



# Telework and Telecommuting

GLOBAL COURSEWARE

# Getting Started

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For some people, working from home can seem like a dream opportunity.

But they may not realize that this kind of position comes with a great amount of **responsibility** and **challenges**.

# Workshop Objectives



- Learn keys to proper self-management
- Learn ways to manage time efficiently
- Know different methods of organization and planning
- Address and resolve challenges that teleworkers can face



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*All of the top achievers I know are life-long learners, looking for new skills, insights, and ideas.*

*Denis Waitley*

## MODULE TWO

# Core Skills Required

Common skills needed are ways to manage your time and organize all assignments and duties.



# Self-Management

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- Make a schedule and stick to it
- Keep a calendar of important dates and deadlines
- Check in with team members periodically to stay in the loop

# Time Management

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Time management means recognizing when you have deadlines and knowing how long it will take you to finish a project or assignment.





# Organizing and Planning

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- Create a pattern in your day to organize and plan different tasks
- Keep a calendar or planner with important dates and reminders

# Communication

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- Email
- Instant messaging
- Phone call
- Text messaging



# Practical Illustration



- Self-Management
- Time Management
- Organizing and Planning
- Communication

# Module Two: Review Questions

1. Why is self-management important for teleworkers?

A. They have to work on their own

B. They have to work odd hours

C. They have to work in groups

D. They have a test on it

# Module Two: Review Questions

2. What is one tool of self-management?

A. Creating different stacks of work

B. Throwing unneeded items in a box

C. Piling files on top of the desk to do

D. Writing deadlines on a calendar

# Module Two: Review Questions

3. What is one aspect of time management?

A. Learning about the assignment

B. Recognizing deadlines

C. Completing the weekly reports

D. Conserving energy

# Module Two: Review Questions

4. What is one tool of time management?

A. Filing reports in a cabinet

B. Ordering more office supplies

C. Creating a daily schedule

D. Changing the copy paper

# Module Two: Review Questions

5. What is a benefit of making plans ahead of time?

A. It reduces errors in plans

B. It gives the employee something to do

C. It creates room for chaos

D. It makes the employee feel more important

# Module Two: Review Questions

6. What is one form of organization?

A. Hanging up your coat

B. Moving files to another desk

C. Modifying your desk area

D. Emptying the trash can

# Module Two: Review Questions

7. Why is communication important to teleworkers?

A. They have to talk to their teammates even if they don't want to

B. They want to make lots of friends

C. They want to work alone

D. They must work together although they're separated

# Module Two: Review Questions

8. Which of the following is a common tool of communication?

A. Scrapbooking

B. Emailing

C. Reading

D. Blogging

# Module Two: Review Questions

9. Who is the best person to hire as a teleworker?

A. Administration secretary

B. Virtual team manager

C. Office manager

D. Those who can work with minimal supervision

# Module Two: Review Questions

10. Why are more people working from home?

A. Saves money

B. Saves time

C. Allows them to cover more ground

D. All of the above

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*The first and best victory is to conquer self.*

*Plato*



## MODULE THREE

# Self-Management (I)

Remember that while many things can be managed by the teleworker, nothing replaces the manager's role in their professional development.



# Solving Problems on Your Own

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What has happened?

What would it take to resolve this?

What is the next step I should take?

# Being and Staying Motivated

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- Create a plan of action to achieve these goals
- Feel good about your achievements and build on them





# You Have More Freedom – Don't Abuse It

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You should be able to manage your time and activities in the same manner as you would in any other office and not abuse the new freedom you've been given.

# You and Only You are Accountable

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Do not allow outside distractions or problems to hinder what you do inside the office.



# Practical Illustration



- Solving Problems on Your Own
- Being and Staying Motivated
- You Have More Freedom – Don't Abuse It
- You and Only You are Accountable

