



Welcome to
**Leveraging Technology to Support
Your Team**

This is the last webinar in the series,
**Beyond Basics: Virtual Service
Delivery.**

We will begin at 10 am EST.



Leveraging Technology to Support Your Team

10:00 to 11:30 am EST
Presented by Lea Vincent

October 16, 2020

Housekeeping Notes

- Everyone's microphone is muted
- Ask questions through the chat box
- To access closed captioning, click 'CC' on the navigation bar.
- Files will be transferred through the chat box
- Recorded webinar and files will be posted on the Level Up Indiana: ESI website

LEVEL UP Indiana

Employment Specialist Initiative

The Level Up Indiana: Employment Specialist Initiative (ESI) offers skills development and networking opportunities to expand the capacity of the state's employment specialists.

Level Up Indiana: ESI provides Indiana's employment specialists opportunities to:



<https://www.invrtraining.com/>

Beyond Basics: Virtual Service Delivery

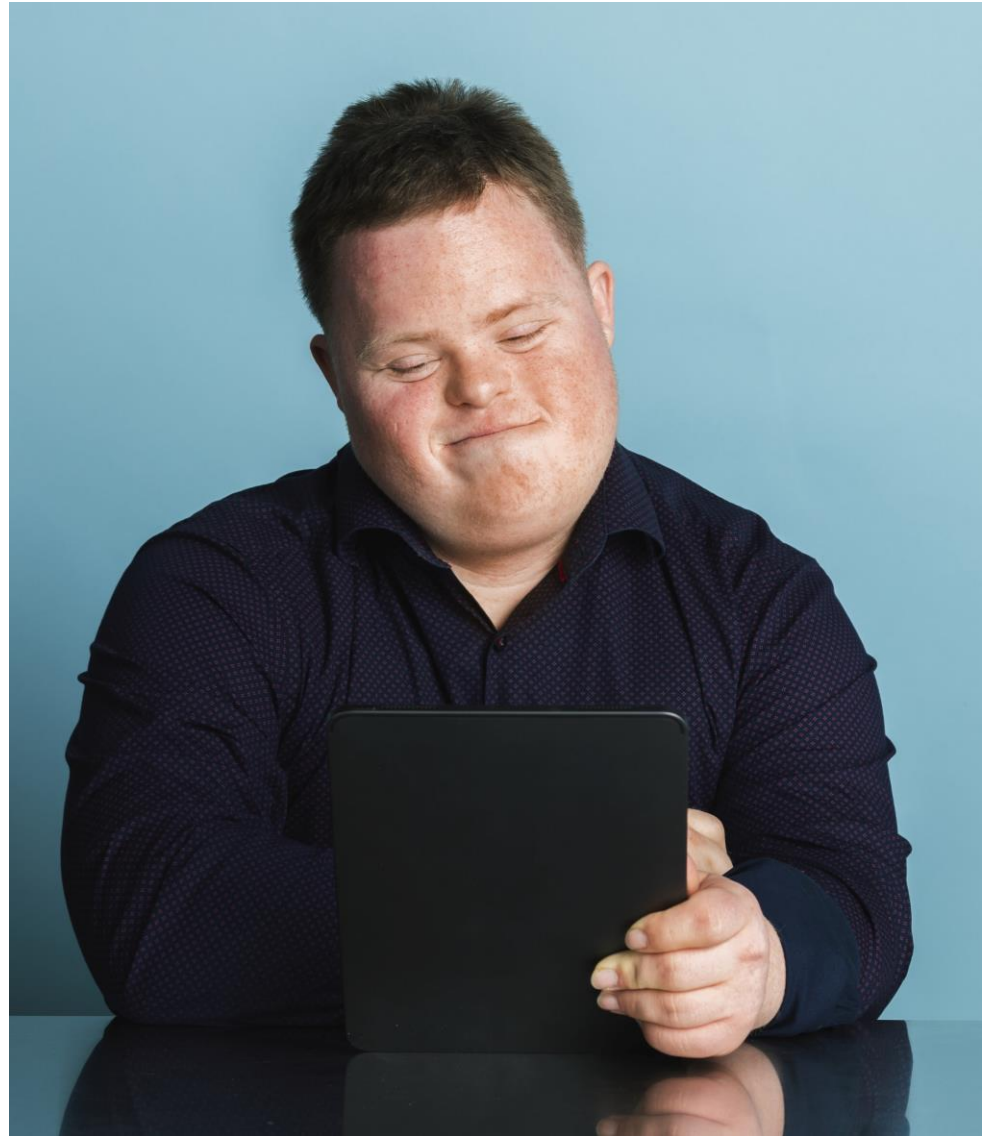
This Beyond Basics series helps providers level up for virtual service delivery. This will be beneficial in the case that services must be virtual but may also help increase efficiency and opportunities on a long-term basis.

