Manager

"The material was invaluable! I enjoyed the speaker's approach to the topic."

– Jan Kelsch,
Master Product Planner

Your Comprehensive Workshop Agenda

Workshop Hours: 9 a.m. to 4 p.m. Registration begins at 8:30 a.m.

The Fundamentals of Being a Long-Distance Leader

- Understanding what your responsibilities are as a multi-site manager
- How to gain acceptance and respect from staff members you don't see very often
- Mistakes managers make that can instantly destroy trust and undermine authority
- Proven ways to quickly build rapport with remote employees
- How to stay in the loop without micromanaging
- Guarantee your leadership style maintains maximum impact across the miles
- Privacy and security issues you must know about

Strategies for Boosting Employee Efficiency

- Using the "Hawthorne Effect" to boost off-site productivity
- Easy techniques for helping your employees feel like they're a part of the team
- How to strengthen your procedures for maximum productivity
- Questions you can ask your off-site employees that will tell how things are really going
- Tips on recognizing and rewarding virtual and remote employees
- Technology check: how e-mail, the Web, and the phone can enhance AND prohibit productivity

Keeping Lines of Communication Open and Flowing

- Developing communication guidelines that ensure vital information doesn't fall through the cracks
- How to get critical information from off-site employees concisely and regularly

- Technology tools you can use to make sure you have effective two-way communication
- Coaching and feedback
- Understanding when face-to-face communication is essential
- Strategies for keeping everyone engaged during virtual meetings

Coaching, Counseling, and Feedback

- Creating and setting measurable goals
- Tips on measuring progress without micromanaging
- What your off-site employees want and don't want from their managers
- Why your remote employees often feel left out and how you can make them feel like part of the team
- 5 tips for building trust with remote employees
- How to discipline remote employees for positive change
- Red flags that indicate your remote employee is falling off track
- What to do when you need to discipline an employee over the phone or via e-mail

Legal Update for Managers With Off-Site Employees

- Legal update: navigating the sticky legal issues involved with discipline and firing off-site employees
- From FMLA to ADA – managing off-site employee leave and absenteeism
- Understanding the ins and outs of workers' compensation
- Handling emergencies: how to ensure your employees know what to do



Discover
Something New –



STAR12 is the newest and smartest way to keep "in the know" on the pressing workplace issues, challenges, and cutting-edge techniques that will keep you on top of your game.

And it's the most cost-effective way to get the training you need.

For one low membership fee, STAR12 gives you unlimited access to the most comprehensive collection of seminar training and online learning resources in North America.

As an added bonus, if you join STAR12 today, you'll start learning "something new" right away when you attend **How to Manage Off-Site Employees & Lead Virtual Teams** absolutely FREE!

Give yourself the edge you need to keep up in today's ever-changing workplace: Become a STAR12 member today!

Learn more at:

www.natsem.com/STAR12

Become a STAR12 member today for only \$599*, which allows you to attend **How to Manage Off-Site Employees & Lead Virtual Teams** – or any other seminar in the STAR12 learning collection – for FREE! Call 1-800-258-7246.

*\$599 entitles you to a Gold-level individual STAR12 membership.

Registration is easy! Enroll online at www.NationalSeminarsTraining.com or call 1-800-258-7246.



On-Site Training – The Easiest Way to Train All Your Managers at One Time!

If your company is like many others today, you're seeing an increase in the number of telecommuters and remote employees along with the employees who work in

satellite locations for your organization. That means there's more pressure on every manager, supervisor, and team leader to maximize the productivity of employees they rarely see face-to-face. We can bring this seminar directly to your company at a time and place of your choosing and deliver this powerful training to your entire management team.

Whether it's one of our seminars taken as is right off the shelf, or a fully customized training event that precisely fits your unique training needs, we've got the solutions for your toughest workplace problems!

For more information, fill out our online On-Site Training form on our Web site, www.NationalSeminarsTraining.com, or call us toll-free at **1-800-344-4613**.

To Enroll ...



Register online at
www.NationalSeminarsTraining.com



Or call toll-free **1-800-258-7246**



Or fax the completed registration form to **1-913-432-0824**



Or mail the form to:
National Seminars Group
P.O. Box 419107
Kansas City, MO 64141-6107

Registration Information

Our Registration Center is open weekdays from 7 a.m. to 7 p.m. CST. Enrollments taken online 24/7.

Group Discount: When 3 enroll from your organization, a 4th may attend for FREE!

Check-in begins at 8:30 a.m. The workshop schedule is 9 a.m. to 4 p.m. Lunch is on your own.

Cancellation: If you cannot attend, you may send a substitute or receive a credit memo toward a future workshop. If you cancel your registration up to five business days before the workshop, your registration fee will be refunded less a \$10 enrollment charge.

CEUs: Continuing education credit may be recognized by your professional board. Contact your own board to find out what's required. Call our CEU/CPE specialist at 1-800-258-7246, ext. 3100, if you have any questions.

