

Model The Game Changing Strategies Used By Six & Seven Figure Earners To Work Less & Make More In Your Business. And Find Out Exactly How To Secure Your Future Success By Bringing Together A Team To Do The Work For You!



"The Entrepreneurs Guide To Working Less & Making More"



INSIDE OUTSOURCING

MODULE 6: COMMUNICATING WITH YOUR TEAM

**MY FUTURE
BUSINESS**



**"The Entrepreneurs Guide To
Working Less & Making More"**

**INSIDE
OUTSOURCING**

Communicating With Your Team

Whether you're hiring someone for the first time, you have a virtual assistant or you have a team of workers assisting you, it's important that you have a way to communicate with them.

This will help you with:

- taking care of any problems before they get out of hand
- keeping track of your team's progress
- asking and answering any questions to avoid any misunderstandings in relation to your project or company goals

Those who work with you will appreciate knowing that you are available to them if they need you. You will also have the assurance that you can get in touch with them when necessary or inform them of any changes or additional tasks needed to complete your projects.

Given modern technology, there are quite a few ways for you to effectively communicate with your team. As you go through the hiring process, you may want to agree upon what methods will work best for both parties.

"The Entrepreneurs Guide To Working Less & Making More"


INSIDE OUTSOURCING

Instant Messaging

Instant messaging is where you can have an online chat in text form in real time via an internet connection. It is available through a variety of software programs and applications. Here I will cover some of the most popular methods.

Google Hangouts

In Module Four, I touched on how you can use [Google Hangouts](#) to interview potential workers during the hiring process. It has a variety of additional uses - one of them being an instant message feature.




Group conversations are better than ever


Share photos and emoji for more lively conversations

Whether you're talking just with that special someone or figuring out Friday night plans with the whole gang, Hangouts are like real-life conversations. You can show photos and share how you're feeling with emoji.

Download Hangouts:
[Google Play](#) | [iTunes App Store](#) | [For your computer](#)

 **Have more engaging conversations**

See when your friends have read your messages and when they're typing back. If a friend isn't available when you try to reach them, they'll see an alert next time they connect, keeping your conversations alive.

 **Easily go back to any of your Hangouts**

Finding your ongoing conversations across devices and picking them back up is simple. And you can scroll back through past Hangouts to re-live what you talked about — from those epic trip photos to that nice note from a friend when you were home sick.

Google Hangouts is easy to use and is available to download for free on most devices. This makes it convenient to keep conversations going regardless of where you or your workers are or what your preferred device is.

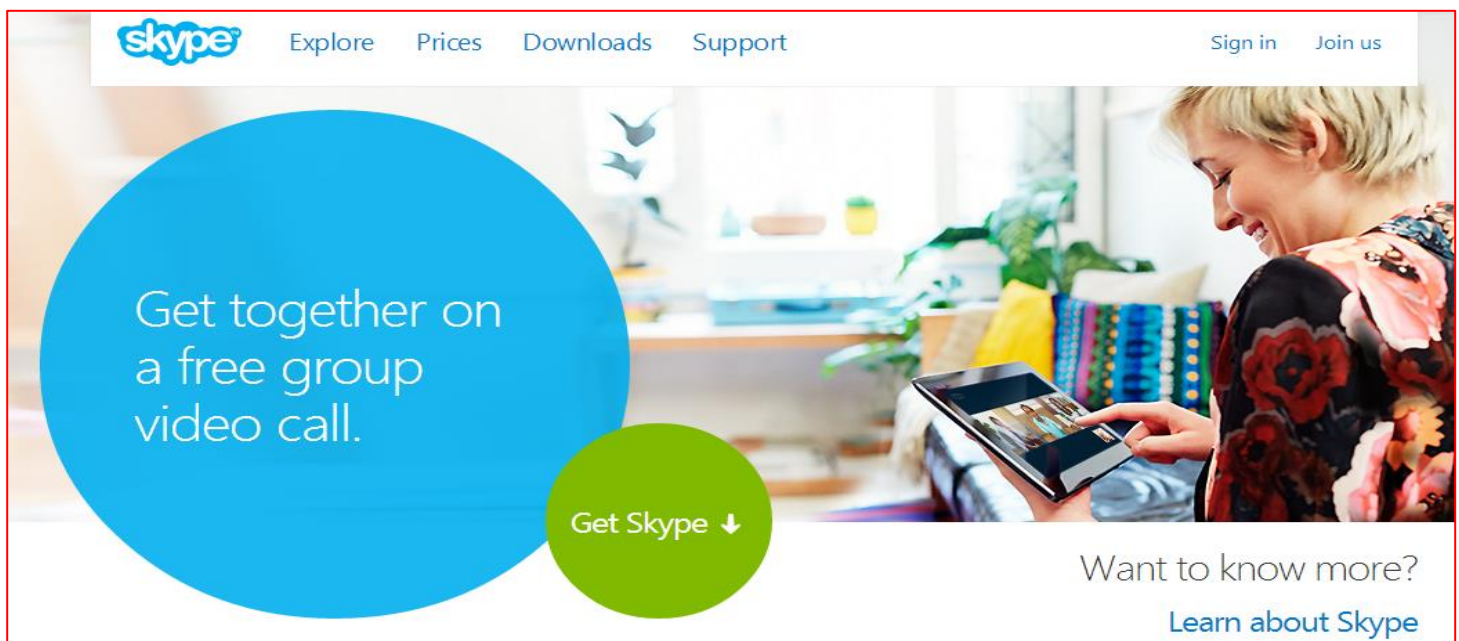
With Google Hangouts, you can communicate with your workers any time of day and they will receive notification of your message as soon as they are logged in. It is also easy to switch from their instant messaging function to a live video call if necessary.

