

# What You Get & How It Works



Each Classroom title includes an Instructor's Guide, Participant's Guide, and PowerPoint Presentation.



All RTL files are formatted in MS Word and PowerPoint, making them fully customizable.

Available as digital downloads or loaded onto a USB drive, the RTL is always at your fingertips, but never weighs you down.



*Managing Offsite Employees*

### 3.2 Helping Offsite Employees Stay on Target

**Individual Activity: Dealing with Underperformance**

**Instructions:** Read the scenario, then write down your answers to the questions that follow.

**Scenario:** Before her vacation, Ilena sent all her offsite employees an email saying that she would be away for two weeks without access to email or phone. "Just carry on," she said briefly in her closing. She also sent an email to Jason, one of her employees who had recently transitioned to working offsite, reminding him to pay more attention to deadlines.

When she returned, she found that Jason had spent the time she was away working on a low-priority project instead of preparing the report she needed to submit in only a few days. She also discovered that he had not logged on for the team's bi-weekly meeting or responded to two team members' requests for information. When she tried to call him, she got his voicemail, and the same thing happened when she tried again an hour later, even though it was in the middle of his workday.

"I thought you were going to have that report ready for me today," Ilena said when she finally reached Jason.

"Sorry," he said. "I got stuck with the Barkham study."

"Why didn't you let me know you were still working on that? We won't need that for months," she said. "And why didn't you attend the team meeting last week?" she asked.

"I had something else to do," Jason said. "They don't need me, anyway."

Ilena was furious, and she was disappointed. Often he was working onsite. Jason had been one of her most responsible employees, a self-starter who could always be counted on to do what he was tasked with doing and to finish his work on time.

- What could be causing Jason's underperformance?
- What might Ilena have done to prevent this situation?
- What should she do now to help Jason bring his performance up to standard?

(continued on the next page)

26

**Instructor Notes**

15 minutes

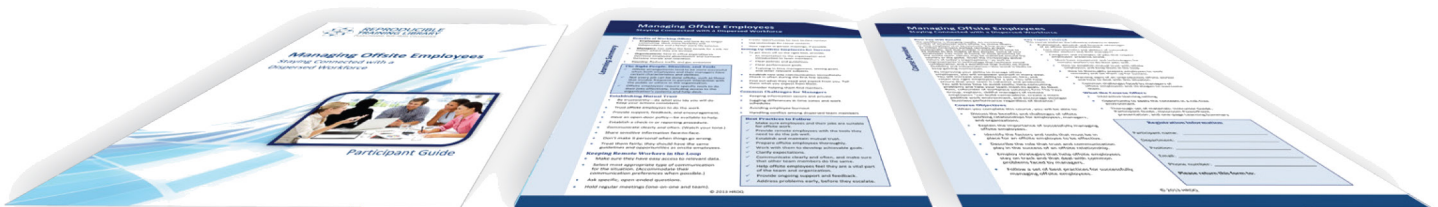
"Sometimes employees who are excellent workers onsite may not perform at the same level when working offsite. Have a look at a specific scenario to see a discussion on how to keep remote employees on track."

Activity: Review the instructions. Allow participants 5 minutes to read the scenario and respond individually. Debrief by asking participants to share their answers with the class. Write key points on a flip chart.

Visual presentations in Microsoft PowerPoint format are included with every title.

Facilitator Support guides you through each program, giving you everything you need for successful training.

Research-based content and experiential learning activities make training better.



Each title is a one-time purchase - print as many Participant Guides as you need, as often as you need.

Participant Guides are great takeaways, complete with action planning, and a valuable resource for continued learning.

Course Overviews and Learning Summaries help generate interest and buy-in.