Effective virtual communication for remote teams

Remote working has many advantages for both employees and organisations, but it also comes with its own unique set of challenges.

Without sharing office space, colleagues must find new ways to meet, share ideas and collaborate. Lacking the opportunity to pick up on cues like body language, facial expression and tone puts a heavier burden on written communication – and can mean more misunderstandings and bad feeling. And an absence of in-person interaction can lead to team members feeling disconnected, disengaged and isolated.

At the same time, leaders of remote teams must understand how to keep their team members feeling motivated and supported, while negotiating cultural or language barriers and different working and communicating styles.

Thriving in the virtual environment

But with a new skill set, effective workflows and an understanding of how to make the most of available tools, your distributed team can thrive in their virtual workplace. This half-day intensive session will equip delegates with the key skills and techniques they need.

Who is it for?

This course will benefit any distributed team who do most or all of their work remotely via online tools. We can adapt the training to whatever video conferencing and instant messaging platforms you use.

What does the programme include?

This course typically runs as an intensive half-day session covering the key techniques for effective virtual communications. As part of the preparation, we ask delegates to fill in an analysis exercise which identifies their social style. The insights that this questionnaire reveals about each team member will help them relate better to each other remotely and team leaders to better manage and support their colleagues.

We can also adapt the training to suit your team's specific needs, extending to a full day that includes more detail on topics such as effective online writing or how to manage remote teams. Or the half-day can be combined with e-learning, writing analysis and one-to-one feedback.

We can also help you define and develop your virtual-communications plan.

Numbers, venue and pricing

We can train any number, including an entire organisation. We train in small groups of no more than ten per session, to make sure everyone gets the individual attention they need.

This course is ideal for remote delivery, so your distributed team can attend wherever they are. We have been running remote training for over ten years and ensure that every online session is interactive, engaging and collaborative.

If you prefer to gather your team for an in-person session, we can also come to you to run the course. Our trainers are based in the UK, the US and Europe, but we train globally.

The cost of the training varies depending on which elements you choose for your blended solution and on how many people you're looking to train.

Call us on +44 (0)1273 732 888 or email info@writing-skills.com to talk about your needs for the training and the best approach for your team.

Learning objectives

On this intensive session, your team will learn how to:

• understand virtual-communication etiquette and tone

• establish their message and choose the right channel to share it

• define a shared vision and keep each other connected and engaged

• communicate key messages clearly

• inform, update and persuade with their writing

• avoid misunderstandings, plug communication gaps and defuse conflict

• run engaging online meetings

• encourage and manage others' contributions

• use workflows that maintain the flow of information

• collaborate effectively online

• understand and work with different social styles.

Course programme

Effective virtual communication for remote teams

Introduction
- Welcome and course overview
- Virtual communications: limitless possibilities
  - Building trust and relationships
  - Keeping the team connected and engaged
  - Checking in: constructive one-to-ones

Break
- Matching your message to your medium
  - Selecting the best channel
  - Establishing communication ground rules
- Effective emailing and instant messaging
  - Striking the right tone
  - Clarity and concision
  - Getting the reader to take action
- Collaborating virtually
  - Preparing yourself and your audience
  - Checking the technology
  - Outlining etiquette and expectations
  - Assigning tasks
  - Sending the invitation and agenda

Break
- Managing a meeting or conversation
  - Kicking off in a positive way
  - Keeping people engaged
  - Ending positively
  - Giving video presentations
- Making the most of virtual platforms
  - Sharing desktops and passing control
  - Using virtual whiteboards
  - Managing interruptions
- Virtual communications checklist

Master the skills, techniques and workflows for a connected and effective virtual team