"The Entrepreneurs Guide To
Working Less & Making More"

INSIDE
OUTSOURCING

Skype

In Module Four we also touched on using Skype to interview potential candidates. Just like with Google Hangouts, Skype is also an excellent way to keep an open line of communication with your team.



skype Explore Prices Downloads Support Sign in Join us

Get together on a free group video call.

Get Skype ↓

Want to know more?
[Learn about Skype](#)

Like Google Hangouts, Skype is also available for free download on most popular devices. If the other party is logged in or isn't available when you send your message, it will be viewable to them once they log in. The messages you send can either be in text or video format.

For additional fees, you can also send text messages to someone's phone or make actual phone calls to mobile phones or landlines. Their fees vary but you will probably find that using their free video or text chat features will be sufficient to communicate with your team.

"The Entrepreneurs Guide To Working Less & Making More"

INSIDE
OUTSOURCING

Facebook Messenger

The majority of people have a Facebook account and visit it regularly so it may be convenient to use the [Facebook Messenger](#) function.



Facebook Messenger is also a free feature and can be used across a number of mobile devices. It can be used directly from logging into the Facebook site and it will show as an email within their system or through an app that is installed for free on your device of choice.

Any of these applications are a good option to keep in constant communication with your team. Choosing which one is best will mostly depend on both your team's as well as your preferences for communicating. All of these options also provide a variety of other methods for keeping in touch that should work well regardless of your location or how many people are on your team.

"The Entrepreneurs Guide To Working Less & Making More"