# Module Three: Review Questions

1. Teleworkers can solve problems on their own if they have what?

A. Resources

B. Copy supplies

C. Up to date telephones

D. A company car

# Module Three: Review Questions

2. What is an example of a problem an employee can handle on their own?

A. A computer crashes

B. The office catches fire

C. A paper jam in the copier

D. The internet server goes down

# Module Three: Review Questions

3. A lack of motivation in employees can lead to what?

A. Decreased absences

B. Decreased productivity

C. Increased anger

D. Increased vacations

# Module Three: Review Questions

4. What is one method of staying motivated?

A. Writing sticky notes

B. Taking on more assignments

C. Taking a vacation

D. Establishing clear goals

# Module Three: Review Questions

5. When management is not around, employees tend to be \_\_\_\_\_.

A. Happier

B. More productive

C. More laid back

D. Lonely

# Module Three: Review Questions

6. Teleworkers should be able to manage their time without what?

A. A big calendar

B. A set schedule

C. A computer

D. A manager present

# Module Three: Review Questions

7. Only \_\_\_\_\_ can be held accountable for their work.

A. The employee

B. The manager

C. The coworker

D. The CEO

# Module Three: Review Questions

8. The employee cannot blame \_\_\_\_\_ for not being accountable.

A. Themselves

B. Outside distractions

C. Their performance

D. Their time management

# Module Three: Review Questions

9. Teleworkers often face \_\_\_\_\_.

A. Criticism

B. Problems

C. Obstacles

D. B and C

# Module Three: Review Questions

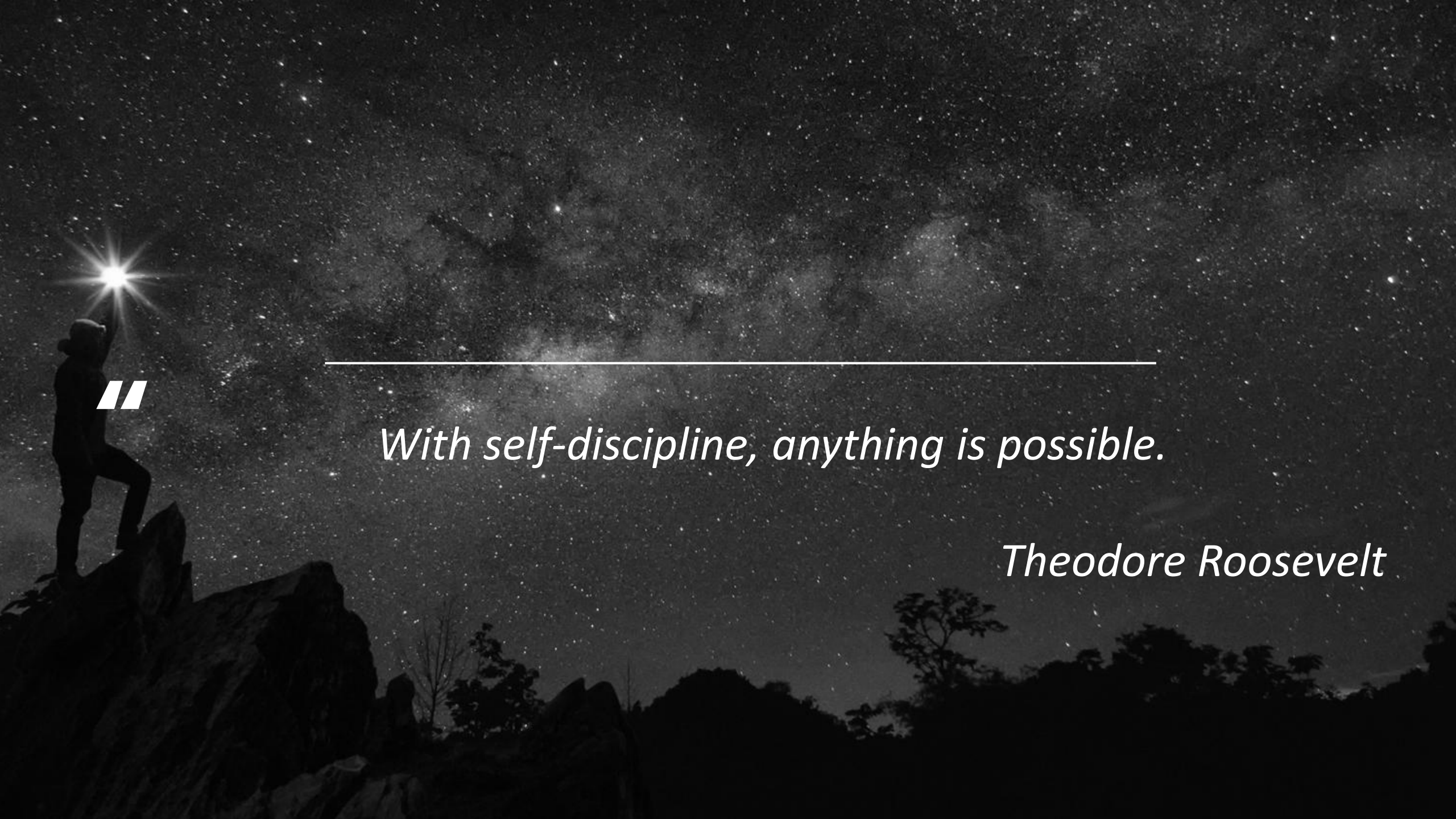
10. \_\_\_\_\_ is one of the key aspects of being successful at work.

