

TELEWORK IN GOVERNMENT

Meeting Telework Requirements
While Unleashing Employee Productivity,
Cutting Costs And Adding Value

November 6 - 9, 2012 • Washington, DC

KEY TAKE AWAYS

Beyond meeting the requirements for telework in government, it also is playing a vital role in helping agencies address a variety of cost cutting measures and taking a new approach to performance measurement. Attend this training to discover actionable tools and breakthrough strategies to help you leverage the power of telework to unleash employee productivity, cut costs and add value, including:

- **Evaluating** your pilot program's successes and the next steps in implementing an agency-wide program
- **Building** your case for telework and constructing a team of decision-makers for ongoing development and evaluation of telework programs
- **Enhancing** access to virtual collaboration and a distributed work environment
- **Training** employees on collaborative tools and secure technology solutions that support telework
- **Meeting** the Federal telework law requirements
- **Aligning** agency telework programs with agency business and mission objectives
- **Defining** eligibility criteria and performance measurement standards that fit your operations
- **Fostering** collaboration and open communications among teleworkers, peers and managers
- **Setting** realistic expectations and defining roles and responsibilities of teleworkers when contingency situations arise
- **Determining** how to implement objective program measurements
- **Establishing** employee and manager responsibilities for Continuity of Operations Planning (COOP) scenarios
- **Leveraging** technology for maximum telework program effectiveness
- **Finding** the best practices in tracking telework programs performance and ROI
- **Identifying** potential roadblocks in a telework implementation and steps to resolve these issues
- **Driving** collaboration and communication with all employees, regardless of their telework situation

SUPPORTING ORGANIZATIONS



Your Government Training
Partner Since 1997

SPEAKING ORGANIZATIONS:

Hear from these leading agency representatives and experts how to transform the role of telework in government to one that unleashes employee productivity, cuts costs and adds value, with practical lessons learned from:

**U.S. Merit Systems
Protection Board**

Federal Aviation Administration

**Treasury Inspector General
for Tax Administration**

U.S. Department of the Interior

**U.S. Department
of Homeland Security**

U.S. Patent & Trademark Office

**U.S. Department
of Veterans Affairs**

U.S. Department of Defense

**Bureau of Engraving and Printing,
U.S. Department of the Treasury**

Deloitte

U. S. Department of Commerce

**Federal Deposit
Insurance Corporation**

Cisco

Booz Allen Hamilton

Life Meets Work

QED Consulting

Presented by the
Advanced Learning Institute

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Telework In Government - November 6-9, 2012

WHO WILL ATTEND:

This training has been researched with and designed for FEDERAL, STATE AND LOCAL Government Executives, Managers, Directors, Analysts, Leaders, Officers, Administrators, Specialists, Advisors, Coordinators, Staff & Consultants involved in:

Human Resources

Talent Management

Human Capital

Recruitment

Strategic Planning

Workforce Development and Planning

Career Development

Diversity and Inclusion

Retention

Training and Development

Knowledge Management

Employee Performance

Benefits and Compensation

Manpower

Personnel

Employee Engagement

Succession Planning

And all those tasked to use the telework requirements to unleash employee productivity, cut costs and add value.

WHY IS THIS EVENT ONE YOU CAN'T MISS?

Several agencies are making dramatic strides in developing approaches and systems that work for them in their telework management efforts. The periodic sharing of these experiences and "best practices" is an important element in this human capital evolution. That is why this forum, presented by the Advanced Learning Institute, is such a valuable opportunity to hear perspectives and share experiences of other professionals engaged in the "journey."

BENEFITS OF ATTENDING THIS CRITICAL TRAINING

This training is a must-attend event for all those who are committed to using telework to unleash employee productivity, cut cost and add value.

You'll benefit from:

- **19 innovative speakers** at at your disposal to share their strategies and experiences in using telework that are already proven to work
- **Over 24 hours of intense, interactive learning** - we guarantee you will recoup your money spent by implementing just a few of the strategies shared during the training
- **Networking lunches** that give you the opportunity to brainstorm and benchmark solutions with your fellow attendees
- **Unique and interactive optional workshop sessions** that will enable you to practice and apply your skills in peer groups -- you will walk away with new strategies and tactics that you can begin to implement in your own organization
- **An abundance of networking opportunities** -- be sure to bring plenty of business cards as you will make many new contacts
- **A comprehensive overview of telework innovations from leading practitioners** like the **U.S. Department of Homeland Security, U.S. Department of the Interior, U.S. Patent and Trademark Office** and many more
- **Acquiring new knowledge** to help transform your communications and impact your organization's bottom line
- **Participating in instructional sessions** that will share real-world examples, tactics and lessons learned in leading telework initiatives that will ground you in advancing your own strategy
- **The opportunity to learn** how to use new telework strategies to revolutionize your employee performance, in a hands-on environment
- **A complimentary packet of research materials** that will serve as a helpful resource long after you have attended this training
- **A formal Certificate of Completion** which documents your training achievement and commitment to continuing professional development
- **Access to the training wiki** – you'll have the opportunity to collaborate and keep in touch with your colleagues after the event using this social media communication tool

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Telework In Government - November 6-9, 2012



**Dear Federal, State and Local Government
HR Professionals:**

Today's government leaders need to address two important challenges. They need to address a budget crisis that requires them to find opportunities to reduce costs without sacrificing the mission. At the same time, they need to address the changing demographics of the government workforce, where an upcoming flood of retirements and the entry of a younger generation of workers are challenging our ideas about when, where, and how work is done. **It's clear that the time has come to consider what the 21st century workplace will be, and to identify what roles telework, alternative work schedules, and innovative work arrangements will play in that world.**

The good news is that many organizations are already experimenting with innovative approaches to addressing the challenges we face. They are creating answers to such questions as: How do I define the right approach to workplace flexibility for my organization's culture, mission, and workforce? What type of policies do I need to govern these new flexibilities? How do I give managers and staff the skills they need to ensure that staff performance will not be compromised in a more flexible work environment? And how do I create a convincing business case that proves to senior leadership that changing our vision of the workplace will benefit the entire organization?