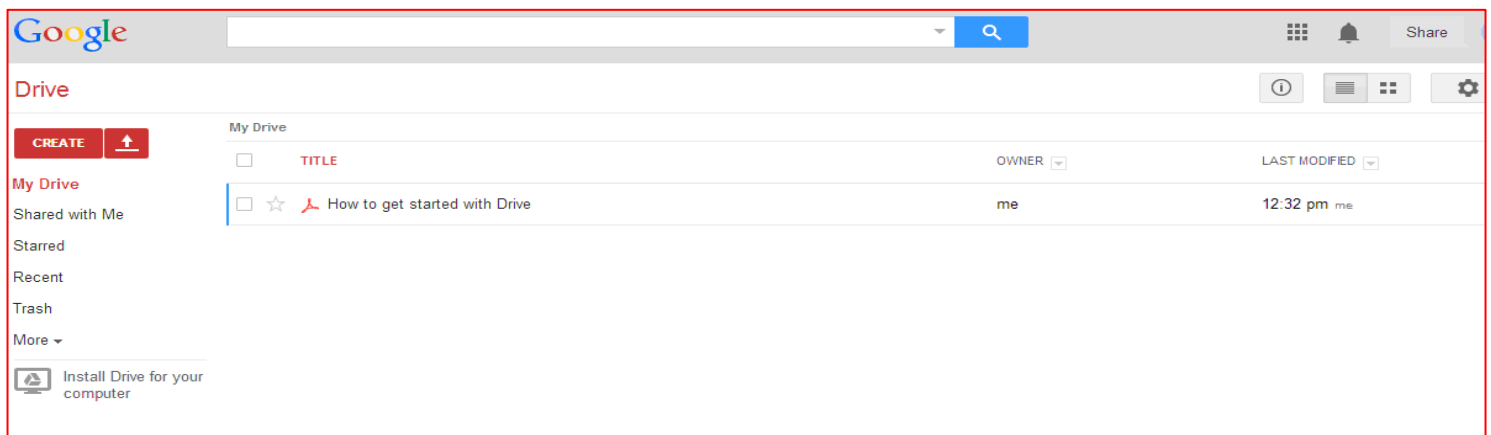
INSIDE
OUTSOURCING

Collaborating With Your Team

In addition to communicating with your team, there will also be times that you will need to collaborate with them for various reasons. As you build your business, you will want to be able to share access to projects and work together to make your documents represent the best of everyone's efforts.

Google Docs

[Google Docs](#) is free when you sign up for a Gmail account.

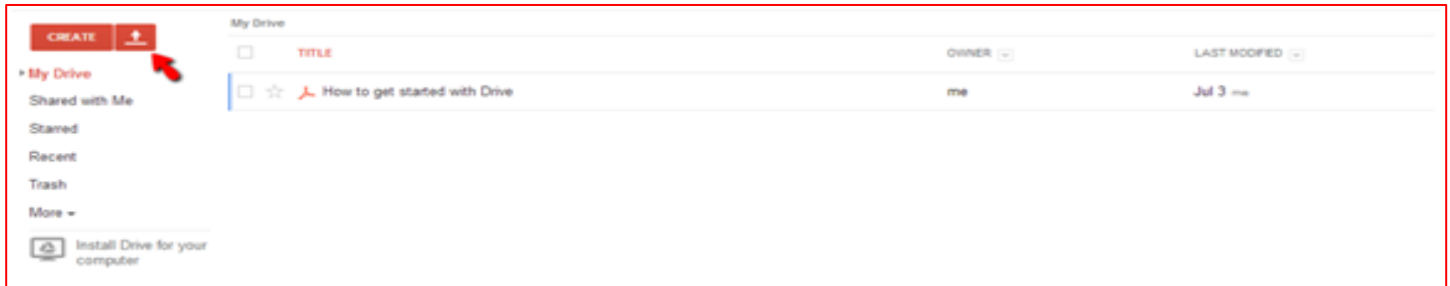


Within Google Docs, you can create materials and save them as if they were processed through the Microsoft Office Suite. For example, when you create a spreadsheet you can save it as an Excel spreadsheet and open it in Excel to modify the content or include more information.