A. Space

B. Motivation

C. Family support

D. A bigger breakfast



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*With self-discipline, anything is possible.*

*Theodore Roosevelt*

## MODULE FOUR

# Self-Management (II)

Self-discipline plays a large factor in how we handle our everyday activities and actions.

# Recognize and Remove Bad Habits

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- “What am I doing that is hindering my work?”
- “Is this something I can change?”
- “How does this habit affect me?”



# Reflect on Mistakes and Learn from Them

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Don't let mistakes make you feel like a failure – instead view them as a method of continued learning and growth.





# Establish Good Habits

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- Identify what you want to change
- Write reminders to follow in the beginning
- Fit new actions into your routine until they become habit

# Be Assertive

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- Say what you are going to do and stick with it
- Remember to focus on the task at hand – don't get side-tracked



# Practical Illustration



- Recognize and Remove Bad Habits
- Reflect on Mistakes and Learn from Them
- Establish Good Habits
- Be Assertive

# Module Four: Review Questions

1. Removing our bad habits can make us feel what?

A. Depressed

B. More bored

C. More confident

D. Angry

# Module Four: Review Questions

2. What is one way to identify a bad habit?

A. Wait for someone else to point it out

B. Make a list of the consequences from it

C. See if we find them on our own

D. Do nothing

# Module Four: Review Questions

3. A common myth about making mistakes is that they

\_\_\_\_\_.

A. Should be done in public

B. Should be done in private

C. Should be done all the time

D. Should be avoided

# Module Four: Review Questions

4. After making a mistake, the employee should do what?

A. Reflect on what happened

B. Try to hide it

C. Blame it on someone else

D. Claim it won't happen again

# Module Four: Review Questions

5. What is the key to developing good habits?

A. Controlling others around you

B. Controlling yourself in your environment

C. To stop making mistakes all the time

D. To make sure your work is perfect

# Module Four: Review Questions

6. What is the first step to begin developing a good habit?

A. Stopping the bad habit altogether

B. Getting someone else to do it for you

C. Waiting for the right idea

D. Determining what you want

# Module Four: Review Questions

7. What is one consequence of teleworkers not being assertive?

A. They will begin to not like themselves

B. Their assignments may be ignored

C. Their coworkers may not like them

D. They will become bored

# Module Four: Review Questions

8. What is one way an employee can be assertive?

A. Say what you're going to do and then do it

B. Write their ideas down in a journal

C. Talk to a friend about it

D. Email the idea to everyone

# Module Four: Review Questions

9. Self-\_\_\_\_\_ can cover a wide range of aspects and situations.

A. Esteem

B. Confidence

C. Management

D. Worth

# Module Four: Review Questions

10. Create an \_\_\_\_\_ to help you can change bad habits.

A. Schedule

B. Action plan

C. App

D. None of the above



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*Your greatest resource is your time.*

*Brian Tracy*

# Time Management (I)

Proper time management is a choice that we all have to make in our professional and personal lives.

# Build a Little Flexibility into Your Schedule

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You cannot control what happens, but you can control how you react to a problem or situation.



# Identify and Remove Time Wasters

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- Making personal phone calls
- Extra time spent away from your work area
- Extra time spent looking for things



# Working with Time Zones

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Virtual teams can have a hard time working together due to the different time zones and various locations.



# Using Free Time Wisely

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One of the most overlooked aspects of time management is managing the extra time we may have.



# Practical Illustration



- Build a Little Flexibility into Your Schedule
- Identify and Remove Time Wasters
- Working with Time Zones
- Using Free Time Wisely

