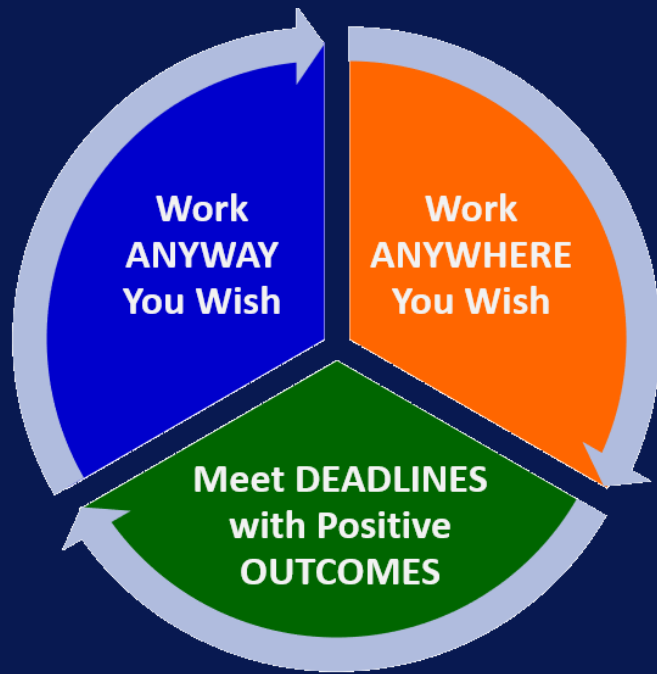


# Outcomes, Resilience, and Responsiveness: Corporate Telework Outcomes Culture — Workforce 2021



**Who are you Responsive to?**

- ◆ Responsive to Customers/Clients?
- ◆ Responsive to Coworkers? Leadership?
- ◆ Responsive to Inquiries and Requests?

❖ **Responsive to Everyone!**

**Telework Responsiveness**

- ◆ Expectation — Everyone is Responsive.
- ◆ Responsiveness — Saves Time.

**Benefits of Corporate Telework Outcomes Culture:**

- ◆ Team Members Take Greater Ownership
  - ◆ Productivity Increases Incredibly
- ◆ Individuals and Teams Are Much Happier
  - ◆ Customer Service Is Better
- ◆ Work / Life Balance Becomes a Reality

**Recruiting**

- ◆ Recruiting Becomes Remarkably Easy
- ◆ No Shortage of Qualified Candidates

**Stages: Corporate Telework Outcomes Culture**



**What is Responsiveness?**

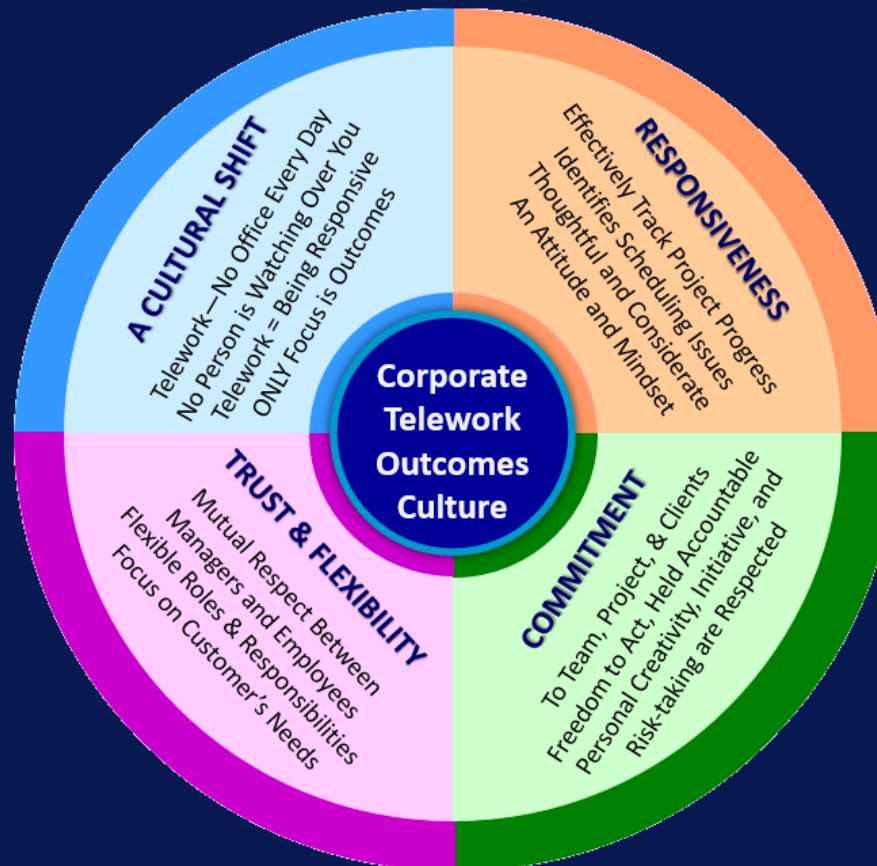
- ◆ Returning Emails, Texts, Calls, Promptly.
- ◆ Professional, Respectful, Courteous, & Qualified.
- ◆ Earnest Responsiveness — Establishes Trust.

**Responsiveness Culture**

- ◆ Be Ready and Available to Help when Needed.
  - ◆ Respectful, Mature, and Professional.
- ◆ To Thrive, Teleworkers Need Proper Support.

**Responsiveness is a two-way street:**

- ◆ Employees — Responsive to their Teams.
- ◆ Management — Responsive to Employees.



# TELEWORK Questions

**In your opinion, as an EMPLOYEE, which do you think is the most POSITIVE aspect of a Corporate Telework Outcomes Culture?**

1. Employees set their own schedules, where they work, and when they work
2. Increased productivity
3. Less business travel
4. Performance is solely based on outcomes
5. Work-life balance

**In your opinion, as an EMPLOYER, which is the best advantage of a Corporate Telework Outcomes Culture?**

1. Clarification of goals, objectives, and performance
2. Employee satisfaction
3. Less business travel expense
4. Recruitment of new employees is easy
5. Savings on infrastructure

# Questions?



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