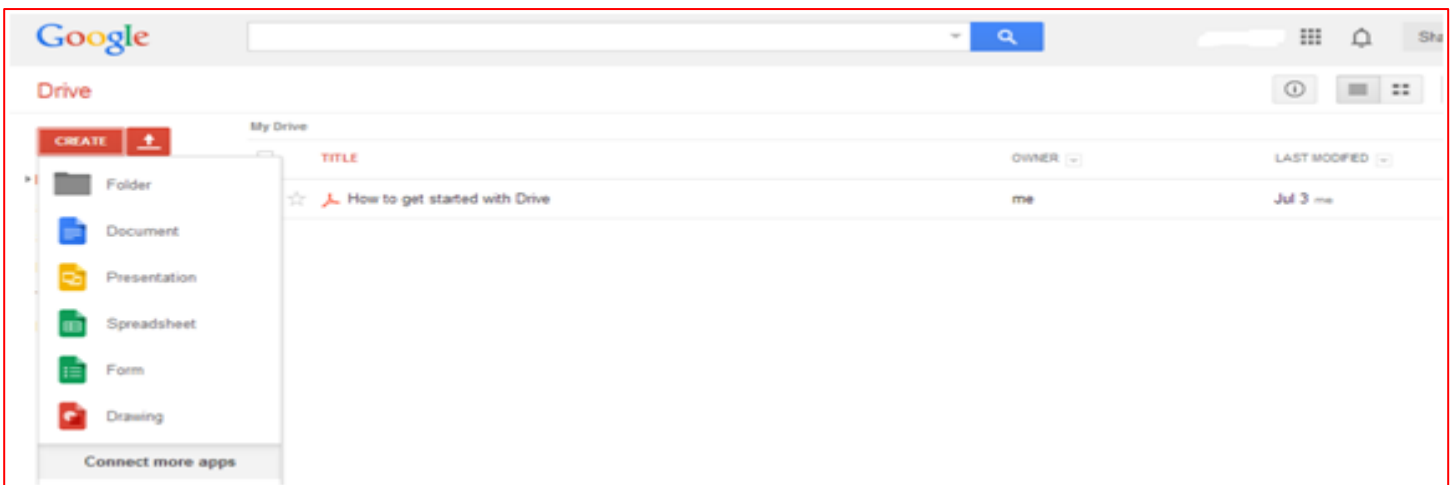
**"The Entrepreneurs Guide To
Working Less & Making More"**

**INSIDE
OUTSOURCING**

In addition to its compatibility with popular software, Google Docs allows you to share any document that you choose with your team. To get started, you will want to create the document of your choice within Google Docs.



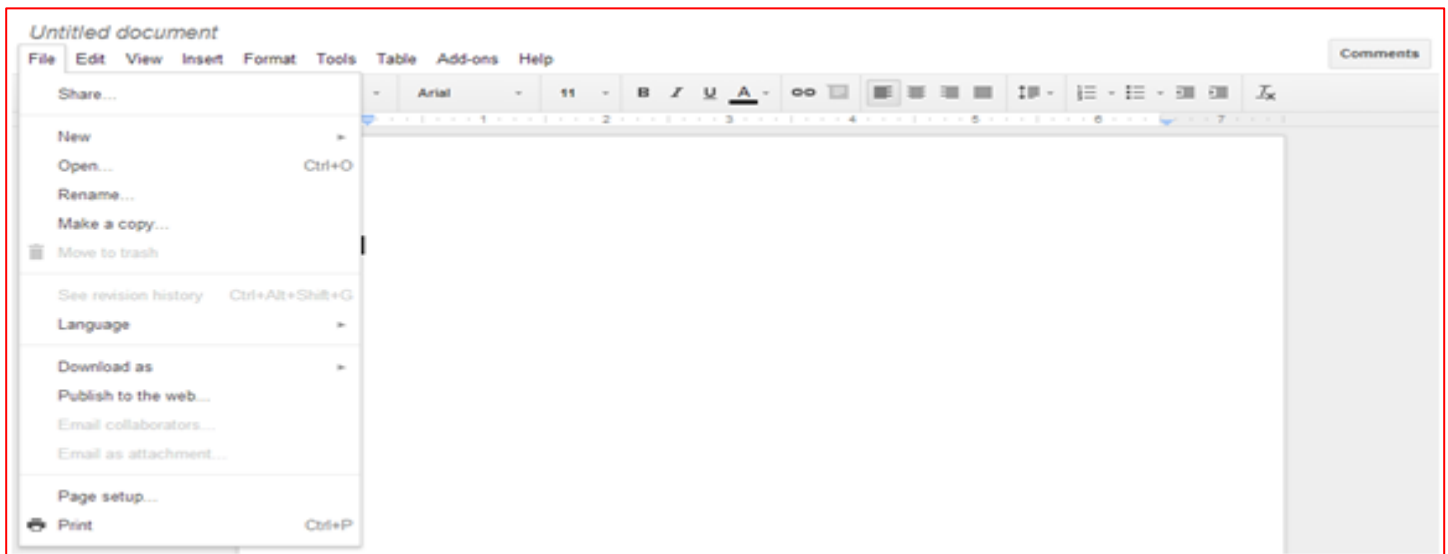
As you can see, you have the same options as you would with programs like Microsoft Office.