How Will This Conference Help You and Your Organization?

Join us at the **Telework in Government Training on November 6-9, 2012 in Washington, DC**, where we will provide you with insight into the tools and techniques that organizations are using to build new, more flexible work environments for their employees. You will learn first-hand from experienced government leaders how they have met the challenges of defining their vision of a "workplace of the future," and how you, too, can successfully implement this vision. Specifically, you will hear how the:

- **Federal Aviation Administration** built an effective telework program while reducing costs and improving work/life balance
- **U.S. Department of Veterans Affairs** overcame the challenge of changing their agency's culture to embrace telework
- **Federal Housing Finance Agency** was able to measure performance both on and offsite
- **U.S. Department of the Interior** implemented their telework program department-wide

Register today online or call the training hotline at 888-362-7400 to attend A.L.I.'s training on "Telework in Government," this November in Washington, DC. This is your opportunity to hear from leading organizations that have implemented innovative strategies to create a 21st century workplace – unleashing employee productivity, cutting cost, adding value and meeting the needs of today's workforce.

I look forward to seeing you at this information-packed event!

Sincerely,

Naomi Leventhal, Ph.D., Director, Federal Human Capital

DELOITTE CONSULTING

P.S. Make your investment pay off even more by bringing a team! Register 3 people and get the 4th for FREE!
For more information, go to www.aliconferences.com or call (773) 695-9400.

Add to the dialogue! Using #ALITelework, tweet your questions and comments to Angie, the training producer, prior to the training @Angie_ALI

"I want us to ask ourselves every day, how are we using technology to make a real difference in people's lives." —President Barack Obama

"Improving the technology our government uses isn't about having the fanciest bells and whistles on our website -- it's about how we use the American people's hard-earned tax dollars to make government work better for them." —President Barack Obama

A LETTER FROM THE TRAINING CHAIRPERSON

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Telework In Government - November 6-9, 2012

Tuesday, November 6, 2012

Jump-start your training experience by attending these interactive and practical workshops. These information-packed sessions are a great opportunity to network with fellow attendees while taking a hands-on, common-sense approach to mastering telework strategies that will enhance your understanding of the informative, case study presentations throughout the entire training.

.... Choose ALL FOUR Workshops for Maximum Value and Learning

8:30 a.m. to 11:30 a.m. – PRE-TRAINING MORNING WORKSHOP A

Registration and continental breakfast will begin at 8:00 a.m. for the morning workshop attendees.

A New Paradigm For Today's Work Environment: Breaking The Barriers To Successful Teleworking

The Telework Enhancement Act of 2010 established telework as integral to the way federal agencies are managed. However, laws, plans, and policies are only a part of implementing a successful telework program. In order to realize the full potential of telework, both managers AND employees must embrace the idea that work is what you do, not where you do it. Teleworking should not be treated as an experiment, an exception to the rule, or a fad but rather as the new "normal" for working. Helping the reluctant manager or skeptical employee overcome barriers to thriving in a dispersed work environment is critical for success.

From this interactive workshop, you will walk away with:

- Understanding the fundamentals for telework program success through an integrated approach
- Best practices to overcome barriers to the implementation of telework
 - Dealing with resistance by managers – and employees
 - Measuring performance
 - Driving collaboration and communication
- Tips for Maximizing Success

WORKSHOP LEADER: Dr. Ron Sanders is the Senior Executive Adviser at Booz Allen Hamilton. Retiring in 2010 after 37 years of Federal service (20 as a senior executive) he helps Federal agencies deal with human capital, learning, and organizational transformation challenges.

11:30 a.m. to 12:30 p.m. – Afternoon break/lunch on your own.

12:30 p.m. to 3:30 p.m. – PRE-TRAINING AFTERNOON WORKSHOP B

Refreshments will be provided during this session.

How To Build The Business Case For Telework In Your Agency: Increasing Employee Engagement, Reducing Costs And Achieving Results

While there are many reasons to implement telework programs and move to a more flexible work environment, much of the current interest is driven by the budget crisis and the desire to reduce costs. Federal leaders want to know how these programs can contribute to cost reduction – and what costs are associated with implementing them. A sound business case can show organizational leadership that these programs will not only contribute to a more engaged workforce, but will also reduce non-value-added cost that can be transferred to mission performance.

In this workshop, you will learn about tools and techniques for base lining your current work environment, as well as methods for assessing both the costs of implementing changes to that environment and the savings that you can expect to realize through those changes. The workshop will cover the three principal factors that drive cost -- Real Estate, Workforce, and Technology – and describe how to assess the impact of a flexible workplace model on each factor. By the end of this session, you will have a better understanding of how to:

- Build a baseline to describe where you are today
- Define your future state and the gap between today and tomorrow
- Assess the cost reduction you can achieve by moving to a more flexible workplace model
- Identify the costs associating with transitioning to this new model
- Use your business case to win support for your program

WORKSHOP LEADER: Mark Porell is a Manager in Deloitte's Federal Human Capital Practice in Washington, D.C. Prior to joining Deloitte, Mark served as an officer in US Navy. Mark has over 8 years of experience in workplace flexibility, organizational readiness, workforce analytics, strategy & operations, talent management, and training.

