

Empowering the mobile worker

GIVE YOUR EMPLOYEES WHAT THEY NEED TO COLLABORATE WHEREVER, WHENEVER.

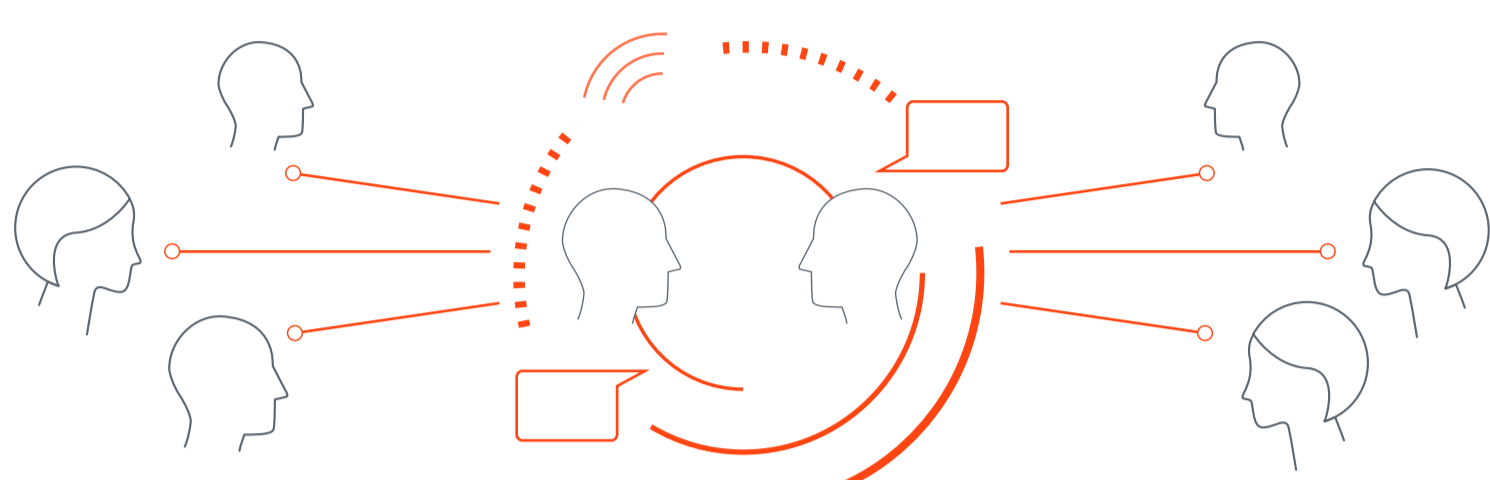
In today's global "always-on" economy, there is no down time.



For the functional/line of business manager of a competitive enterprise, managing a mobile workforce can create challenges. How can you effectively monitor and mentor people you can't see? What tools do they need to carry out their day-to-day tasks? How can you facilitate collaboration?

Here are some strategies to help.

Maintain a team culture



With infrequent face-to-face encounters with their in-office colleagues, it's not surprising that mobile workers may feel, well, remote.

THE TOP THREE CAREER CHALLENGES THAT MOBILE WORKERS FACE ARE:

37%

of mobile workers have difficulty building relationships with in-office colleagues

30%

feel they are missing impromptu opportunities for collaboration

25%

worry about lack of visibility to upper management



As a manager, you can help by coordinating regular, quick check-ins among team members. Collaboration applications that also include video, like Skype for Business or Jabber, may not be literally face to face, but they are the next best thing.



Because you can't oversee their daily activities, it's essential to set performance-based goals for mobile workers, complete with measurable targets and deadlines. Check in regularly, one on one via face-to-face meetings or video, to see how they're progressing and offer advice if they're not on track to delivering on time.