**"The Entrepreneurs Guide To
Working Less & Making More"**

**INSIDE
OUTSOURCING**

For this example, we will choose Document which is compatible with Microsoft Word. Once you select your choice, you will want to create a name for your document and decide if you want to keep it as a private document or share it with members of your team. You perform both of these functions within the File section of the drop down menu on the top of the screen.



"The Entrepreneurs Guide To
Working Less & Making More"

INSIDE
OUTSOURCING

For naming the document, you will choose the Rename option and to share it with team members, you will select the Share option. Please note that your document must have a name before you can share it.

Sharing settings

Link to share (only accessible by collaborators)

https://docs.google.com/document/d/1UnPXXKaBR15xcwj3U_6WYPrhoxvjO6ANzolcsi

Share link via:



Who has access

Private - Only you can access [Change...](#)

(you) Is owner

Invite people:

Enter names or email addresses...

Editors will be allowed to add people and change the permissions. [\[Change\]](#)

Done

"The Entrepreneurs Guide To Working Less & Making More"

**INSIDE
OUTSOURCING**

Once you select the Share option, you can see that the document is saved as private initially. At the bottom of the screen, you can enter the email addresses of the people you want to give access to.

The screenshot shows a document sharing interface. At the top, under "Who has access", there is a lock icon and the text "Private - Only you can access" with a "Change..." link. Below this, a user icon is shown next to "(you)" and "Is owner".

Below the access settings is an "Invite people:" section with an empty text input field. To the right of the input field is a dropdown menu currently set to "Can edit". The dropdown menu is open, showing three options: "Can edit" (checked), "Can comment", and "Can view".

Below the input field, there is a checked checkbox for "Notify people via email - Add message". To the left of this are "Send" and "Cancel" buttons. To the right are two unchecked checkboxes: "Send a" and "Paste to email".

At the bottom of the form, there is a note: "Editors will be allowed to add people and change the permissions. [Change]"

This also gives you the ability to give others the power to edit your document, comment on it or just view it. Those you share your document with will receive an email stating that you are sharing the document with them. Once they accept your invitation, they will be able to access it.

If you are sharing a document with a worker who has the ability to edit it, you can view what changes they made and when.

**"The Entrepreneurs Guide To
Working Less & Making More"**

**INSIDE
OUTSOURCING**

You can view this function by choosing See Revision History under File in the drop down menu. The following list will appear on the right hand side of your screen.

Revision history
Today, 2:51 PM
Today, 1:42 PM
August 6, 3:02 PM
August 6, 12:41 PM
August 5, 2:00 PM

Show changes

Show more detailed revisions

This will show you the revisions made to the document, who made the revisions and when. While this give you an idea of your worker's progress, it will be hard to detect exactly how much time they are spending on the particular document. If you want to have this detail, I suggest you also use one of the project management or time tracking tools we discussed in Module Five.

"The Entrepreneurs Guide To
Working Less & Making More"

INSIDE
OUTSOURCING

Apple iWork

If you prefer to use Apple-based software, you can use [Apple iWork](#) to create and share documentation with your team.

Now you're free to do just about anything.

We want everyone to have the best possible experience with the products we make. That's why iPhoto, iMovie, GarageBand, Pages, Numbers, and Keynote are now free with every Mac and iOS device.* And all six apps are better than ever. So you can do amazing things with your photos, movies, music, documents, spreadsheets, and presentations. They're all built with a 64-bit architecture to take full advantage of our powerful hardware. And with iCloud built into each app, your devices work and play together beautifully.

iOS

Mac



This is software that comes with every Mac and iOS device. It gives you the capability of creating and sharing photos, movies, music, documents, spreadsheets, and presentations.

Each portion has its own name and the document, spreadsheet and presentation features are all compatible with Microsoft Office so there's no need to worry about what software your team is using. Each of the apps will cost you about \$19.99 but they will provide you with a lot of flexibility to share if you or members of your team prefer different applications.

**"The Entrepreneurs Guide To
Working Less & Making More"**

**INSIDE
OUTSOURCING**

How to Communicate More Effectively With Your Team

It's one thing to have methods of communication setup that allow you to reach your team at any time. It's another situation altogether to ensure that when you communicate that you have an understanding of the other party's culture as well as any barriers that can prevent effective communication.

