Champlain College

Week 1: Assignment: Consulting Case #1

Paul Sherwood

1146080

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Roberta Peirick

To relieve companies of concern for the remote workforce and give employees the option of working remotely, the key will be a proper outline of roles and responsibilities. It should be expected of the employee and management to know what is expected from them and can measure their performance to complete goals. "The goal is quality of output, outcomes, and deliverables, as well as employee well-being." (Gartner, n.d.) Require the understanding that the employee's actions will dictate their opportunities of working from home or if working in the office is a better fit for them.

**BACKGROUND**  
 With the company's desire to allow for remote work to increase employee satisfaction, requirements will be in place, and the employer and employee will be a team to hold to higher standards. Concerns for quiet quitting, employee well-being, and alignment of hybrid teams to company needs will be addressed in the new policies. The goal is to maintain employee engagement and trust while allowing alternative working conditions whether that is hybrid, remote, or in-office staffing.

**PROJECT OUTCOMES**

“Too many organizations maintain a simplistic view of change.” (Champlain, n.d.) “The idea that you must be physically present to be productive is just not valid.” (Dina, 2021)

* “Evaluate remote employees by results achieved.” (English, 2022)
* Educate leadership on techniques to manage remote and hybrid teams.
* Monitor and improve employee well-being.

**INITIAL ACTIVITIES and DELIVERABLES**

* Leadership training: "If your employees are disengaged, you’ve got a leadership problem.” (Larry, 2022)
* Data collection selection: Collecting the right data to lead to proper guidelines. What is your goal for each employee's time or production?
* Define performance standards: Performance standards will be outlined here and focus on measurable results rather than unrelated data points such as time at the keyboard.

**PROJECT WORK PLAN**

"I think this is a case where one-size-fits-all solutions unfortunately do not exist." (Dina, 2021) As a manager of a company, we need to move forward and find solutions that fit how our company does business.

* Phase 1: Diagnosis
  + Collect survey data points and employee feedback: Learning what we need to capture will assist ACME and ensure they are appropriately balancing monitoring personnel and effectively managing personnel.
* Phase 2: Design
  + Interpret and implement observations from phase 1.
  + Design clear metrics. Ticket or projection completion per person, customer scores, retention for all employees.
* Phase 3: Implementation
  + Train employees on new policies and metrics.
  + Implement plans defined by policies.
  + Collect data and feedback from employees and managerial staff.
* Phase 4: Evaluation
  + Monitor performance metrics.
  + Adjust the new program to fit with ACME’s needs, and concerns.

**ROLES and RESPONSIBILITIES**

**Consultant**

* Create and facilitate surveys and gather input from affected ACME personnel.
* Develop policies with and after sign-off from stakeholders/management.
* Create and implement leadership training.
* Provide support during Implementation to management.
* Monitor project.

**Client**

* Participate in training.
* Provide access to ACME personnel.
* Provide expectations regarding new procedures.

6. References

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English, L. (2022, September 20). Why a great remote leadership strategy is a cure for quiet quitting. Forbes. Retrieved from <https://www.forbes.com/sites/larryenglish/2022/09/20/why-a-great-remote-leadership-strategy-is-a-cure-for-quiet-quitting/?sh=53d96d106a46>

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