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Telework In Government - November 6-9, 2012

General Sessions - Day One - Wednesday, November 7

8:00 a.m.

Registration & Continental Breakfast

8:30 a.m.

SPEED NETWORKING-WELCOME

Chairperson's Welcome & Speed Networking

Become acquainted with your fellow training attendees in this fun and fast-paced forum!

Naomi Leventhal, Ph.D., Director, Federal Human Capital

DELOITTE CONSULTING

Training Chairperson

9:15 a.m.



CHAIRPERSON'S ADDRESS

Chairperson's Opening Remarks & Presentation: The State Of Telework Today – Where Are We On The Road To Creating The 21st Century Workplace?

Driven by Federal mandates, budget pressures, and employee demands, most organizations today have had to acknowledge that more flexibility in the workplace is a necessity. But have they moved to implement far-reaching plans for change, or are they only giving the concept lip service? Is it mostly talk and little action? If we are to continue to build on the progress that has been made both in the public and private sector, we need to take a clear-eyed look at how far we have come and consider how far we have yet to go.

Throughout this session and over the next few days, we will look at the landscape of Federal organizations and assess the progress that has been made. We will look at the forces that are pushing organizations to change, including regulatory requirements, budget pressures, technology advances, and generational change. And we will make a few predictions for the future, understanding that while the transition to a 21st century work environment will take some time, change is inevitable. We'll touch on important concepts such as:

- How are organizations achieving transformational change?
- What type of flexibilities are organizations implementing?
- What barriers stand in the way of achieving success?
- Workplace 2020 – what will it look like?



Naomi Leventhal, Ph.D., Director, Federal Human Capital

DELOITTE CONSULTING

9:45 a.m.

Q & A SESSION

Your Opportunity To Ask Questions

9:50 a.m.



CASE STUDY

Building, Managing And Sustaining A Telework Program To Strengthen Employee Satisfaction And Workforce Diversity

The Telework Program at the Federal Deposit Insurance Corporation (FDIC) was implemented as part of a Diversity Strategic Plan to strengthen employee satisfaction and diversity. The Agency's goal was to retain highly-trained employees and recruit and retain the best candidates in the marketplace. Telework is a critical business strategy that helps to manage time and talent, as well as continuity of operations. Since its implementation, the FDIC has identified both tangible and intangible benefits. The home-based telework option generates significant cost savings by reducing real estate. According to their Corporate Telework Survey results, over 90% of FDIC's managers view telework

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favorably and many of their employees characterize the program as a “major asset” and an “extraordinary benefit.”

While the FDIC encourages flexibility, they also stress ‘mission-first’ as teleworking is a benefit and not an entitlement. Policy development and managing by results is crucial to building and sustaining an effective program. To that end, the FDIC practices the adage that “...what gets measured gets done.”

In this session on building, managing and sustaining a Telework Program, you will learn:

- Practical approaches to successfully manage employees regardless of location
- Strategies for combating management resistance
- How to measure productivity
- How to assess the tangible and intangible cost savings and benefits
- The FDIC’s success stories

Robyn Poole, WorkLife Program Manager

FEDERAL DEPOSIT INSURANCE CORPORATION

10:20 a.m. Q & A SESSION

Your Opportunity To Ask Questions

10:25 a.m.



Morning Refreshment & Networking Break

10:45 a.m. GROUP EXERCISE

Digest Session: Your Training Goals

This is your chance to discuss with fellow attendees and speakers what your most pressing telework concerns are and what solutions you hope to gain while here.

11:15 a.m.



CASE STUDY

How To Determine An Appropriate Approach For Your Agency’s Telework Program

The U.S. Merit Systems Protection Board (MSPB) has published a report that depicts the benefits, concerns, and implementation considerations that organizations should weigh when determining the role of telework in their overall business strategy. MSPB used survey data from Federal employees and supervisors and other resources to examine the usage and impact of telework. Results of this investigation confirmed that properly managed telework can maintain performance, benefiting both the organizations and its employees.

You will walk away with insights to help you make decisions about using and implementing telework in a variety of work settings. Specifically, you will learn about:

- Direct and indirect benefits of telework for organizations and employees
- Concerns to address when implementing and operating a telework program
- Potential approaches for mitigating concerns related to telework



Tanya L. Page, Sr. Research Psychologist

U.S. MERIT SYSTEMS PROTECTION BOARD

Julie Osowski, Sr. Research Psychologist

U.S. MERIT SYSTEMS PROTECTION BOARD

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11:45 a.m. **Q & A SESSION**

Your Opportunity To Ask Questions

11:50 a.m.  **CASE STUDY**

Building An Effective Telework Program To Reduce Cost And Improve Work/Life Balance

The Aviation Safety organization within the Federal Aviation Administration (FAA) has completed a study on the use of telework as a way to reduce costs and improve employee work/life balance. The FAA is also in the midst of a proof of concept study to pilot the use of three unique telework options:

- Foundational (where the employee works less than half time at their FAA office)
- Desk sharing (where two employees agree to share one FAA work space, each working half time at their joint FAA office)
- Hoteling (where employees give up their FAA work space and use hoteling space when needed)

While the organization has not yet realized measurable benefits from the use of telework, the organization has taken a very strategic approach to developing a comprehensive telework program.

