

ARE YOU PREPARED TO REAP THE BENEFITS OF TELEWORKING AND VIRTUAL TEAMING FOR YOUR ORGANISATION?

Attend this conference for practical insights into leading organisations' lessons learned, recommendations and future developments:

- » **How** to implement teleworking in public and private organisations large and small
- » **What** Government action could mean for your teleworking strategy
- » **What** is the business potential of a rural teleworking workforce
- » **How** to assess the benefits of virtual (geographically-dispersed) teams
- » **How** to manage virtual teams: strategies, tools and processes
- » **What** competencies are needed to lead virtual teams across the globe and across cultures
- » **What** does it take to build workforce capability for remote and virtual working
- » **What** are the technology foundations for remote and virtual working
- » **What** are the tools and strategies for remote communication and knowledge-sharing
- » **What** are the new security issues facing the remote worker

GOING VIRTUAL

The Future Of Work

The 3rd annual Asia-Pacific conference on remote virtual working

www.goingvirtual.com.au

25 - 26 October 2006

The Oaks on Collins Hotel, Melbourne

24 October, Pre-conference workshop

Hear from:

Alcatel Australia
Central Gippsland Institute of TAFE
Central Queensland University
Department of Communications, Information Technology and the Arts
Foundation for Australian Agricultural Women
Minter Ellison Lawyers
New Zealand Defence Force
Nortel Asia-Pacific
The Remote and Virtual Work Network
SAP Australia
Siemens Business Services, Germany
Smart Internet Technology CRC
State Services Authority, Victoria
United Customer Management Solutions
World Vision

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Can't make it to Melbourne? - Not a problem, you can attend GOING VIRTUAL virtually. See back page for details.

Chairs

Margaret Aspin, Aspin Online Consulting, Melbourne Australia
Dr John Gundry, Knowledge Ability, Malmesbury UK

Conference Director

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GOING VIRTUAL >>

The Future Of Work

Teleworking, virtual teaming and other forms of geographically-dispersed working have wide-ranging implications for strategists, HR leaders, managers and trainers throughout the public and private sector in Asia-Pacific. A combination of new communication technologies, management practices, policies and working arrangements is revolutionising collaboration and competition, life-styles and economies. This conference's curriculum of case studies, expert insights, policy awareness and leading-edge research and application prepares delegates to strategise, implement and ultimately take advantage of these new work environments.

DAY ONE 25 October 2006

8.30 – 9.00 Registration

9.00 Chairperson's welcome

9.15 The virtual workforce - what is the reality, or is this just a pipe dream?

Alcatel is a global leader in Communications Solutions and is present in over 130 countries. The company encourages people to work in virtual teams all over the country, the world and the Asia Pacific region and provides tools, process and most importantly the technology that makes this way of working possible. Ric's presentation explores

- Key economic and social benefits of flexible working
- Successes and key challenges of teleworking.

Ric Clark, Chief Technology Officer, Alcatel Australasia

10.00 Experiences, opportunities and barriers of Australian rural teleworking women

Jane and Margaret overview early findings of the Foundation for Australian Agricultural Women's project to increase teleworking opportunities for rural & remote Australian women.

- Employment patterns, experiences, opportunities & barriers faced by rural, regional & remote women who telework, and those who would like to
- Social & economic benefits for women, families & communities
- Business opportunities in targeting rural & remote women as teleworkers.

Jane Dowling, Research Consultant, No 1 Diva Consulting
Professor Margaret Alston, Director Centre for Rural Social Research, Charles Sturt University

10.45 Morning refreshments

11.15 It's a thing we do, not a place we go!

With the increasingly distributed nature of today's workforce, the ability to support a seamless 'Virtual Enterprise' has become a critical factor for business success. Against a background that half of Nortel's employees work away from the office, Mick describes

- How Nortel has faced key business challenges hands-on
- The considerations needed when mobilizing your workforce
- Why IP was the foundation selected for Nortel
- Why it's important to give employees a selection of communication methods
- The ROI for Nortel.

Mick Regan, Convergence Chief Architect Asia-Pacific, Nortel

12.00 Implementing recommendations of the Australian Telework Advisory Committee

Scean gives an overview of the Australian Government's proposed approach to implementation of policy recommendations developed by the Australian Telework Advisory Committee (ATAC) and describes

- The Australian Government's interest in telework
- ATAC process and policy recommendations
- The Australian Government's approach to the implementation of key ATAC recommendations
- Next steps and future activities.

Scean Kearns, Manager, Industry Structure and Initiatives Section, ICT Development Branch, Department of Communications, Information Technology and the Arts

12.45 – 1.45 Lunch

1.45 ICE – the Immersive Communication Environment

Many technologies supporting remote meetings feature rudimentary audio. If you don't know other participants' voices it can be difficult to recognise who's who. Enter the future of the online meeting, where simulated bodies (avatars) and enhanced audio create virtual spaces for remote workers. Sidd's presentation covers

- Enhancing online meetings with spatially-linked sound
- Supporting real-world work activities like side discussions during a meeting
- Ways that corporate communication can be improved.

Sidd Venkatesan, Manager Domain Projects, Smart Internet Technology, Cooperative Research Centres Programme

2.30 Virtual minefield

New environments for work and trade in the virtual world have provided positive changes. But new technologies, including wireless networking and mobile technologies, open a myriad of new avenues for computer criminals. Eric describes

- How these changes increasingly challenge computer security
- Why these new variants of computer crime may significantly undermine value gained from these technologies
- Cost implications for the victims of computer crime
- Need for widespread awareness of computer crime
- Practical recommendations.