# Module Five: Review Questions

1. Flexibility is important in any schedule because of what?

A. Short attention spans

B. Mean coworkers

C. Unexpected events

D. Late managers

# Module Five: Review Questions

2. Having a back-up plan for when things go wrong can make an employee feel \_\_\_\_\_.

A. Frustrated

B. Empowered

C. Worried

D. Happy

# Module Five: Review Questions

3. Removing time wasters from our day allows the employee to do what?

A. Make more time for fun things

B. Add more things to do to their schedule

C. Take more breaks

D. Concentrate on work tasks

# Module Five: Review Questions

4. Which of the following is an example of a time waster?

A. Checking our cell phone for personal text messages

B. Filling the copy machine with more paper

C. Changing the empty ink cartridge in the printer

D. Add labels to your file folders

# Module Five: Review Questions

5. The maximum number of hours difference in various time zones mentioned:

A. One hour

B. Twelve hours

C. Ten hours

D. Four hours

# Module Five: Review Questions

6. What is one way teleworkers can cope with working in different time zones?

A. Try no talking to each other

B. Moving locations in the same time zone instead

C. Contacting teammates whenever they feel like it

D. Keep track of the time difference for teammates

# Module Five: Review Questions

7. What is one thing employees can do during slow periods at work?

A. Take more breaks

B. Surf the internet

C. Check over already completed assignments

D. Clean out the refrigerator

# Module Five: Review Questions

8. If an employee has a lot of downtime, they may need more \_\_\_\_\_.

A. Responsibilities

B. Discipline

C. Complicated tasks

D. Time off

# Module Five: Review Questions

9. Why is it important for teleworkers to be especially aware of their time management?

A. To track their work hours

B. Because they are responsible for their work

C. A and B

D. None of the above

# Module Five: Review Questions

10. There is always something to be done in the office.

A. True

B. False



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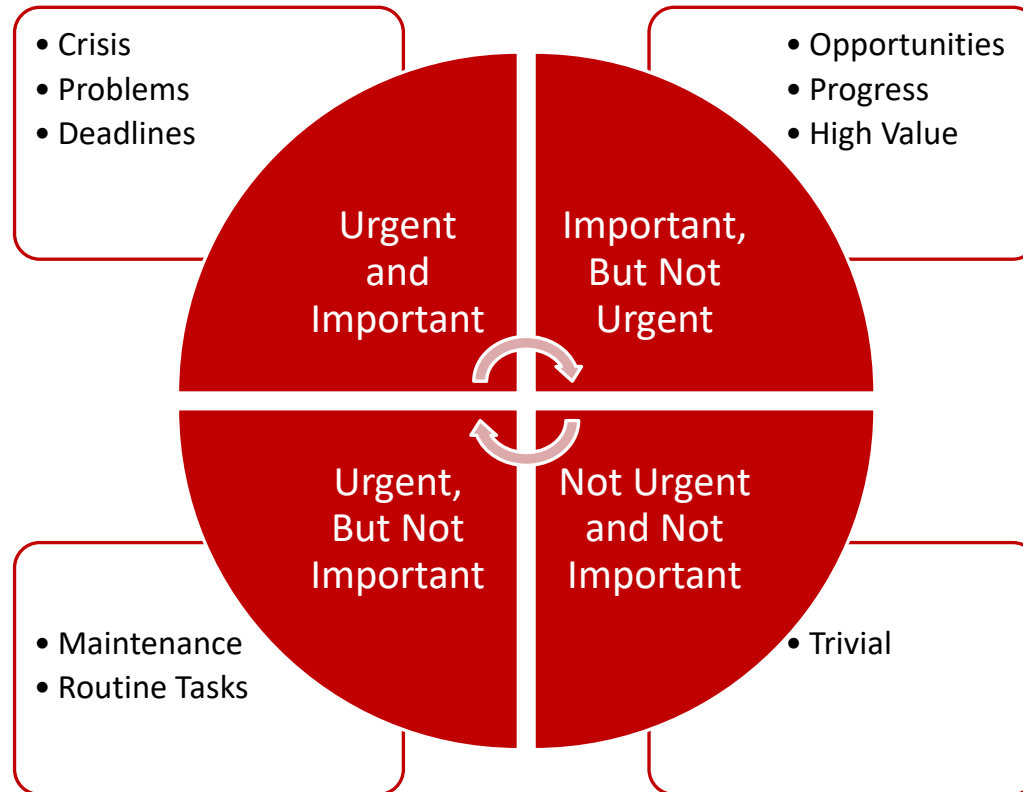
*Until we can manage time, we can manage nothing else.*

*Peter Drucker*

# Time Management (II)

Teleworkers and virtual teams can benefit even more from these skills since they are responsible for managing their own time and assignments.

# The Urgent/Important Matrix



# Setting and Sticking to Deadlines

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- Determine what you want to finish and by what day/time
- Set reminders for yourself – before the deadline comes up





# The Glass Jar: Rocks, Pebbles, Sand and Water

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If you commit to this approach to planning your days, you will see, as time goes on, that you are able to achieve more in less time.

# Recognize When You Are Procrastinating

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- Waiting until a deadline approaches to begin a project
- Making excuses for delaying work



# Practical Illustration



- The Urgent/Important Matrix
- Setting and Sticking to Deadlines
- The Glass Jar: Rocks, Pebbles, Sand and Water
- Recognize When You Are Procrastinating