- Increased convenience, access, and efficiency
- Offers options for people with limited transportation, mobility, and limitations due to health/COVID
- Pivot to a changing labor market

Today we're talking about leveraging technology to support your team.

Beyond Basics: Leveraging Technology to Support Your Team

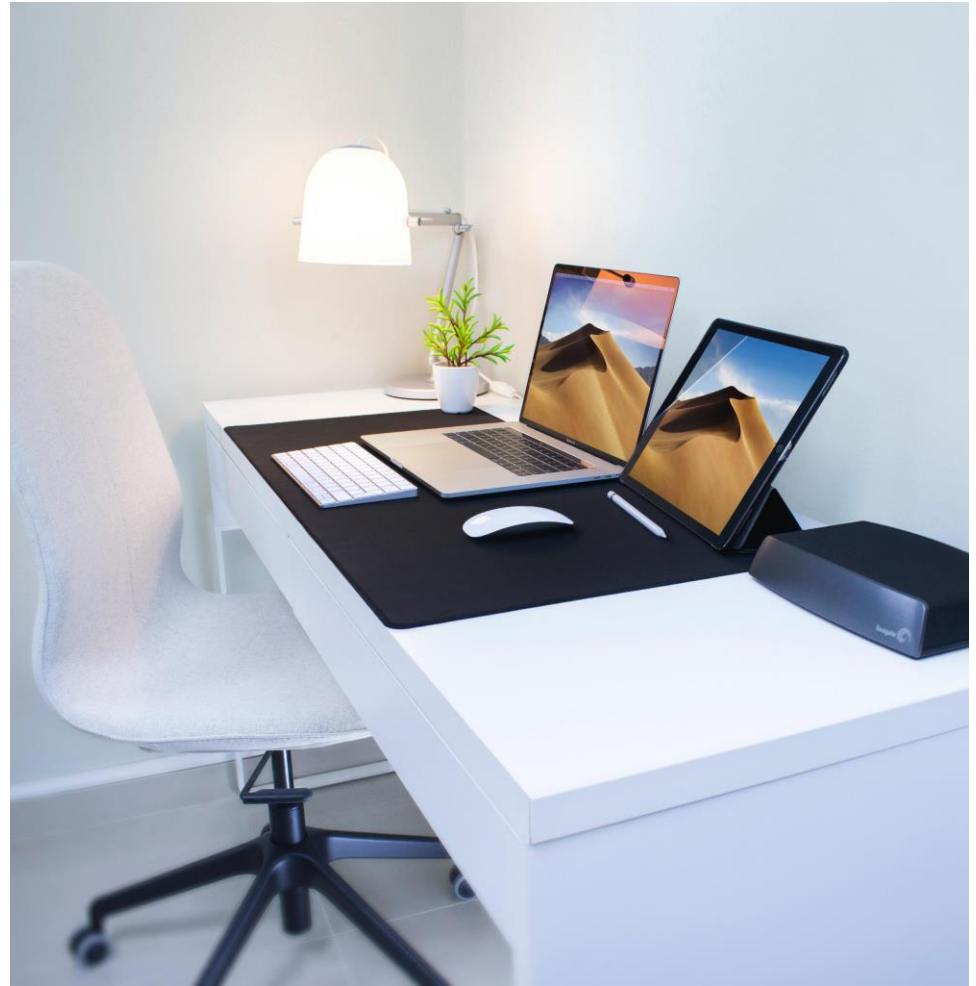
Presenting tools needed to successfully support job seekers and new employees in a quickly changing field.



Objectives

- **Successful Practices and Tools for Communication**
- **Successful Practices and Tools Supporting Productivity**
- **Effective Ways to Work Virtually with Your VR Counselor**

Successful Practices and Tools for Communication



POLL

What is your go-to form of communication for work?

Match the Technology to the Task

Communication Types

- **Email**—use when circulating routine information and plans, sharing ideas, and collecting simple data.
- **Phone**—use when more complex questions need to occur, but reading nonverbal language is not necessary.
- **Chat/messenger/text**—use for quick communications that have simple answers to questions.
- **Video Conferencing**—use these when more complex tasks such as problem-solving, negotiation, or having difficult conversations need to occur.

**Do you have
everything you
need in your
Remote
Working
Toolkit?**



Mobile Hotspots

Remote work hinges on reliable internet access. If you work primarily from your home office, you probably already have the fastest internet you can reasonably afford (if not, that's project number one).

Here are a few brands of mobile hotspots:

- Jetpack MiFi (Verizon)
- MiFi 8000 Mobile Hotspot (Sprint)
- Nighthawk LTE Mobile Hotspot Router (AT&T)



Resource Guide

Screen Sharing Software

Sometimes it's easier to show than tell. With screen sharing, you can show others your desktop and the files and apps you have open—and they can watch as you work on your computer.

