

## Designing and Managing Remote Operations *Maximizing Global Success*

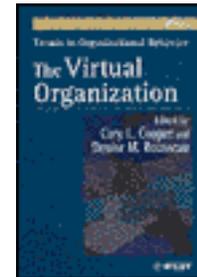
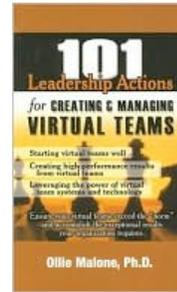
*As the economy globalizes, competition requires companies to become more efficient and effective in a boundaryless manner. The remote individual and manager of remote operations needs new skill sets and tool kits to be successful. Technology tools may help to mitigate time and distance but have limited effectiveness used absent of other methods. Project task design, communication strategies, problem solving methods, organizational design, tracking and evaluation of remote activities, and working across functional boundaries are necessary in a virtual environment.*

*Through hands-on development, skill building exercises, group discussions, real life case studies, and reviews of best-in-class success stories participants learn how to design, work within and manage remote operations using a variety of tools, methods and approaches.*

**Who Should Attend:** The course is for any individual who works remotely or manages remote operations and individuals.

**Course Length:** 3 days

**Student Materials:** *Maximizing Global Success Participant Guide*, 300 pages



### **Benefits**

- Knowledge of benefits and drawbacks of various models of virtual offices
- Application of key operational and organizational design principles to create an optimal business operation
- Design and best practice usage of technology tools
- Decide when to work in a virtual mode and when face-to-face interaction is needed
- Select the right tools, methods and operational design to meet specific business goals, requirements and to solve specific problems
- Develop and maintain critical interpersonal relationships in geographically dispersed work groups by applying key principles of human engagement
- Use of best-in-class industry techniques to maximize operational effectiveness and efficiency
- Use of tools and methods including technology tools to optimize work in a virtual environment
- Physical design guidelines for the facility design of virtual offices

## Maximizing Global Success (cont'd)

### *What You Will Learn*

- Understand how remote operations differ from traditional co-location model and what the implications are for the organization and the individuals who work within it
- Recognize signs and symptoms of poorly designed remote operations
- Analyze and design project tasks and operational dependencies that support the overall organizational design
- Build project and task plans to maximize operational efficiency and effectiveness
- Build work methods within work groups and across functional boundaries based on an understanding of interpersonal dependencies
- Identify employee competency requirements necessary to be successful in a geographically dispersed or virtual work environment
- Track project work across virtual environments
- Design and use evaluation tools to assess operational efficiency and effectiveness
- Use communication techniques to transfer information, give direction, influence, and/or build relationships
- Apply influence and decision making methods to optimize business effectiveness