# Module Six: Review Questions

1. How many boxes are used in the Urgent/Important Matrix?

A. Three

B. Four

C. Eight

D. Six

# Module Six: Review Questions

2. How does the Urgent/Important Matrix help us with time management?

A. It takes time out of our day from doing other things to create it

B. It creates a chore list for us to follow

C. It helps us decide what is important and what is not

D. It allows us to see what needs to be done and when

# Module Six: Review Questions

3. Setting deadlines for ourselves provides us with what?

A. Discipline

B. Boredom

C. Free time

D. More friends

# Module Six: Review Questions

4. One way to help stick to your deadline is to do what?

A. Try to remember on your own

B. Rely on a friend to remind you about it

C. Set a reminder system

D. Write a sticky note about it

# Module Six: Review Questions

5. What is said to go in the glass jar before anything else?

A. Tiny pebbles

B. The sand

C. Our 'big rocks'

D. The water

# Module Six: Review Questions

6. What is the last item that goes into the jar in the glass jar exercise?

A. Sand

B. Water

C. Pebbles

D. Rocks

# Module Six: Review Questions

7. Procrastination can be hard to recognize because:

A. We can see the consequences right away

B. We like it so much

C. We don't have time to stop and think about it

D. We make excuses about why it's alright

# Module Six: Review Questions

8. What is one classic sign of procrastination?

A. Waiting to start on a project

B. Researching a future project  
now

C. Changing the ink in the printer  
before it runs out

D. Finishing an assignment early

# Module Six: Review Questions

9. There is only one version of the Urgent/Important Matrix.

A. True

B. False

# Module Six: Review Questions

10. \_\_\_\_\_ provide(s) a sense of structure and balance for us.

A. Written directions

B. Deadlines

C. Procrastination

D. Coworkers



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*Planning is bringing the future into the present so that you can do something about it now.*

*Alan Lakein*

## MODULE SEVEN

# Organizing and Planning (I)

Keeping track of our office activities helps us make efficient use of our time and can keep us focused throughout our assignments.

# Plan for Additional Stress

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Extra stress can come out of nowhere and if we don't plan for it or even prepare for it, it can cause more problems down the line.



# When to Seek Help

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- Projects are piling up or becoming too numerous
- Job quality begins to decline





# Being Proactive – Not Reactive

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Being prepared is a big part of planning and organizing, which is why it is best to be prepared for any mishap before it happens - be proactive rather than reactive.

# Establish Priorities and Attainable Goals

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- Start small – you can work up to the big stuff later.
- Decide what you want to change/obtain now.



# Practical Illustration



- Plan for Additional Stress
- When to Seek Help
- Being Proactive – Not Reactive
- Establish Priorities and Attainable Goals

# Module Seven: Review Questions

1. Planning for additional stress means allowing what?

A. More problems

B. More discipline

C. A lunch break

D. "Wiggle room"

# Module Seven: Review Questions

2. What is one way to prepare for additional stress?

A. Ask someone else what they think

B. Identify situations that could cause stress beforehand

C. Dive into projects without planning

D. Take more time off

# Module Seven: Review Questions

3. When we need to seek help, we must know what?

A. Who to contact

B. What color car the manager drives

C. What the other coworkers are doing

D. Where to send office reports

# Module Seven: Review Questions

4. What is one sign that could mean the employee needs to seek help?

A. They finish the project early

B. They try to take on more assignments

C. They don't understand the content of the assignment

D. They take too much time to finish assignments

# Module Seven: Review Questions

5. What does it mean to be reactive?

A. Act after a problem happens

B. Examine a problem beforehand

C. Know the consequences of a situation

D. Take time to prevent something from happening

# Module Seven: Review Questions

6. What does it mean to be proactive?

A. To award your top team performers

B. To fix a problem when it come up

C. To act before a problem happens

D. To support your team players

# Module Seven: Review Questions

7. Establishing priorities helps the teleworker do what?

A. Work faster

B. Finish projects on time

C. Set clear goals

D. Communicate with teammates

# Module Seven: Review Questions

8. What is one tip for setting attainable goals?

A. Include your coworkers

B. Start small

C. Ask the manager for help

D. Plan big

# Module Seven: Review Questions

9. What is a sign that you should reach out for help?

A. Projects are piling up

B. Job quality decreases

C. A and B

D. Neither A nor B

# Module Seven: Review Questions

10. Establishing \_\_\_\_\_ is a good practice to follow in order to keep track of work.

A. Who the boss is

B. Priorities

C. Boundaries

D. None of the above



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*Organizing is what you do before you do something, so that when you do it, it's not all mixed up.*

*A. Milne*

# Organizing and Planning (II)

When we organize and plan for the physical space, we are able to access our materials sooner and do not waste time trying to sift through them.