Understanding Time Zone Differences

The more people you add to your team, the better the chances are that you will have to contend with varying time zones and schedules. It will be important for you to know their local time and time zone compared to yours so you can coordinate project deadlines as well as times to communicate via instant message or video chat.

Time Zone Converters

Instead of trying to calculate what the time difference is between you and members of your team, you can go to the [Time Zone Converter](#) website and it does all of the work for you.

Time Zone Converter – Time Difference Calculator

Find the time difference between several cities with the Time Difference Calculator.

Provides time zone conversions taking into account daylight saving time (DST), local time zone and accepts present, past or future dates.

For current time anywhere in the world, please use [The World Clock](#).

Select time and place to convert from

Month: Day: Year: Hour: Minutes:

Location: or choose:

Select places to convert to

Location 1: or choose:

[Add more cities](#)

[Convert time](#)

"The Entrepreneurs Guide To Working Less & Making More"

INSIDE
OUTSOURCING

All you need to do is simply enter in your location or time zone and the location or time zone of your team member and it will provide you with the information you need.

The World Clock – Time Zone Converter – results

At the specified time, local time in Adelaide is 14:30 hours ahead of New Orleans

Table of times Copy & Paste

Add to calendar

Location	Local time	Time zone	UTC offset
New Orleans (U.S.A. - Louisiana)	Sunday, August 10, 2014 at 5:00:00 PM	CDT	UTC-5 hours
Adelaide (Australia - South Australia)	Monday, August 11, 2014 at 7:30:00 AM	ACST	UTC+9:30 hours
Corresponding UTC (GMT)	Sunday, August 10, 2014 at 22:00:00		

How to use the Time Zone Converter

Glossary

UTC

Coordinated Universal Time - the international basis for other time zones.

Same time as for GMT (Greenwich Mean Time) and Zulu time.

Note that United Kingdom is not on GMT during summer.

As you hire people who are located in different time zones than yours, it will be important that you know their local time for scheduling purposes. Not only will you need to have an idea of when they will be working but you will need to coordinate when your team is available for meetings.

You will want to discuss any time zone difference with the members of your team and make sure they are comfortable with it. A significant difference in time could mean adjusting schedules either earlier or later to accommodate both parties. You will want to work with them to agree on times that will work best for both of you to communicate. If there is a difference in schedules, it may be best to limit live conversations to once or twice a week and then use email when necessary.

You can also download various apps that are available for tablets and other mobile devices that will help you convert time between time zones. They are available for both Android and Apple operating systems and you can choose the one that works best for your purposes. Most of the apps available are free but there are some that will cost you around \$3 USD.

"The Entrepreneurs Guide To Working Less & Making More"

INSIDE OUTSOURCING

Handling Holidays and Time Away from the Office

With differences in time zones or locations, you may also have to contend with holidays or time away from the office that differ from what you are used to.

On the same site I mentioned for converting time zones, they also have an area where you can view holidays in other regions.

The screenshot shows the website timeanddate.com with a navigation menu including Home, World Clock, Time Zones, Calendar, Weather, Sun & Moon, Timers, Calculators, Apps & API, and Free Fun. The main content area is titled "Holidays and Observances around the World" and lists various international holidays categorized by region:

- UN International Year of...**
- North America**
 - Canada
 - Costa Rica
 - Cuba
 - Dominican Republic
 - El Salvador
 - Guatemala
 - Haiti (Coming soon)
 - Honduras
 - Mexico
 - Nicaragua
 - Panama
 - United States
- South America**
 - Argentina
 - Bolivia
 - Brazil
- Europe**
 - Albania
 - Andorra
 - Austria
 - Belarus
 - Belgium
 - Bosnia and Herzegovina
 - Bulgaria
 - Croatia
 - Cyprus
 - Czech Republic
 - Denmark
 - Estonia
 - Finland
 - France
 - Germany
 - Greece
 - Holy See (Vatican City)
- Africa**
 - Congo Dem. Rep.
 - Egypt
 - Equatorial Guinea
 - Ethiopia
 - Kenya (Coming soon)
 - Morocco (Coming soon)
 - Nigeria
 - South Africa
- Asia**
 - Armenia
 - Azerbaijan
 - Bangladesh
 - China
 - Cyprus
 - Georgia
 - Hong Kong

Having this information ahead of time may also help you to be proactive in planning what work may be delayed due to absent workers.