This session will provide you and your organization with:

- An approach for engaging senior leadership in understanding the benefits (and pitfalls) of telework
- An approach to developing and implement a pilot telework program to achieve buy in for the use of telework by leaders, employees, and union officials alike



Jonathan Katz, PhD, PMP/ Management Analyst

FEDERAL AVIATION ADMINISTRATION, U.S. DEPARTMENT OF TRANSPORTATION



Cathy Kern, Senior Consultant

QED CONSULTING

12:20 p.m. **Q & A SESSION**

Your Opportunity To Ask Questions

12:30 p.m.



Lunch On Your Own -- But Not Alone!

Join a group of your colleagues for a themed lunch with an informal discussion surrounding a specific topic. Take this opportunity to join others in a small, interactive group setting to network and brainstorm solutions to your most pressing telework concerns.

2:00 p.m. **GROUP EXERCISE**

Digest Session: Connect The Content

We've heard from a number of speakers, now we'd like to hear from you. Network and discuss with fellow training attendees and speakers what tools you're using to engage telework employees and what you've found to be the most successful.

2:30 p.m.  **CASE STUDY**

Transforming Your Telework Program Across A Widely-Dispersed Geographic Footprint

The Treasury Inspector General for Tax Administration (TIGTA) has a widely-dispersed geographic footprint. The Treasury Bureau started its telework program in 2003 and has grown and enhanced the capability since that time.

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Today, over 80% of the TIGTA employee population is telework eligible with over 50% participating extensively. This transformation has produced challenges and unforeseen benefits beyond those anticipated -- IT security, collaboration, employee morale, COOP and other tangible organizational benefits have since materialized.

In this fast-moving session, you will learn how one organization's telework experiences can be leveraged to achieve:

- Success in addressing the cultural challenges of managing a teleworkforce
- A winning approach to IT security
- The reaping of unanticipated benefits



George J. Jakabcin, Chief Information Officer

TREASURY INSPECTOR GENERAL FOR TAX ADMINISTRATION

3:00 p.m. Q & A SESSION

Your Opportunity To Ask Questions

3:05 p.m. CASE STUDY

Implementing Your Telework Program Department-Wide

Although the U.S. Department of the Interior (DOI) has had an official telework program since 2005, DOI has not actively promoted the program. Last year for the first time, DOI actively worked at increasing telework participation across the entire agency.

By setting goals, creating focus groups, releasing updated policy, evaluations and working with senior management, a comprehensive strategy to promote telework at DOI has now been put in place.

Throughout this session, you will learn:

- Strategies to create a successful telework program
- Changes to the program from inception to present day
- Lessons learned when implementing participation across the entire agency

You will walk away from this case study session with solid tips and techniques to use in your own telework efforts.

Joy Buhler, Work Life Program Manager, Human Resources

U.S. DEPARTMENT OF THE INTERIOR

Ralph Charlip, FACHE, Program Executive for Strategic HR Initiatives, Human Resources

U.S. DEPARTMENT OF THE INTERIOR

3:35 p.m. Q & A SESSION

Your Opportunity To Ask Questions

3:40 p.m.



Afternoon Refreshment & Networking Break

4:00 p.m. GROUP EXERCISE

Digest Session: Your Experience With Telework

Thinking back to the presentations you've heard, and your personal experience, discuss with your fellow attendees and speakers an example of the most successful life/work balance initiative you've seen.

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4:30 p.m.

More "How To's" To Help You Get The Work Done: An Interactive Discussion With Your Training Participants!

Need to dive deeper into specific topics? Want more details? Here's your chance!

Digest what you've learned and apply it to your own initiatives to get feedback and ideas for improvement.

4:50 p.m.

End Of Day One

5:00 p.m.



Networking Reception: Please Join Us!

We invite you to join us for a drink as you relax with your peers. All training attendees and speakers are welcome to join us for this special opportunity to continue networking. Don't miss this chance to benchmark new ideas over complimentary drinks!

6:30 p.m.



Dine Around

Sign up during the day for dinner with a group. Take advantage of Washington, DC's fine dining while you continue to network with your colleagues.

AGENDA - DAY 1 - Wednesday, November 7

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Telework In Government - November 6-9, 2012

General Sessions - Day Two - Thursday, November 8

8:00 a.m.

Continental Breakfast & Networking

8:30 a.m.

Chairperson's Opening of Day Two



Naomi Leventhal, Ph.D., Director, Federal Human Capital
DELOITTE CONSULTING

8:35 a.m.



CASE STUDY

How To Effectively Leverage Technology For Maximum Success In An Agencies Telework Program

The strategic use of existing technology is vital to facilitating effective teleworking. With the appropriate tools, teleworkers are able to be productive regardless of their location.

In this session, you will learn practical uses of today's technology from the perspective of a "non-IT" teleworker, including:

Technology will help us to be better teleworkers by helping us to:

- Stay connected using smart phones – “there’s an app for that”
- Hold interactive web-conferences – because it’s better than being there
- Track your “presence,” location, and chat/IM – critical to building trust
- Share your files virtually – going paperless
- Reserve office space – hoteling is the wave of the future
- Learn from and network with others – important for career development and innovation



Terrence Hill, Telework Coordinator
U.S. DEPARTMENT OF HOMELAND SECURITY

9:05 a.m.

Q & A SESSION

Your Opportunity To Ask Questions

9:10 a.m.



CASE STUDY

How To Create A Successful Telework Program For Federal Workers With Substantial Cost Savings To The Government

To increase the workforce while reducing the need for real estate, retain and recruit highly skilled employees, the U.S. Patent and Trademark Office (USPTO) introduced its first telework program in 1997. Since that time, the program has grown to over 6,800 employees teleworking anywhere from 1-5 days per week. With the introduction of the USPTO's Universal Laptop Program (ULP) all employees receive government furnished equipment for use both while at the office and when working at their alternate worksite.