# Setting Up Your Home Office

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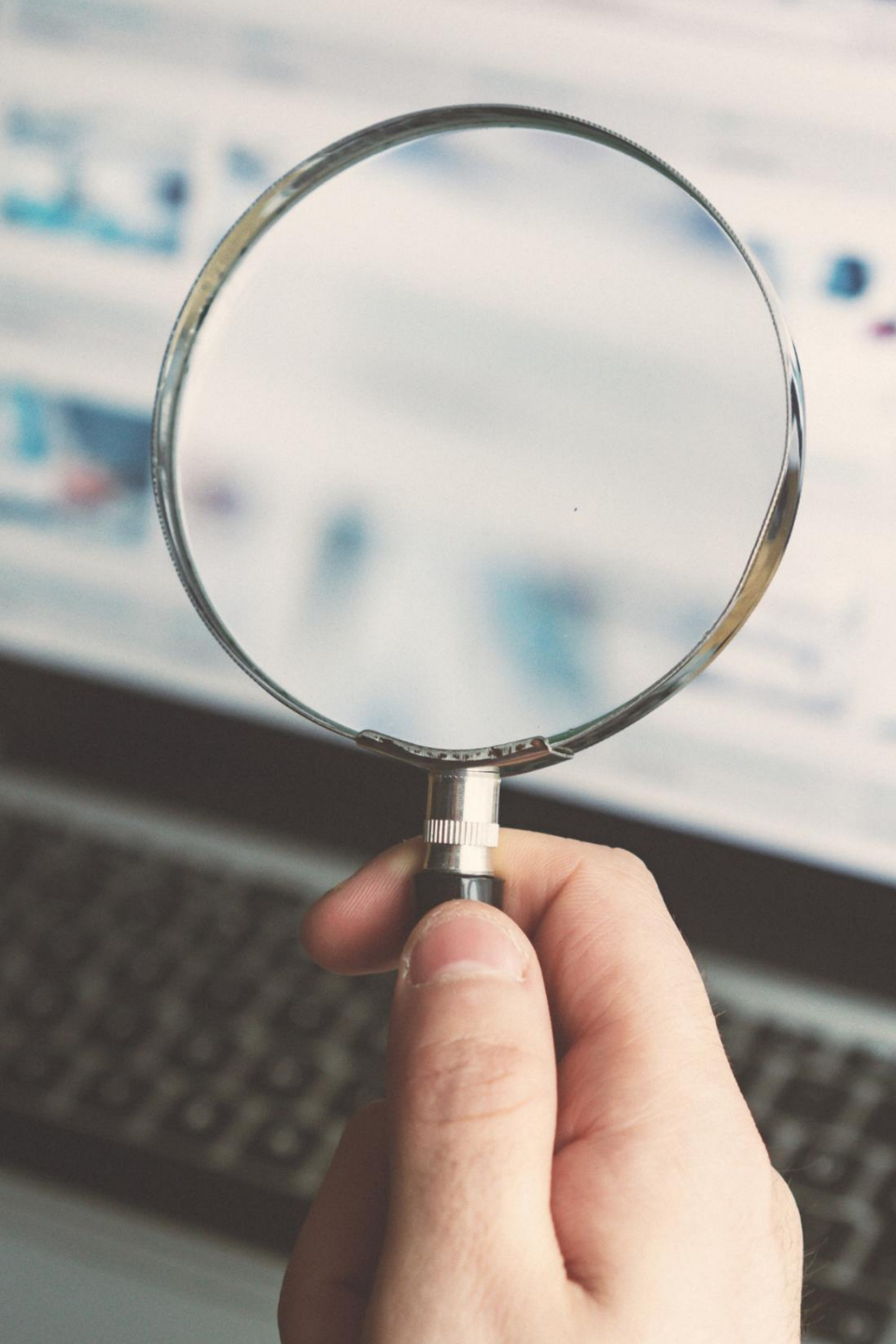
The layout and design of the office can play a key role in how organized we can keep our work and projects.

# Remove Unneeded or Distracting Items

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When we eliminate these distractions that can make us lose our focus, we will see an increase in production.





# When Technology Fails

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Emergency contacts

Office locations

Alternate work schedules

# Develop a Normal Working Day

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- Make a schedule or list of tasks
- Factor in extra stress or surprises



# Practical Illustration



- Setting Up Your Home Office
- Remove Unneeded or Distracting Items
- When Technology Fails
- Develop a Normal Working Day