Eric Holm, Lecturer in Business Law, Central Queensland University

3.15 Afternoon refreshments

3.45 A new paradigm - creating the virtual knowledge edge force

Online enterprise collaboration is challenged by increasing legislation, multi-dimensional 'theatres' of work and technological change. Matt uses case studies to discuss central tenets in creating a virtual knowledge edge force, including

- Creating an enterprise-wide taxonomy and why this is crucial
- Knowledge-sharing tools that enable robust information management, security and exploitation
- Leveraging cultural change in creating virtual workspaces
- We don't know what we don't know - how do we address this?

Matt O'Mara, Deputy Director Information Services, New Zealand Defence Force

4.30 The benefits of virtual teams

Brad gives an overview of the strategies for managing a virtual team to maximise the benefits for the employer and employee, including

- The benefits of managing teams across state borders
- The importance of measuring output not input
- The industrial relations benefits for employers and employees
- Professional development requirements for team members.

Brad Beach, Manager of Innovation & Organisational Development, Central Gippsland Institute of TAFE

5.15 Chairperson's conclusion

5.30 Close

PRE-CONFERENCE WORKSHOP 24 OCTOBER 2006

Managing and working remotely

A one-day training workshop on remote working in both virtual teaming and teleworking contexts which is designed for managers of remote workers and remote workers themselves. Topics include: • Introduction to remote management and remote working • What are the benefits and challenges? • Choosing tools for remote collaboration • Communication skills • How and why to manage and be managed by outputs • How to combat confusion in work planning and execution • Why relationships and trust matter and how to build these at a distance • Dealing with the problem of mistrust of teleworkers • Time management techniques that tackle the special pressures faced by remote managers and teleworkers.

Participants will take away textbook-quality workshop documentation plus a checklist of key action items.

Workshop Leader: Dr John Gundry, Knowledge Ability UK (www.knowab.co.uk), an international expert in remote work and management
Registration 9.30 am. Workshop start 10.00 am. Close 5.00 pm.

DAY TWO 26 October 2006

9.00 Chairperson's welcome

9.15 Lessons learned from managing an international virtual team

Creating and maintaining successful virtual teams requires a very different focus from face to face teams, however they can be just as successful and satisfying for team members. Carmen shares her experiences of setting up and running one of SAP's first virtual teams.

- Background - SAP's Global Customer Advisory Office
- Tools and processes I used to create a truly successful and motivated virtual team
- Things no-one ever told me
- Doing it differently the second time round.

Carmen Ryan, Director Customer Advisory Office APA, SAP Australia

10.00 Global leadership in a virtual world

Globalisation means that people with different cultural backgrounds increasingly work closely together. Monika describes four key competencies in global leadership and intercultural awareness

- How leaders pave the way to achieve a high-performance (corporate) culture
- How to develop cross-cultural virtual relationships with suppliers, partners & clients
- How to achieve broad-based empowerment that includes all employees in change initiatives
- How high-performance digital teams impact effectiveness.

Monika Altmaier, Senior Project Leader Internationalisation, Siemens Business Services, Germany

10.45 Morning refreshments

11.15 Implementing and managing e-working arrangements

- Resourcing strategy - How to attract e-workers
- Engagement strategy - How to engage them
- Training strategy - How to train them
- Reward and recognition plan - How to pay them
- Retention strategy - How to keep them

Julia discusses these points in the context of the Remote Call Centre Agents discovery pathway that UCMS Group explored in 2006. She shares insights and lessons around home-based agents in the context of the call centre industry and how this type of worker may offer an alternative to off-shoring.

Julia McIntyre, Manager, UCMS Academy, United Customer Management Solutions

12.00 Flexible work and work-life balance in the virtual world

The workplace of the future will present challenges and opportunities for managers and staff alike. Reconciling the need for business agility and employee-friendly workplaces will test the mettle of leaders, managers and employees. John describes how the public sector in Victoria is looking to ensure that flexible work-life arrangements will assist it to:

- Improve service delivery to its clients and citizens
- Contribute to its employee value proposition
- Contribute to continuous improvement.

John Cairns, Executive Director, Workforce Planning and Development, State Services Authority of Victoria

12.45 – 1.45 Lunch

1.45 Are we competent to work virtually?

This interactive session is a live link with members of the Remote and Virtual Work Network currently looking at virtual work competence. The network includes HR, organisational development and training managers across Australia. This session includes

- Facilitated discussion between the delegates and remote network members across Australia and beyond
- A case study style focus on what is needed to build workforce capacity to work this way.

Margaret Aspin, Director, Aspin Pty Ltd & Principal Consultant Aspin Online Consulting
Martha Goldman, Project Manager, Tropical North Queensland Institute of TAFE

2.30 When is flexible really flexible?

Lawyers usually reach their peak performance in their late 20s - early 30s. This timing is unfortunate for many as it coincides with their desire to start a family. Graham's firm wanted to retain and help high quality (predominantly female) staff minimise this conflict, and he describes their five-year old flexible work environment.

- Development of a virtual private network, and results of staff survey
- But did technology drive at the expense of other practices?
- Three case studies: What did we get right? What did we get wrong? What is the way forward?

Graham Teys, CEO, Minter Ellison Lawyers – Gold Coast

3.15 Afternoon refreshments

3.45 Virtual teaming – stories from the front line

You have arrived in a disaster-struck region. How do you "hit the ground running", quickly assess the situation and plan relief activities when communications, infrastructure and transport have been devastated? World Vision is a development and emergency relief organisation operating in 100 countries through a network of virtual teams. David describes

- Learnings from practical and real life experiences
- How to involve the whole team, regardless of where they are
- What to do when technology is not the answer.

David Sandison, Learning and Development Manager, World Vision Australia

4.30 Chairperson's conclusion

4.45 Close

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