USPTO Telework Programs, like the Patents Hoteling Program and the Trademark Work At Home programs, have been

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models for government institutions not just in the United States, but around the world. The extensive cost savings and avoidances realized by reducing real estate while providing full continuity of operations and retaining a highly skilled professional workforce, make the USPTO Telework Programs an appealing model for success.

In this informative and "how-to" session, you will learn how USPTO Telework Programs are:

- Designed and developed (overview and success factors)
- Grown and expanded (pilot to launch)
- Providing documentable real estate cost avoidance/avoidance/savings
- Providing support for continuity of operations



Danette Campbell, Senior Advisor
U.S. PATENT AND TRADEMARK OFFICE

9:40 a.m. Q & A SESSION

Your Opportunity To Ask Questions

9:45 a.m.



Morning Refreshment & Networking Break

10:00 a.m. GROUP EXERCISE

Digest Session: Cutting Costs

After listening to the last day and a half of presentations, what are some of the more effective cost cutting systems you've heard about? Discuss how they can be put into place at your agency.

10:30 a.m. CASE STUDY



How To Overcome The Challenge Of Changing Your Agency's Culture To Embrace Telework

While the benefits of telework have been well publicized, what can be done to change the culture of an agency where more than 85% of employees occupy positions unsuitable for telework? The U.S. Department of Veterans Affairs (VA) has a culture that is geared to direct client care, however great strides are being made to increase telework and reduce space usage. Utilizing a broad information sharing campaign, a strategic focus on telework, and a shortage of work space the VA Central Office is increasing the number teleworking each week and using shared work spaces.

In this session, you will learn what the VA is doing to increase acceptance of telework in a culture that has not fully embraced it in the past and how you too can overcome the challenge of changing your agency's culture to embrace telework.

Tonya Mixson, VA Central Office Telework Coordinator

U.S. DEPARTMENT OF VETERANS AFFAIRS

11:00 a.m. Q & A SESSION

Your Opportunity To Ask Questions

11:05 a.m. CASE STUDY



Building Support For Telework Through Employee Engagement

Exciting changes are slowly taking root at the Bureau of Engraving and Printing (BEP) to build employee engagement, driven by the BEP's Best Place to Work Initiative, cultural campaigns and a new focus on work-life, particularly telework. The BEP's new Aim 4 Yes! and BEp GREAT! campaigns, created to improve quality customer service,

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personal excellence, and accountability, are helping to highlight the potential of telework, in the context of cultural change, to facilitate professional and personal goal accomplishment and further the BEP's aspiration to become a world-class organization.

In this session, you will learn strategies to help drive telework initiatives in your agency, including how to:

- Design a multi-channel communications approach to drive telework eligibility, utilization, and performance
- Use cultural initiatives as a platform for work-life messaging
- Best engage employees in their work and the mission of your organization
- Create opportunities for shift workers to gain flexibility and telework

Kristin McNally, Work-Life Coordinator

BUREAU OF ENGRAVING AND PRINTING, U.S. DEPARTMENT OF THE TREASURY

11:35 a.m. Q & A SESSION

Your Opportunity To Ask Questions

11:40 a.m. GROUP EXERCISE

Digest Session: Discuss and Brainstorm

Over the next 12 months, what changes can be made to your current Telework program that will help unleash employee productivity, add value and cut costs for your agency.

12:10 p.m.



Lunch On Your Own -- But Not Alone!

Join a group of your colleagues for a themed lunch with an informal discussion surrounding a specific topic. Take this opportunity to join others in a small, interactive group setting to network and brainstorm solutions to your most pressing telework concerns.

1:35 p.m.



INTERACTIVE SESSION

Group Exercise: Brainstorm Solutions And New Ideas You Can Use

You asked for it, you got it! Interact and discuss solutions to your telework challenges with your fellow attendees and our experienced speakers. You will leave with new tools and hands-on experience and ideas for more successfully applying best practices to your own telework initiatives.

2:00 p.m.



CASE STUDY

Implementing And Leveraging The Requirements Of The Telework Enhancement Act Of 2010

In 2009, the U.S. Department of Defense (DoD) embarked on a significant, focused effort to enhance the Department's telework program as the result of pandemic planning -- telework was recognized as critical readiness strategy for Continuity of Operations in the event of a crisis.

These efforts included:

- Establishing and filling a position for a Department telework manager in June 2009.
- Developing enhanced telework policy issued on Oct 21, 2010.
- Developing a strategic communication plan, marketing campaign, and redesigned telework website to:
 - Increase telework use to improve DoD's ability to continue mission operations in a crisis
 - Shift the DoD culture to be more accepting of telework as a normal way of doing business.

The enactment of the Telework Enhancement Act in December 2010 provided a framework to maximize the use of flexible work arrangements and reinforced DoD policy to actively promote and implement telework throughout the

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Department in support of DoD's commitment to workforce efficiency, emergency preparedness and quality of life.

This session will share insights with you on how to:

- Meet the requirements of the law;
- Identify and mitigate barriers to implementation of telework programs;
- Explore opportunities to move beyond simply complying with the legislative requirements to use telework as a tool to achieve greater flexibility in managing the workforce.