# Module Eight: Review Questions

1. The \_\_\_\_\_ can affect how a home office is organized.

A. Equipment

B. Layout

C. Supplies bought

D. Wall color

# Module Eight: Review Questions

2. One aspect of setting up the home office is:

A. Installing computer equipment

B. Moving shelves

C. Stacking paper in the trays

D. Installing the carpet

# Module Eight: Review Questions

3. Which of the following can be considered an unneeded item in a home office?

A. Photo printer

B. Filing cabinet

C. Supply cabinet

D. Personal utility bills

# Module Eight: Review Questions

4. Which of the following can be considered a distracting item in a home office?

A. Wall art

B. Colorful pens

C. Television set

D. Excessive books

# Module Eight: Review Questions

5. Teleworkers can face challenges when the technology fails because:

A. They depend on it for everything

B. They don't like traditional methods

C. They have to start from scratch

D. They have to do everything manually

# Module Eight: Review Questions

6. When creating a hard copy back up plan, which of the following should be included?

A. A number to the local pizza place

B. A list of nearby hotels

C. A list of emergency contacts

D. A list of alternate work to do

# Module Eight: Review Questions

7. What is a benefit of building a daily routine at work?

A. The employee finishes work sooner

B. The day goes by faster

C. The work seems more fun

D. The work flow runs smoother

# Module Eight: Review Questions

8. The key to building a normal working day is what?

A. Knowing what needs to be done

B. Scheduling the time right

C. Having the right tools

D. Starting on the right day

# Module Eight: Review Questions

9. Organizing our home office will aid in \_\_\_\_\_..

A. Cleanliness

B. Productivity

C. A happy family

D. None of the above

# Module Eight: Review Questions

10. Setting up a home office in your family kitchen is ok.

A. True

B. False



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*Electric communication will never be a substitute for the face of someone who with their soul encourages another person to be brave and true.*

*Charles Dickens*

# Communication (I)

Whether in the same office or several miles apart in remote locations, communication is the key to having a successful team.



# Stay in the Loop

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One of the challenges faced by teleworkers, is the inability to be in the same location as other coworkers or managers.

# Use the Correct Medium

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Team members can quickly exchange questions and answers without much interruption to their work.





# Be Clear and to the Point

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Jot notes to follow

Be clear about what you want or need

State your point from the beginning

# Virtual Communication Can Be Impersonal

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There are so many ways to communicate without actually having to be in front of the person.



# Practical Illustration



- Stay in the Loop
- Use the Correct Medium
- Be Clear and to the Point
- Virtual Communication Can Be Impersonal

# Module Nine: Review Questions

1. Staying in the loop of the virtual team can be difficult because:

A. Employees don't usually like each other

B. Communication can be too hard

C. Managers don't do enough to help

D. Employees are in many different locations

# Module Nine: Review Questions

2. One method of staying in the loop is to:

A. Send letters or emails

B. Hold individual meetings

C. Have regular group meetings

D. Create an office newsletter

# Module Nine: Review Questions

3. One tool to use for formal communication is:

A. An email

B. A group meeting

C. A fax message

D. A telephone call

# Module Nine: Review Questions

4. One tool to use for informal communication is what?

A. An email

B. A board meeting

C. A phone call

D. An employee evaluation

# Module Nine: Review Questions

5. When communicating with teammates, it is important to:

A. Clearly state your point

B. Give lots of hints

C. Compliment them

D. Use small words

# Module Nine: Review Questions

6. As a manager, when communicating with your teleworker team, it is important to:

A. Contact employees by phone

B. Follow up to ensure comprehension

C. Speak in small sentences

D. Talk with an accent

# Module Nine: Review Questions

7. Virtual communication can seem impersonal because:

A. The emoticons

B. People can use different methods

C. People do not have to see each other

D. The length of electronic conversations

# Module Nine: Review Questions

8. Virtual communication has a lack of

\_\_\_\_\_.

A. Fonts

B. Methods available

C. Clipart

D. Body language

# Module Nine: Review Questions

9. The medium in which people communicate depends on whether the information is considered \_\_\_\_\_.

A. Informal

B. Formal

C. A and B

D. Neither A nor B

# Module Nine: Review Questions

10. Although convenient, virtual communication tends to be \_\_\_\_\_.

A. Counterproductive

B. Impersonal

C. Too personal

D. Neglected



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*Communication— the human connection— is the key to personal and career success.*

*Paul J. Meyer*

# Communication (II)

When we want to reach out to our teammates, it is important to determine how we do it and how we can get the results we need.

# Open and Frequent Communication

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- Provide the best time and ways to reach you
- Send an email periodically to allow everyone to respond at their convenience



# Share Your Information

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Timid people may not function well on a team of teleworkers.





# Have a Collaborative Attitude

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Although team members generally have to work individually on many projects or assignments, the key to bringing things together is collaboration.