Here are a few screen sharing software ideas:

- MS Teams
- Google Hangout
- Skype
- Zoom



Resource Guide

Team Chats



Resource Guide

If you're working remotely, you'll want a way to chat with your team at the same time instead of needing to set up a time for a call whenever you have a question.

Here are a couple different team chat Apps:

- Google Chat
- MS Teams
- Mattermost

Screen Recording Tools

Screen capture apps record what's happening on your screen, including the movement of your cursor, so you can deliver instructions, describe problems, or share knowledge.

Here are a couple of screen recording tools:

- **Screencastify**—for recording your screen from a Chrome extension and is free
- **Free Cam**—is a very simple free screen recorder with a built-in audio/video editor and is also free



Resource Guide

Video Conferencing Apps

Sometimes you'll still want to have a little facetime. Video calls can make you feel like you're in the same room with your virtual teammates and seeing others' expressions and gestures and hearing their voices goes a long way in having more effective conversations.

Here are a few of video conferencing Apps:

- Zoom
- Microsoft Teams
- FaceTime



Resource Guide

Cloud Storage

A cloud storage app you can access from any device is critical for remote collaboration. And it doesn't have to be complicated: just save a file to the shared folder, and you and your other coworkers will instantly have the latest changes.

Cloud Storage should be approved by your agency.

- **OneDrive**—Microsoft Office and Windows users



Resource Guide



Note-Taking Apps

Note-taking apps, many of which come with a web-clipping feature where you can quickly save things you want to read, help you stay organized, so you don't end up with a desktop full of sticky notes.

Here are a few Note-Taking Apps:

- **Evernote**—for taking all kinds of notes
- **Microsoft OneNote**—for a free option
- **Apple Notes**—for Mac users



Resource Guide

To-Do List Apps

Some people use their inbox as their to-do list. Other people use a spreadsheet. And some people still rely on plain old pen and paper. At the end of the day, the best to-do app is the one that you'll actually use.

Here are a couple To-Do List Apps:

- **Things**—has an elegant design
- **Habtica**—makes doing things fun



Resource Guide

Whiteboards

Working remotely means brainstorming remotely. One way to do that is using an online whiteboard to mimic the in-office whiteboarding experience.

Here are a couple online whiteboards:

- **Stormboard** (Web-based)—can create multiple whiteboards at once
- **Limnu** (Web, Android, and iOS)—a realistic whiteboard experience



Resource Guide

Communicating with Your Team

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Practice Good Conference Call Etiquette

- Be on time to calls
- Follow an agenda
- Direct the introductions
- Put your phone on mute when not speaking
- Don't talk over others
- Give everyone a chance to speak

Communicating with Your Team

Connecting with Colleagues

- Take **initiative** to regularly connect
 - Supervisor
 - Teammates
 - Partners

Communicating with Your Team



POLL

Have you ever used an Anti-Distraction App?

Successful Practices and Tools for Productivity



Anti-Distraction Apps

Workers can often waste **30 minutes or up to 2 hours a day** on social media sites

Utilize these types of apps to recover lost time:

- StayFocused
- SelfControl
- Freedom



Resource Guide

Effective Ways to Work Virtually with Your VR Counselor

Welcome:

Tracy White

Kelly Mertz

Chris Stein

Jana Humphreys

Effective Ways to Work Virtually with Your VR Counselor

- Find out what form of communication they prefer
 - Email, phone conferencing, text, messenger, etc.
- Respect their schedule and working hours
- Continue to be professional
- Be mindful and open to providing accommodations

Effective Ways to Work Virtually with Your VR Counselor

Log on to the online platform before the meeting starts to troubleshoot any technology problems.

Find out what works best for the participant.

Microsoft Teams is the preferred platform.

Being flexible/creative when meeting virtually.

Effective Ways to Work Virtually with Your VR Counselor

- If you need to staff several cases, please schedule a meeting.
- VR website and Employment Services Manual
 - <https://www.in.gov/fssa/ddrs/rehabilitation-employment/vocational-rehabilitation-employment/vocational-rehabilitation-employment-services/>
 - <https://www.in.gov/fssa/ddrs/files/VR-Manual-of-Employment-Services-February-2019.pdf>
- Effective communication is very important.
- Services are participant driven.

Ask your VR Counselors...

References

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- glassdoor.com
- lifehack.org
- [Zapier.com](https://zapier.com)
- [Computerworld.com](https://computerworld.com)
- pcmag.com

LEVEL UP Indiana

Employment Specialist Initiative

The Level Up Indiana: Employment Specialist Initiative is a project funded by IN Vocational Rehabilitation and led by Public Consulting Group

