Guest,

Welcome to:
The Mobile Workforce – The Office of Tomorrow Today – How to Manage and Lead

Presented by
Lighthouse Consulting Services, LLC

Featured Guest:
Janine Chung, ERPA, CPC, QPFC
Director of Kravitz Back Office Solutions
818-379-6119
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Host:
Dana Borowka, MA
CEO, Lighthouse Consulting Services, LLC
Author of Cracking The Personality Code
(310) 453-6556, ext. 403
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How it started for Kravitz:

- Expensive to hire in So. California
- Limited local resources
- Tried outsourcing overseas
Communication to staff

- Time and money savings
- Job security
- Wider individual opportunities
- Options for local staff too

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Technologies

- Must go paperless
- Secure web access (Citrix)
- Hardware support including multiple monitors
- IP phone with IM software
Culture

- Stay connected
- Proactive outreach
- Use technology (Social media, webcam)
- Committee involvement
- Care packages
Set up for Success

. Hire the right people! – working with Lighthouse
. Accountability measurements
. Back up buddy system
Roll Out Steps

- Plan out in phases
Recruiting enhancement

- National branding
- Higher retention
Downside for not going remote

. Lack of scalability and agility

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How to Create an Ownership Culture

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