# Setting Expectations with Family and Friends

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- Establish home and work guidelines with friends and family
- Explain the need for structure in the office, even if it is at home



# Practical Illustration



- Open and Frequent Communication
- Share Your Information
- Have a Collaborative Attitude
- Setting Expectations with Family and Friends

# Module Ten: Review Questions

1. What is one way to have frequent communication with employees?

A. Send a mass text to the team

B. Make regular phone calls

C. Send an email every now and then

D. Call employees randomly

# Module Ten: Review Questions

2. Why is it important to stay in open communication with employees?

A. To keep an eye on their behavior

B. It lets them know you are always around

C. To show support for each other

D. It gives you something to do

# Module Ten: Review Questions

3. When teammates share information with each other, they:

A. Feel annoyed with each other

B. Feel bored with each other

C. Feel more like family

D. Feel smothered by teammates

# Module Ten: Review Questions

4. How can teleworkers build social skills within their team?

A. Share ideas

B. Send more emails

C. Share demographic sheets about each other

D. Talk on the phone with teammates

# Module Ten: Review Questions

5. Collaboration between team members encourages what?

A. Hostility

B. Frustration

C. Tardiness

D. Communication

# Module Ten: Review Questions

6. Although teleworkers often work very far apart, collaboration helps \_\_\_\_\_.

A. Bring them together

B. Keep them apart

C. Work independently

D. Transfer offices

# Module Ten: Review Questions

7. One guideline to establish with family and friends about the home office is what?

A. They must have an appointment to come in

B. Not entering the office during work hours

C. They cannot bring food into the office

D. They should not knock before entering

# Module Ten: Review Questions

8. Setting expectations for friends and family adds what?

A. Anger

B. Chaos

C. Structure

D. Harmony

# Module Ten: Review Questions

9. How can virtual team members stay in contact?

A. Send emails

B. Provide schedule

C. Lots of phone calls

D. All of the above

# Module Ten: Review Questions

10. How can family and friends support your at-home work efforts?

A. Respecting your ground rules

B. Understanding you need for structure

C. A and B

D. Neither A nor B



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*Accept the challenges so that you may feel the exhilaration of victory.*

*General George Patton*

# Additional Challenges

The key is to help employees be prepared for anything and give them the resources they need when they do have a problem.

# Building Trust and Rapport

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Be open and honest with your colleagues



Offer advice and insight



Listen to questions and other opinions

# Feeling Isolated

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Ask them how they are feeling in their work and if they are having any problems.





# Always in the Office

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Try to designate a place at home or nearby where you can go to get away from the office when you take a break or need to get away.

# Lack of or Less Feedback

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- Ask your manager to make a schedule of when to deliver feedback
- Prepare feedback in advance and have it ready before the scheduled time



# Practical Illustration



- Building Trust and Rapport
- Feeling Isolated
- Always in the Office
- Lack of or Less Feedback

# Module Eleven: Review Questions

1. When employees know they can trust each other, they do what?

A. Act like a team

B. Work by themselves

C. Carry on as normal

D. Go out to eat together

# Module Eleven: Review Questions

2. Which of the following is a way teammates can build trust with one another?

A. Buy lunch for everyone

B. Play trust games

C. Offer advice and opinions

D. Talk online more often

# Module Eleven: Review Questions

3. Teleworkers can feel isolated from the group because of what?

A. The large group of people

B. The separate offices

C. Their lack of talent

D. The lack of management

# Module Eleven: Review Questions

4. What is one way a manager can help prevent the feeling of isolation in teleworkers?

A. Email them once in a while

B. Fill them in on meetings they may have missed

C. Transfer them to a new office

D. Include them in more group activities

# Module Eleven: Review Questions

5. Teleworkers can feel as though they are always in the office because:

A. They love their job

B. They work where they live

C. They have to work weekends

D. They work on holidays

# Module Eleven: Review Questions

6. Which is a way teleworkers can feel a separation between work and home?

A. Use two different computers

B. Sleep in a separate house

C. Take breaks and lunches away from the home

D. Move the office somewhere else

# Module Eleven: Review Questions

7. If the manager delivers a lack of feedback, the employee can begin to feel what?

A. Hopeful

B. Proud

C. Bored

D. Unconfident

# Module Eleven: Review Questions

8. What is one way a manager can ensure timely feedback to the employee?

A. Prepare feedback ahead of time

B. Deliver feedback once a year

C. Keep the feedback short

D. Type it up in an email

# Module Eleven: Review Questions

9. Trust is a key component in personal relationships only.

A. True

B. False

# Module Eleven: Review Questions

10. Where should you take designated breaks?

A. Outside the office

B. Inside the home

C. A and B

D. Neither A nor B

# Wrapping Up

Although this workshop is coming to a close, we hope that your journey to improve your Telework and Telecommuting skills is just beginning.



## Words From the Wise

*The nice thing about teamwork is that you always have someone on your side.*

**- Margaret Carty**

*Teamwork is the ability to work together toward a common vision - the ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.*

**- Anonymous**

*Coming together is a beginning. Keeping together is progress. Working together is a success.*

**- Henry Ford**

*The way a team plays as a whole determines its success. You may have the greatest bunch of individual stars in the world, but if they don't play together, the club won't be worth a dime.*

**- Babe Ruth**