Differing cultures, regions or religions observe different holidays. As you bring on members of your team that reside in a different regions from yours, you may want to discuss with them that if they have a holiday or religious observance that prevents them from working that they are to notify you in advance so there are no surprises.

The same goes for time away from the office. Although some emergencies or illnesses come up without any warning, you may want to mention to your team that they should try to give you as much notice as possible if they will not be available for work on a given day. You may also want to discuss with them if they will be making up their time so that the work will still get accomplished.



**"The Entrepreneurs Guide To
Working Less & Making More"**

**INSIDE
OUTSOURCING**

How to Handle a Dispute Between You and a Member of Your Team

As with any relationship, a working relationship isn't immune to disagreements or disputes between parties.

The best way to avoid any miscommunication or problems is to set clear guidelines and expectations at the start of the working relationship. However, this is not a guarantee against problems arising as the relationship develops.

If a situation arises where there is a disagreement between you and a member of your team, the best way to try to resolve the problem is to have an open line of communication. This is one of the main reasons why I discuss methods of communication extensively throughout all of the modules in this program.

If a problem comes up, you will want to address it immediately before it has the potential to escalate. Openly and clearly communicate any problems or concerns that you have to any workers where it is applicable. It is also important to give them a chance to do the same and respond to you with any issues or concerns they may have.

This allows you to discuss any problems and work together to come up with a solution that will not only resolve the problem but that both parties can agree to. You will want to document the conversations you have to resolve any problems so that there is proof of your resolution. If this does not solve the problem, it may be necessary to take it one step further.

If you can't come up with a solution to a problem by working directly with your team members, it may be necessary to do mediation or third-party arbitration. This is where you bring in an outside party to help you resolve the problem. It is best to resolve the problem before this step as this will cost you money and may result in animosity developing between you and your team members.

A banner image with a red background. On the left, there is a silhouette of a person standing next to a window with a red frame. In the center, the text "The Entrepreneurs Guide To Working Less & Making More" is written in white with a black outline. On the right, the words "INSIDE OUTSOURCING" are written in large, bold, white letters with a black outline. The background also features silhouettes of people and some US dollar bills.

**"The Entrepreneurs Guide To
Working Less & Making More"**

**INSIDE
OUTSOURCING**

The good thing about hiring a third party to resolve the situation is that this person is unbiased and will work with you to prevent the problem from getting any worse. Their job is to provide a solution that will work for both parties without involving a court of law.

If this still does not resolve the problem, you may have to consider coming up with a resolution by going to court. This will mostly depend on what the actual problem involves but it may be possible if a solution cannot be found. Any documentation from the original contract all the way to any documented discussions about the problem can become evidence in court.

Some of the project sites out there have their own mediation departments to help you avoid from taking things to this level. However, it will require both parties cooperation to resolve any problems or disputes.

In the end, it's best to avoid any problems as it could result in bad feelings between you and members of your team. It may even result in the potential for you to have to relieve workers from their responsibilities which will cost you as you will need to train new workers. Always try to keep the lines of communication open with your team to reduce the possibility of any serious problems arising.

A banner image with a red background. On the left, there is a silhouette of a person standing next to a window. In the center, the text "The Entrepreneurs Guide To Working Less & Making More" is written in white with a black outline. On the right, the words "INSIDE OUTSOURCING" are written in large, bold, white letters with a black outline. The background also features silhouettes of people and some US dollar bills.

**"The Entrepreneurs Guide To
Working Less & Making More"**

**INSIDE
OUTSOURCING**

In Summary

In this module, we've covered how to communicate with members of your team and the various tools you have available to make this a simple task. As your business grows it will be essential for you to find efficient ways to communicate with your team so you can be aware of any problems or issues they may be having.

Knowing that any problems exist will help you to get them resolved as quickly as possible so that your projects can be completed on time and worker frustration is kept to a minimum. It's also important to know what you can do to resolve problems so that the relationship you have with your team will continue to develop and grow.

Next up we'll be covering how to train your workers on various tasks that are essential to your business.

See you there!