

Overcoming Objections

Identify Objections	Fact Finding/Cause	Action Plan
<p>Performance and how do we know they are working</p>	<ul style="list-style-type: none"> • What do they do now at work? • How is productivity measured? • May have an unproductive employee at work that have not dealt with. • Few measurement tools at work. • No current goals/objectives. 	<ul style="list-style-type: none"> • Formal training for supervisors, set up guidelines, get info to supervisors. • Short-term contract for deliverables. • Work into one day of telework and then expand.
<p>How do you keep employees in touch with office?</p>	<ul style="list-style-type: none"> • Not as much technology at home. • Some positions just can't telework. 	<ul style="list-style-type: none"> • Ask teleworkers to check in frequently. • Set guidelines for communication. • Allow part time telework. • Select core hours.
<p>Costs and Savings</p>	<ul style="list-style-type: none"> • Can't justify costs. 	<ul style="list-style-type: none"> • Use web calculators. • Implement a part time program and allow teleworkers to use own equipment.
<p>Measuring productivity</p>	<ul style="list-style-type: none"> • Not understanding employees job. • Lack of trust of employee. • Few measurement tools. • No current goals/objectives so would have to develop them. 	<ul style="list-style-type: none"> • Management by objectives. • Train managers and employees.
<p>Managing employees remotely</p>	<ul style="list-style-type: none"> • Can't see employees. 	<ul style="list-style-type: none"> • Develop communication guidelines.
<p>Document sharing</p>	<ul style="list-style-type: none"> • Need to be shared among employees; some employees can't telecommute. • Some positions just can't telework. • Large visual documents – plans. • Confidentiality. 	<ul style="list-style-type: none"> • Define work to be done. • Not telework 100% of time. • Some work needs to be done in office. • Use e-mail, phone. • Bring teams together often.

<p>Worker's compensation issues</p>	<ul style="list-style-type: none"> • Costly to make telework site safe. • Liability is perceived as employers'. • No control of environment outside of office. 	<ul style="list-style-type: none"> • Worker's comp is applied to specific work area in employee's home. • Inspections by employers with upfront notification. • Self-evaluation list for safety. • Keep lawyers in the loop of agreement.
<p>Equity among employees and selection</p>	<ul style="list-style-type: none"> • Animosity among staff. • Not for small organizations. 	<ul style="list-style-type: none"> • Offer flex schedules and CWW. • Telework is not for every employee and a management prerogative.
<p>Coverage – too small to telework</p>	<ul style="list-style-type: none"> • Creation of "haves" and "have nots." 	<ul style="list-style-type: none"> • Set up job expectations. • Set up a trail period for 90 days – pull back with no penalty. • Increased job cross-training.
<p>Employee perception of selection can be negative</p>	<ul style="list-style-type: none"> • Get with IT on what you can and can't do and cost. 	<ul style="list-style-type: none"> • Set up an application system; criteria for selection. • Meet with IT and set up a plan. • Start with part-time. • Employees cover connectivity costs. • Employees provide equipment.
<p>Technology issues</p>	<ul style="list-style-type: none"> • Accessible via e-mail and phone and let others know. 	<ul style="list-style-type: none"> • Let other staff know how to reach you when teleworking in a way most effective for your company.
<p>Communication and keeping in touch</p>	<ul style="list-style-type: none"> • Find out oppositions. 	<ul style="list-style-type: none"> • Take reasons and put together a plan and answer objections; play to manager's priorities – hot buttons; start small – ease your way into it.
<p>Managers walk away when approached about telework</p>		