CNE: Rockhurst University Continuing Education Center, Inc. is an approved provider of continuing nursing education by the Missouri Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Tax Deduction: The expense of continuing education, when taken to maintain and improve professional skills, is tax deductible. Please contact your accountant for complete details.

FED ID #43-1576558

Registration Form

Workshop Schedule

1. Enrollment Fees

Group Discount: When 3 enroll from your organization, a 4th attends FREE. Group discounts apply to seminar registrations only, and cannot be used for STAR12 memberships.

Join STAR12 – Gold Membership*: \$599
STAR12 Members Attend This Event for FREE!

*\$599 qualifies you for a Gold-level STAR12 membership, and entitles you to a full year of unlimited FREE access to every seminar in the STAR12 learning collection. Your membership will be activated upon receipt of your membership dues. For more information, visit www.natsem.com/STAR12.

2. Names of Attendees (Please Print)

(Please list additional registrations on a separate sheet and attach.)

1. Mr./Ms. _____ Title _____
E-mail Address _____
City/Event #: _____
2. Mr./Ms. _____ Title _____
E-mail Address _____
City/Event #: _____

Please send me _____ copies of **The Essentials of Management & Leadership Skills** (Item No. KXE0410) at \$228 each. Add 7% or applicable sales tax to your product payment. Shipping fees are \$6 for first item; \$1.50 for each additional item, express extra. Method of payment is indicated in step 4.

3. Company Information (Please Print)

*Phone required in case of last-minute changes.

Organization _____
Address _____ Mail Stop _____
City _____ State _____ ZIP _____

Approving Supervisor: Mr./Ms. _____
E-mail Address _____
*Phone _____
**Fax _____

Sign here

**This fax number will be used to send confirmation of your registration as well as to notify you and your organization of upcoming events in your area and provide you and your organization with special discount offers. By signing, you and your organization are giving permission for RUCCEC to use your fax number for these purposes.

4. Method of Payment

If you have registered by phone, please record your confirmation number here:

 Check payable to National Seminars Group is enclosed
 Charge to: MasterCard VISA American Express Discover Diners Club
Card No. _____ Exp. Date _____
Signature _____
 Bill my organization; Attn: _____
(Note: Full registration fee due and payable prior to start of workshop)
 Our purchase order is attached (government, educational, and health-care organizations only)

5. Important: Your VIP Customer Number

□ □ □ □ - □ □ □ □ □ □ - □ □ □ □ - □ □ □ □

Fill in your VIP Customer Number as it appears above the name on the mailing label. (Record the number even if the label is addressed to another individual.)

SD, CT and WV residents, please add applicable sales tax to your payment. If you are tax-exempt, enter your tax-exempt number here: _____ and attach a copy of your tax-exempt certificate.

Recommended Resources From Our Training Experts ...



The Essentials of Management & Leadership Skills

This training series has been designed especially for the unique needs of the off-site supervisor. Packed with fresh ideas and time-tested techniques, you'll gain the skills necessary to lead your team to success.

And when your team shines – you shine! So order your collection today and take the mystery out of successful supervising!



3-Volume Video Collection Includes:

How to Effectively Supervise Off-Site Employees

Managing others is tough enough to do in person. Supervising off-site employees presents a whole new set of challenges! (Audio CD)



Coaching for Performance – Getting Employees to Deliver Their Best

Learn to coach your employees to become self-starting problem solvers to reach their peak performance. (DVD)



Managing Cross-Generational Teams

Discover how to make today's dynamic teams function together easily and successfully. (Audio CD)

Satisfaction
100%
guaranteed!

Item No. KXE0410 ... Retail Value: \$557

Your Price: Only \$228 (You save more than 50%!)

To order, call **1-800-258-7246** or see order form on page 7.



NATIONAL SEMINARS GROUP

P.O. Box 419107
Kansas City, MO 64141-6107

A Division of Rockhurst University Continuing Education Center, Inc.

Need to correct name, title or address? Did you receive duplicate brochures or want to be removed from our list? Please fax the mailing label with corrections to 1-877-270-6185 or mail to us at 6901 West 63rd Street, Shawnee Mission, KS 66201-1349, Attention: List. Allow 15 weeks for processing.

Nonprofit
U.S. Postage
PAID
Rockhurst University Continuing
Education Center, Inc.



Time-Sensitive Material



Discover STAR12 – the new membership program that rewards you for learning. **Details on page 5.**

VIP #919-118101-001

Managing employees is difficult. Managing off-site employees is twice as hard.
This training shows you the latest strategies and techniques for motivating, coaching, and boosting off-site employee productivity. **Guaranteed.**

HOW TO MANAGE OFF-SITE EMPLOYEES & LEAD VIRTUAL TEAMS



Let's face it: Managing employees you don't see every day can cause you AND your employees stress and frustration. Get the secrets you need to easily and fairly manage off-site employees to guarantee maximum productivity and success!

Just because you don't see them doesn't mean off-site employees don't need you to succeed. Enroll online at www.NationalSeminarsTraining.com or call **1-800-258-7246.**