

# Managing Your Association in a Virtual World

Carey Goryl, MSW, CAE  
International Association of Forensic Nurses  
www.forensicnurses.org

## Introduction

- Work is something you do, it's not something you go
- Telework is everywhere today, whether you make it formal or not, you and your employees are most likely teleworking
- Common concern to telework: How will I know remote employees are working? The answer: they will be getting the work done that was agreed upon under the timelines you set
- Everyone can telework, there are few jobs that are exclusively face to face (F2F)
- Greater number of cloud based systems, easier it will be to telework
- \_\_\_\_\_
- \_\_\_\_\_

## Survey said

- 82% of NOA survey respondents already formally allow telework
- 57% have at least one full time remote employee
- Most cited challenges are remote employees feeling left out or being unavailable when you need them, IT/security concerns, and office coverage challenges
- \_\_\_\_\_
- \_\_\_\_\_

## Managing the Remote Employee

- Being remote does not lessen accountability
- Telework poses additional challenges such as increased workloads, not being able to “turn off” the work and employees who don't have the necessary technical skills
- Set clear expectations with remote and in house employees. Repeat expectations often
- Discuss what being “available” means
- Discuss what being “responsive” means
- Create clear and meaningful measureable goals to determine whether remote (and in house) employees are working.
- Discontinue any value you place on “face time”
- Empower staff to decide how to get their own work done
- Clarify what level of decision making and autonomy each person has (remote and in house)
- Trust your staff. If you can't, fix it
- \_\_\_\_\_
- \_\_\_\_\_

### Benefits of Quality Telework

- Communication will get better (after it gets worse)
- Communication will be more intentional and less drive-by communication
- Work productivity will increase
- Employee satisfaction will increase (once you work out any transition pains)
- It's a process to create a new office culture that allows for telework, give it time and don't neglect it.
- Increased accountability (or employees who cannot be accountable will need to work elsewhere)
- Interruptions in business for natural or personal reasons do not have to result in a complete work stop; interruptions lessen.
- \_\_\_\_\_
- \_\_\_\_\_

### Resources: Books

- "Managing Without Walls" by Colleen Garton and Kevin Wegryn
- "Mastering Virtual Teams" by Deborah Duarte and Nancy Tennant Synder
- "Flex: The Virtual Office Advantage" by Patricia Troy
- "Work Sucks: How to fix it" by Cali Ressler and Jody Thompson
- \_\_\_\_\_

### Resources: Websites

- Vsee.com (free video conference and screen share)
- Join.me (screen share)
- Meetways.com (find place to meet in middle)
- business-voip-review.toptenreviews.com/ (reviews of VoIP systems)
- mobileworkexchange.com (resources for telework—great online quiz)
- \_\_\_\_\_