Pat Tamburrino, Jr., Deputy Assistant Secretary for Civilian Personnel Policy

U.S. DEPARTMENT OF DEFENSE

2:30 p.m. Q & A SESSION

Your Opportunity To Ask Questions

2:35 p.m.  CASE STUDY

How To Make The Shift From Telework Policy To Telework Practice

The U.S. Department of Commerce was created in 1903, in the 20th century. While technology and the landscape have changed, the organization's culture remains in the 20th century. The legislation in the Federal government to promote telework has been one of the greatest barriers that face the public sector but how do you take the step to shift from policy to practice?

In this session, you will learn how to turn agency barriers into a successful telework program by:

- Sharing the successes of a telework pilot and cultural transformation in an old cabinet agency
- Learning how to retain employees and get on the right path to embracing work/life balance and a results oriented environment
- Find champions in your agency to promote telework
- Work from home, a strategy to employ and retain persons with disabilities; including bringing employees back to work (*Federal Employees' Compensation Act*) and supporting EO 13548
- Foster change that "work is a verb", it's what we do, not a place we go



Linda Aase, Disability/Telework Program Manager

U.S. DEPARTMENT OF COMMERCE

3:05 p.m. Q & A SESSION

Your Opportunity To Ask Questions

3:10 p.m.



Afternoon Refreshment & Networking Break

3:30 p.m. GROUP EXERCISE

Digest Session: Your Future In Telework

Discuss with fellow attendees and speakers what you would do with Telework if there were no restrictions, no budgets, no privacy concerns.

4:00 p.m.  CASE STUDY

Telework in Government session coming soon!

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Telework In Government - November 6-9, 2012

General Sessions - Day Two - Thursday, Nov. 8

4:30 p.m.

Q & A SESSION

Your Opportunity To Ask Questions

4:35 p.m.

Chairperson's Recap:

Key Takeaways And What To Do When You Get Back To The Office

We'll recap the highlights of the past two days and ask you to share key insights and next steps with the group.

Naomi Leventhal, Ph.D., Director, Federal Human Capital

DELOITTE CONSULTING

4:50 p.m.

Close Of General Sessions

RAVE REVIEWS FROM PAST GOVERNMENT TRAINING ATTENDEES:

"This is Top Notch—Best in Class—Best I've been to!"

M. Pitt, Chief Innovation

U.S. AIR FORCE, OFFICE OF SPECIAL INVESTIGATION

"This was the best conference hands down. The overall quality, control/flow of subjects and coordination of events and activates was superlative!"

C. Pugh, HR Specialist

NATIONAL INSTITUTES OF HEALTH, OFFICE OF HUMAN RESOURCE

"Good mix of information on how to integrate social media, both internally and externally, into your organization's technology communications plan."

T. Willson, IT Director

CITY OF OWASSO, OKLAHOMA

"Overall, this was a really good conference and I feel I have acquired some very useful info and tools."

G. Baujan, Professional Development Analyst

AIR FORCE MATERIEL COMMAND

Telework In Government - November 6-9, 2012

Friday, November 9, 2012

These workshops are designed to take your training experience to the next level. Post-training workshops allow you to take the information you gained from the general sessions, and identify and focus on your individual needs and applications. Make the most out of this training by attending these highly interactive, hands-on sessions. Space is limited to ensure interactivity!

.... Choose ALL FOUR Workshops for Maximum Value and Learning

8:30 a.m. to 11:30 a.m. – POST-TRAINING MORNING WORKSHOP C

Continental breakfast will be provided at 8:00 a.m. for the morning workshop attendees.

How To Manage A 21st Century Workforce: Creating And Supporting High-Performing And Engaged Teams

The workplace as we know it is changing. Teams are scattered. Telecommuting is on the rise. And contractors fill out the new lean workforce. How are you managing people you can't see?

Throughout this workshop, you'll learn how to create and support high-performing virtual teams and how to keep virtual teams engaged and connected, promote collaboration, and overcome communication challenges. You'll walk away from with an understanding of remote management best practices and tools you can use to improve your team's performance, as well as:

- The five keys to managing dispersed work teams
- Learn systems to manage for performance, not time and activity
- Develop strategies for establishing group rapport and trust
- Identify the best technology for communicating and collaborating with your team



WORKSHOP LEADER: Kyra Cavanaugh, President of Life Meets Work, a consulting firm that helps organizations implement and improve workplace flexibility. She provides companies that are striving to be "best-in-class" with an online member-based community and services that include coaching, consulting, and training.

11:30 a.m. to 12:30 p.m. – Afternoon break/lunch on your own

12:30 p.m. to 3:30 p.m. – POST-TRAINING AFTERNOON WORKSHOP D

Refreshments will be provided during this session.

How To Create An Organizational Culture That Supports Telework

Like any other large scale initiative, telework requires changes in thinking and behavior. Through several independent studies, management resistance, not technology, has been cited as the biggest inhibitor to telework. To ensure organizations don't get derailed during their telework implementation, leaders must utilize change management to create an organizational culture that supports telework.

In this in-depth workshop, you will learn:

- Models of change management and how to apply it to telework implementations
- Techniques and tools to gain buy-in from leaders at various levels
- The importance of a comprehensive communication plan and how to create one
- How to identify potential roadblocks in a telework implementation ways to breakthrough these barriers
- How various metrics can be used to measure organizational culture change



WORKSHOP LEADER: Jay Morwick is a Business Operations Manager within Cisco's Six Sigma Center of Excellence, focusing on driving process improvement across the company. He is a fulltime teleworker and enjoys writing and speaking about teleworking, leading in the virtual workplace, and business process improvement.

