Managing Remote Teams: Become a Master of the Tornado

Performance Out of Site – Not Out of Mind.

Whether you are managing a workforce remotely, for example - those working in the field services positions, or if you are handling a team of virtual workers; we all have to deal with constant ‘Tornado’ changes.

Learning how to communicate effectively to your team and the skill sets necessary to be an agent of influence can be a game changer in equipping and igniting you (and your people) into a culture of success. How can we more effectively manage a mobile, remote or virtual workforce?

3 VIDEO SHORTS (10 min each):

Become a MASTER of the Tornado!
✓ Understand tactical communication skills
✓ Be aware, take ownership, it’s not genetic!

How to Build a CONFIDENT Remote Team
✓ Difference between confidence & competence
✓ How can we instill confidence?
✓ Thank you & appreciation

How to Build a COMPETENT Team Through Feedback
✓ How do we get our team to be more effective?
✓ Reinforcing feedback models
✓ Be specific & know the impact

Presenter: Michael Hoffman, President, Ignite Performance

Interviewed by: Cherokee Ballard, Communications Manager, ONEOK

Target Audience: Everyone from leaders, to supervisors, to ALL EMPLOYEES who want to be successful team members.

Online Viewing Available Anytime
24/7 Beginning
October 10th 8:00 AM CT
In our video library

[www.ignitingperformance.com](http://www.ignitingperformance.com)

⇒ IGnite YOUR PERFORMANCE
⇒ IGnite YOUR CULTURE
⇒ IGnite YOUR PROGRESS

Join us for a LIVE webinar with tips for working remotely and virtually including communication skills and technology trends. Watch your email for more detailed information.

[Click here](http://www.ignitingperformance.com) to preregister for this LIVE webinar on WebEx.

Monthly Webinar
Tuesday, October 22, 2013
9:30—10:30 AM CT
Recommended Reading

The Remote Worker’s Guide to Excellence
Remote working is rising. According to a market research conducted by the International Data Corporation (IDC), 35% of the global workforce will be mobile by 2013. This means that one third of the world’s workforce will have to be efficient and productive in the remote working environment. Looking online, there are many guides created to help companies deal with remote employees, but there are not many resources developed for remote employees to manage themselves. Here is a guide made by veterans on working remotely. The book is a short read for you to build the foundations of success.

Click here to order a copy.

Available in the Video Library
Do you know the video library is a great place to find materials for remote training? It has several short videos on driving safely?

1. Cell Phones and Driving—El Paso (5 minutes)
2. Driving without Distractions (2 minutes)
3. Driving—Natural Gas Technicians (1 minute)

Looking for a full length video? Spend 40 minutes with Keith Morris and watch his video Safety Toolkit and learn about performing safety audits. We have these and many others in the video library.

Find them by searching “safety” on our website.

Join the Discussion
Did you join in the live webcast on September 24th, Regulatory Compliance: Focus on LNG? If not you can view it now on our website. Be sure to stay connected with the discussion on this as well as other topics by joining Connect@SGA.

Upcoming Live Events

Southern Gas Association

Fall Leadership Conference
October 23-25, 2013 San Antonio, TX

Gas Machinery Research Council

Gas Machinery Conference
October 6-9, 2013 Albuquerque, NM

Introduction to Gas Turbines & Centrifugal Compressors
October 21-22, 2013 Pittsburgh, PA

Fun Facts from Gary

The first CD pressed in the US was Bruce Springstein’s “Born in the USA”.

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Programming Committee Meeting Updates

The Programming Committee met September 10-12 at the ONEOK office in Tulsa, OK. The committee was tasked with developing the 2014 programs and reforming the deliverables to meet the needs of members. It was a productive meeting and we are excited about the direction of the SGA Learning and Development opportunities in 2014. A special thank you to Eugene Harris and his team at ONEOK for their hospitality and for graciously hosting the committee in the ONEOK plaza and training rooms.

Highlights:

⇒ Megan Washbourne, Director—Communications, ONEOK shared marketing and communication best practices in a round table discussion with our team.
⇒ As an energy leader Caron Lawhorn, Senior Vice President—Commercial Natural Gas Distribution, ONEOK shared crucial learning topics needed for employees.
⇒ The Programming and Professional Development Committees have been merged into one committee and they are now the SGA Learning & Development Committee. Scott Harris and Bob Keyser will Co-Chair the new combined committee. You can read more about Scott on page 4. The full committee roster is available on our website.
⇒ The committee has updated the Activity Plan and is actively looking to add members. They would like to see each member company represented. If your company is a current member and you are not represented, please notify Natalie Corey to be added to the SGA Learning & Development Committee.
⇒ The committee is asking each company to look at the site coordinator list and make any updates or changes for 2014. Please take a minute to review the list and notify us of any changes if you have not already done so. Click here to see a current list of site coordinators.
⇒ The committee reviewed the 2013 survey results and plan to enhance learning opportunities in the following areas:
  1. Shorter programs
  2. Website Reporting
  3. Personalized Viewing Checklist
  4. Video Library Searching
  5. Video Searching Options
⇒ A few of the topics that we will focus on in our 2014 programs include:
  1. Multi-Generational Workforce
  2. Conflict Management
  3. Interviewing Skills

Look for more detailed information on the 2014 programs in the November Network News.

User Group Meeting

Thank you to those who joined the Programming Committee for a special virtual user group meeting live from Tulsa, OK. If you did not get to attend this meeting we hope that you will join us next time. This meeting is open to all site coordinators and they are encouraged to attend as well as participate in these meetings. Click here to listen to the recording of this meeting.
Scott Harris

Meet Scott Harris, Atmos Energy. Scott has served for a couple of years on both the Programming and Professional Development Committee. He has agreed to take the lead this year as Co-Chair for the SGA Learning & Development Committee. I interviewed Scott to find out a little more about him and he shared a few of his favorite things.

1. **Color: Not just blue but “Cobalt Blue”**
2. **App: “Skype is amazing”**
3. **Activity outside of work: “Tough one! I do so many things, but I really like kayaking”**
4. **Vacation Spot: “Cambodia”**
5. **Movie: “Tommy Boy”**
6. **Hobby: “Photography and playing blues harmonica”**

Scott is a fun guy and I really loved his answers. Thanks for sharing a little bit about yourself with us Scott and for all you contribute to the Southern Gas Association.

A “Switch” Follow-Up

On April 19, 2013 the SGA Network partnered with the Switch Energy Project to deliver a program that included the 90 minute documentary, "Switch" followed by a live question & answer session with the producer, Harry Lynch, and author, Dr. Scott Tinker. We had a total of 34 companies with 110 connections (over 1,500 participants) participate and an overall satisfaction rating of 4.75 out of 5.

Switch has now advanced that dialog with “The Energy Update”. This interactive, nationwide webcast featuring Dr. Scott Tinker and Switch Energy Project director Harry Lynch revealed breaking trends in global energy, answered questions and helped navigate a path to a smarter energy future.

This program aired live on September 30th and some of you were able to join in on that webcast. If you missed it, they will have a button on the website in the next few weeks to watch the recording.

From the Editor:

Each month your newsletter is written around the monthly theme. It is also laid out so that you know where to find the information you need. Our goal is to make your newsletter as easy to use as possible. Let me know what you think of the Network News and how you are using it to better utilize the SGA Network.

We welcome your feed back and look forward to offering you more in 2014. Please send your questions and ideas for the newsletter to: farlene@southernas.org

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