



Roadmap for WFH Success

Are You Ready for Remote Work?

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Faculty & Workshop/Course Info



Tim Corcoran

IT and operations executive with extensive experience in large companies including IBM, ADP, Accenture, Bank of America, ProBusiness and others. Managed organizations of 300+ team members and budget responsibilities over \$75,000,000. Led operations and IT organizations building and directing start up services and solutions in Business Processing Outsourcing (BPO) and shared service solutions globally; multi-service, multi-location, multi-platform. Expertise includes strong management and P&L delivery combined with integrated business, systems and project management skills and capabilities to deliver multi-million-dollar revenue and profit growth within highly competitive markets. Primary focus on the delivery and transformation of a full range of HR and financial services including, but not limited to:

- Payroll
- Benefits
- Compensation
- Time Management
- Data Management and analytics
- Document-management and retention
- Compliance
- Client service
- Data Privacy and Security

Excellent background in the development, implementation and management of contingency planning and disaster recovery.





Bobbe Baggio, PhD

Since 2002, Bobbe has been CEO of Advantage Learning Technologies, Inc. a company that provides programs, products and research for workplace learning. She believes that technologies are here to help everyone and to enhance human performance. She was Associate Provost of the School of Adult and Graduate Education (SAGE) at Cedar Crest College in Allentown, PA. Her area of expertise is the integration of technologies to enhance human performance including adult and workplace learning. She was the Associate Dean of Graduate Programs and Online Learning at American University in Washington, D.C. and was previously Program Director of the MS program in Instructional Technology Management at La Salle University in Philadelphia, PA.

Bobbe is the author of six books, an engaging public speaker, strategic advisor and educator in the field of instructional technologies and learning. She is a consultant in learning and talent development for a global and virtually connected workforce. Her expertise draws upon her experience as a Fortune 100 IT manager, 20 years of consulting experience, and her doctoral studies in instructional design for online learning. Examples of clients include The Federal Reserve Bank, Pfizer, Novartis, Johnson & Johnson, University of Pennsylvania, DOD, PASSHE, Merck, BMS, KPMG, Siemens, Ticketmaster, IMG, Tyco Engineering, Fisher, Christiana Care Health System, Cisco and Adobe.





Nov Omana - HRIP

Nov Omana, as CEO/Founder of Collective HR Solutions, Inc., provides HR Technology, Human Resources programs, and Business consulting, using innovative technology to solve business needs, and partnering with other small businesses with specialty skills in Human Resources and technology to create a deep knowledge community of services. Collective HR Solutions has delivered successful engagements, since 2004, around:

- Business Requirements generation
- Vendor evaluation and selection
- Data Management policies, data integrity, and processes
- Business Process re-engineering for efficiencies and productivity
- Merger or consolidation of vendor systems
- Technical infrastructure strategy and design
- Partner programs with vendors
- HR Technology arena for over 40 years
- Structuring their HR technology strategy and systems
- Known for his thought leadership and understanding of combining and leveraging technology
- Strong knowledge of the vendor community surrounding HR technology
- Reputation for “connecting the dots” between technologies to create new solutions and solve business problems
- Frequent keynote presenter, moderator, or contributor for HR associations’ presentations, conferences and webinars
- Often sought by media for opinions on the industry in general and for insight on technology trends



Competencies, Outcomes, Guidelines and Expectations

This course consists of three modules: Infrastructure, Jobs and People, Compliance. It will use a blended approach and consist of asynchronous discussions, synchronous meetings and independent work. The course focuses how working from home impacts the technology, people and processes in the remote environment, organizational or central workplace and the network that connects them. It includes creating assessments of where the organization is currently and where the organization needs to be for workplace success. This is not a self-study course and requires online collaboration in both synchronous and asynchronous platform.

Course goal: Assess your current remote workplace environment and recommend areas of improvement for the future.

Course Competencies:

1. Conduct an audit to determine needs in the personal, organizational and network infrastructure.
2. Evaluate job roles, expectations and communication and clearly define expected results.
3. Analyze areas of compliance impacting your organization and measure success in the remote workplace.

Outcomes (Knowledge, Skills and Attitudes)

Module 1: Infrastructure

At the end of this module the learner will be able to: Evaluate job roles, expectations and interpret the requirements of the job, technology options, and clearly define results.

Knowledge:

- Describe options to remote configuration(s) and ways that company's current configurations can be used to provide the new remote roles while meeting company and compliance requirements.
- Recognize any areas that are unclear and/or uncomfortable.
- Identify ways to modify technology to improve employee performance in the remote workplace.

Skills:

- Create a weekly technology process transaction flow defining touch points and technological transition points specific to job roles and functions.
- Create a plan for auditing and updating technology at all control points creating a Hardware/Software/Network inventory control process and document.



- Establish/update a service model that can be used to maintain a high-performance technical infrastructure that meets company remote processing business needs.

Module 2: People and Jobs

At the end of this module the learner will be able to: Evaluate job roles, expectations and communication and clearly define expected results.

Knowledge:

- Describe your remote working schedule and ways that you currently do your job.
- Recognize any areas that are unclear and/or uncomfortable.
- Identify ways to improve your performance in the remote workplace.

Skills:

- Create a weekly communication chart for your connections in the virtual workplace.
- Create a plan for on boarding a new employee to do your job remotely.
- Discover ways that you can give and get feedback, daily, weekly, monthly on your performance in the remote workplace.

Module 3: Compliance

At the end of this module the learner will be able to: Evaluate the strategic direction of a remote workforce, ensuring that the organization has the appropriate compliance in place for organizational norms and polices, industry wide and government norms and legal mandates.

Knowledge:

- Describe the internal, industry and government areas of compliance that impact the business.

Skills:

- Develop an approach to audit compliance in the remote workplace.
- Create a systematic approach to examine compliance of the workforce and organizational practices at all mandated levels.
- Purpose an approach for training employees on compliance awareness.

Modules 1, 2, 3:

Attitudes:

- Appreciate the differences in the remote work environment and the impact that has on your performance and the performance of others.