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To Register, Call (888) 362-7400 or (773) 695-9400 or online at www.aliconferences.com

ABOUT OUR TRAINING SUPPORTERS:



The Center for Excellence in Public Leadership (CEPL) at The George Washington University offers cutting-edge leadership and management programs for managers in the public sector. The Center brings more than 20 years experience to its work with federal managers, including standardized training that prepares federal leaders for senior executive positions, and customized training to address specific training needs for a variety of managerial and supervisory levels.

Programs offered during 2011 include the Senior Leader Program, Advanced Leadership Workshop, Emerging Leaders Workshop, and Step Up to the Microphone with Confidence.

For more information, visit <http://www.leadership-programs.org/>.



Commuter Connections offers an abundance of free and helpful services, including telework consulting, to employers within the Washington metropolitan region to help improve employee commutes in order to reduce traffic congestion and harmful vehicle pollutants. Commuter Connections is a program of the National Capital Region Transportation Planning Board at the Metropolitan Washington Council of Governments.

For more information, visit <http://www.commuterconnections.org/>.



Clean Air Partners is a non-profit, public-private partnership committed to improving the health and quality of life of residents in the greater metropolitan Baltimore-Washington region for the past 14 years. Clean Air Partners educates the public about the health risks associated with poor air quality and encourages individuals and organizations to take simple actions to protect public health, improve air quality, and reduce greenhouse gas emissions that can impact to climate change. More than 4,500 individuals, employers, and businesses are registered as Clean Air Partners participants across the region and have committed to take simple steps to improve air quality. <http://www.cleanairpartners.net/>

RAVE REVIEWS FROM PAST GOVERNMENT TRAINING ATTENDEES:

"I found this to be a very helpful conference. I'm glad that I attended."

D. Hann, Director, Office of Science Policy, Planning & Communications

NATIONAL INSTITUTE OF MENTAL HEALTH, NATIONAL INSTITUTES OF HEALTH

"Material covered a variety of areas, including communication techniques/strategies and real-life scenarios. Excellent approach resulted from this coverage."

L. Beck, Law Office Manager

U.S. PATENT AND TRADEMARK OFFICE

Telework In Government - November 6-9, 2012

ALL TRAINING SESSIONS WILL BE HELD AT THE:

Crowne Plaza Washington National Airport

1480 Crystal Drive
Arlington, VA 22202
Reservations: (877) 227-6963
Hotel Main Phone: (703) 416-1600
<http://www.cpnationalairport.com/>



Photo courtesy of WCTC

For the conference, a limited number of rooms have been set aside at the government per diem rate of \$183/night (or the prevailing rate for FY 2013). Please be sure to call the hotel no later than October 16, 2012 to help ensure this rate and mention that you are attending the “Telework in Government” conference.

We recommend that reservations be made early, as the number of rooms at our rate is limited. Crowne Plaza Washington National Airport is a first class, full service hotel located in Crystal City less than 1 mile from Ronald Reagan National Airport and is located just 1 mile from Crystal City Metro. With a complimentary shuttle running to and from Reagan National Airport and within walking distance to national historic landmarks such as the Pentagon, the Crown Plaza Washington National Airport allows for convenient access to local attractions and businesses.

Join us in Washington, DC, for A.L.I.'s inaugural forum on “TELEWORK IN GOVERNMENT: Meeting Telework Requirements While Unleashing Employee Productivity, Cutting Cost And Adding Value,” and enjoy this wonderful city's restaurants, shopping, attractions and nightlife.

For more information on your visit to Washington, DC, go to <http://washington.org/>.

REGISTRATION FEES:

The following are included in your training registration: attendance, a detailed training workbook and any additional meeting materials -- including access to the training wiki -- continental breakfasts, morning & afternoon refreshments, and evening networking reception.

Group Discount: Register 3 colleagues and the 4th is FREE!	Extra Earlybird Pricing: Register & Pay by June 29th	Earlybird Pricing: Register & Pay by Sept. 7th	Regular Pricing: Register & Pay after Sept. 7th
Training Only (Nov. 7 & 8)	\$1,499	\$1,699	\$1,899
Training (Nov. 7 & 8) Plus One Workshop (Nov. 6 or 9)	\$1,899	\$2,099	\$2,299
Training (Nov. 7 & 8) Plus Two Workshops (Nov. 6 &/or 9)	\$2,199	\$2,399	\$2,599
Training (Nov. 7 & 8) Plus Three Workshops (Nov. 6 & 9)	\$2,399	\$2,599	\$2,799
Training (Nov. 7 & 8) Plus All Four Workshops (Nov. 6 & 9) – ALL ACCESS PASS!	\$2,499 BEST VALUE!	\$2,699	\$2,899
Training Workbook Only (if not attending)	\$199* + \$20 S&H		

*IL residents will be charged 9.25% sales tax on workbook orders.

Payment is due two weeks prior to the training. If payment has not been received two weeks before the training, a credit-card, training form, or purchase order hold will be taken to ensure your space.

VENUE & REGISTRATION FEES

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Telework In Government - November 6-9, 2012

SPONSORSHIP & EXHIBIT OPPORTUNITIES ARE AVAILABLE:

This training provides an excellent opportunity to market your products and services to a targeted government audience. Space is limited, so please call Angie at (773) 695-9400, ext. 218 for more information.

GROUP DISCOUNTS:

Four or more attendees, registering together, enjoy a savings of at least \$1,499! **Register three attendees and the fourth registrant is FREE!** That's a 25% savings off each registration. Note to small departments—register together with your colleagues from another agency and receive the same group discount. The free registrant must be of equal or lesser value.