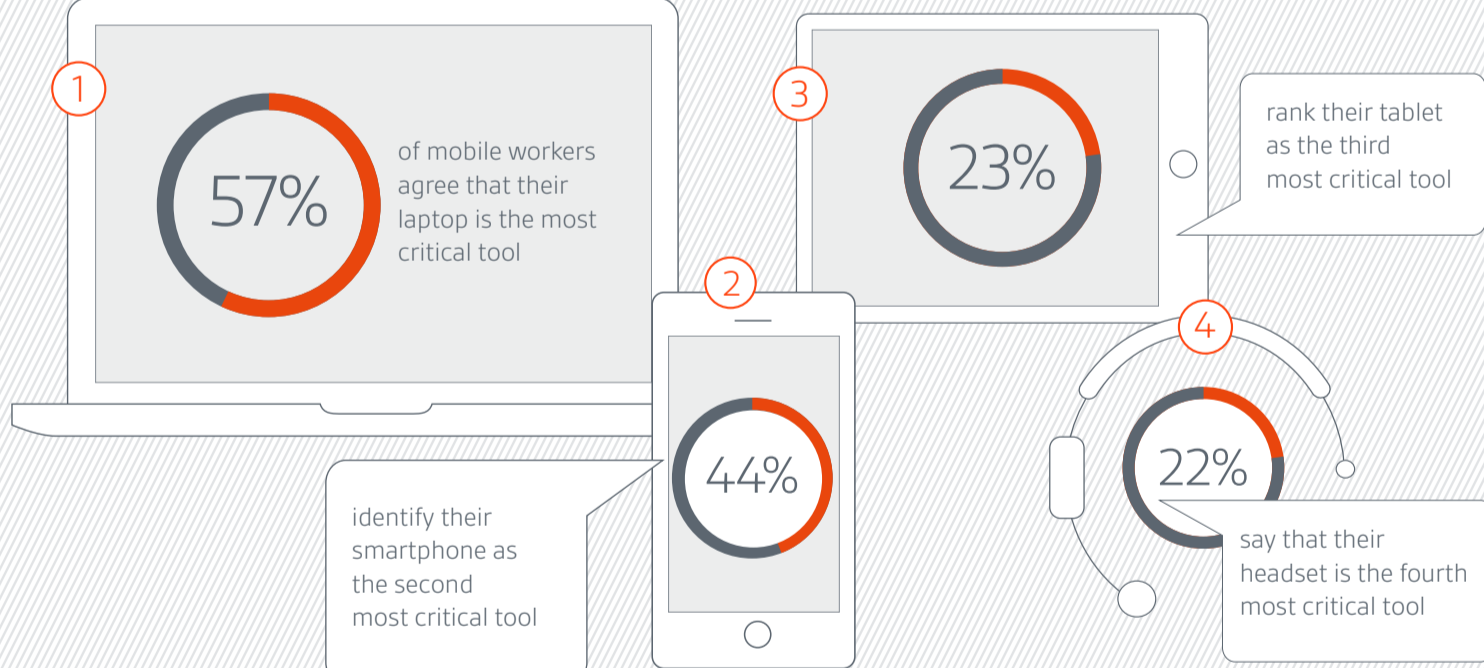


In addition to project-based conversations, ask your employees how they're doing: Do they have the technology that they need? Are they encountering any difficulties in reaching certain people?

Equip mobile workers for successful collaboration

Ensure that all employees have essential communication tools. Messaging apps (IM, SMS, WhatsApp) are a prime example, with 90% of mobile workers relying on them regularly. Remember that your in-office workers also need equipment that makes them reachable even when they're not at their desk.

CRITICAL COMMUNICATION TOOLS



MOST IMPORTANT APPS

95%

of mobile workers feel that work apps, such as email, calendar, and CRM, are essential

90%

rely on messaging apps, such as IM, SMS, Slack, Skype, WhatsApp, WeChat

72%

regularly use collaboration apps, including Jabber, Skype for Business, Webex

71%

find Evernote, OneNote, Dropbox, Box, and other organizational apps are indispensable

Provide education and support

Not all companies are doing as much as they could to set up their mobile workers for success:

32%

of mobile workers receive no guidance from their company on how to optimize mobile working

24%

feel they don't get the same level of IT support as in-office workers

50%

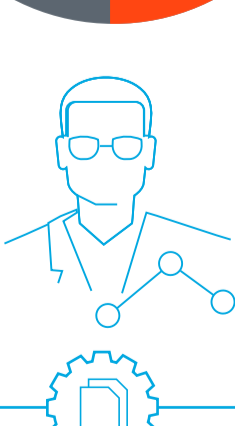
contact IT for support once a week or more



One of the best ways to empower your mobile workforce is with education and training. They need to have the right technology and also know how to get the most from it.



Your IT department plays a lead role in this respect. IT needs to know which workers are remote and what technologies they have.



IT should establish protocols on how mobile workers can get support when they are facing an issue.