A.L.I. FREQUENT ATTENDEE DISCOUNT:

Earn training attendance bonuses as you benchmark with other organizations. For every A.L.I. training attended, receive a \$200 discount off your next A.L.I. training. Also, you will receive special bonuses and perks reserved only for A.L.I. frequent attendees.

PROGRAM CHANGES:

A.L.I. reserves the right to make changes in programs and speakers, or to cancel programs if enrollment criteria are not met or when conditions beyond its control prevail. Every effort will be made to contact each enrollee if a program is canceled. If a program is not held for any reason, A.L.I.'s liability is limited to the refund of the program fee only.

CANCELLATION POLICY:

You may make substitutions at any time; please notify us as soon as possible. If you cancel (in writing) more than two weeks prior to the training (**before October 23rd**) a refund will be provided less a \$295 administration fee. Registered delegates who do not attend or who cancel two weeks prior to the training or less (**on or after October 23rd**) will be issued a credit memo. Credit memos will be valid for one year from date of issuance and can be used by anyone in your organization.

RAVE REVIEWS FROM PAST GOVERNMENT TRAINING ATTENDEES:

"Amazing case histories – the results of the companies who have come in the past and have presented again demonstrate the value of the conference."

C. Verdi-Sarwar, Director of Communications & Marketing
CITY OF CORAL SPRINGS, FL

"Good examples, able to take ideas & tools back, overall good presenters."

B. Kiesling, Program Analyst
U.S. DEPARTMENT OF HOMELAND SECURITY

"The conference was very well-rounded; friendly group."

R. Massey, Director, Strategic Communication
USDA FOREST SERVICE

"...Wonderful opportunity to meet professionals in public and private sector...also exciting to see how valued internal communication systems are key to high-performing organizations for leaders, CEOs & knowledge workers."

L. Nobles, Human Resources Specialist
U.S. SECURITIES AND EXCHANGE COMMISSION

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Telework In Government - November 6-9, 2012

ABOUT THE ADVANCED LEARNING INSTITUTE:

The Advanced Learning Institute's mission is to help executives build strong personal relationships, expand their business knowledge of cutting-edge trends, and find proven solutions to a wide range of strategic management problems.

Our forums bring together industry leaders and experts to share valuable, real-world experiences, and best practices on how to meet tomorrow's management challenges.

The Advanced Learning Institute's focus is on delivering high-quality programs, which consistently meet the needs of our customers. Our training serves a broad range of specialized industries and functions, including:

**Government · Communications · Performance Measurement · Strategic Planning
Human Resources · Technology · Health Care · Brand Management · Marketing · Biometrics**

WE GUARANTEE RESULTS:

The Advanced Learning Institute has been successfully providing senior executives with forums to share practical experiences and solutions to a variety of organizational challenges. We are so confident you'll benefit from the innovative strategies shared during this training that we'll guarantee it! If you follow the advice of our speakers, and you don't improve efficiency valued at the cost of your registration fee, then we'll send you a full credit to be used for a future event.

A Few Of Our Past Attendees Include Representatives From These Leading Organizations:

- U.S. Postal Service
- FDA
- Department of Labor
- District of Columbia
- Central Intelligence Agency
- Office of Naval Intelligence
- Department of State
- Marine Corps
- Office of Personnel Management
- U.S. Mint
- City of Atlanta, GA
- Department of the Interior
- General Services Administration
- Fairfax County Government
- Department of Transportation
- CDC
- Forest Service
- Sarasota County, FL
- Environmental Protection Agency
- Army
- IRS
- Census Bureau
- Patent and Trademark Office
- FAA
- City of Las Vegas, NV
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- FBI
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- Commonwealth of Virginia
- Smithsonian Institution
- Department of Energy
- Social Security Administration
- Department of Defense
- NASA
- City of Scottsdale, Arizona
- House of Representatives
- State of Iowa
- NIST
- Washington State
- Maricopa County, AZ
- Department of Health and Human Services
- National Academy of Public Administration
- Department of Education
- Department of Agriculture
- City of Overland Park, Kansas
- World Bank
- Louisiana Department of State and Civil Service
- Department of the Treasury
- Homeland Security
- San Diego Airport, California
- Air Force
- Nashville and Davidson County, TN
- Court Services and Offender Supervision Agency
- Peace Corps
- FEMA
- City of Minneapolis, Minnesota
- Bureau of Reclamation
- Pentagon Renovation
- Office of the Governor, Washington
- American Institutes for Research
- USAID
- NOAA
- American Society for Microbiology
- Department of Housing and Urban Development
- Department of Veterans Affairs
- FDIC
- Small Business Administration

Thousands of satisfied alumni can't be wrong - register today for the opportunity to learn from our platform of proven experts!

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Registration Form

Please photocopy for group members.

Yes, I'd like to register for the November '12 Telework In Government training in Washington, DC.

Please check:

E-mail Priority Code: _____ Amount Due: _____

- Training Only
- Training Plus Workshop(s):
 - Pre-Training Workshop A: A New Paradigm For Today's Work Environment: Breaking The Barriers To Successful Teleworking
 - Pre-Training Workshop B: How To Build The Business Case For Telework In Your Agency: Increasing Employee Engagement, Reducing Costs And Achieving Resultst
 - Post-Training Workshop C: How To Manage A 21st Century Workforce: Creating And Supporting High-Performing And Engaged Teams
 - Post-Training Workshop D: Creating An Organizational Culture That Supports Telework
- I would like to order a training workbook only
- Please add me to your mailing list to receive future training notifications

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