

Now with
post-course e-learning
support worth £150

Effective virtual communication (remote learning)

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, you and your 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 remote workers feeling disconnected, disengaged and isolated.

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, you and your colleagues can thrive in your virtual workplace. This half-day intensive session will equip you with the key skills and techniques you need.

Who will benefit

This course will benefit anyone who does most or all of their work remotely via online tools.

Our courses for individuals are a great way to train only one or two people, or to sample our training before bringing it in-house.

And because this is remote training, you can attend no matter where you are.

Live online training

We run this course remotely, using the latest web technology. That means you can attend from anywhere. All you need is a computer, a headset and stable internet access.

Learning online is always going to be different from learning in person. So we've carefully designed our remote sessions with these differences in mind, to ensure you still get the same level of interactivity as in our face-to-face training.

And as part of this blended programme, after the remote course you'll also get a year's access to our comprehensive e-learning package, *The complete business writer*. These short and engaging lessons will reinforce and build on the business-writing techniques you learn on the course.

Why it works

- Pre-course analysis identifies your dominant social style, helping you to understand your drivers and needs at work and how to support these in a virtual environment.
- Small-group training (eight delegates per course) ensures you get individual attention.
- Use of breakout rooms, live polling and activities, shared whiteboards and other tools creates an interactive and collaborative experience.
- Follow-up support includes access to a free telephone and email helpline for a year.
- Post-course access to our e-learning programme *The complete business writer* reinforces and builds on what you've learned.

Learning objectives

On this intensive session, you will learn how to:

- understand virtual-communication etiquette and tone
- establish your message and choose the right channel to share it
- communicate key messages clearly
- inform, update and persuade with your writing
- avoid misunderstandings, plug communication gaps and defuse conflict
- run engaging online meetings and collaborate effectively online
- encourage and manage others' contributions
- use workflows that maintain the flow of information
- understand and work with different social styles.

Course programme

Effective virtual communication (remote learning)

9.30* Introduction

- Welcome and course overview
- Virtual communications: limitless possibilities
- Building trust and relationships
- Staying connected and engaged

10.15 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

11.15 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 using virtual whiteboards
- Managing interruptions
- Virtual communications checklist

12.30 Close

*Timings based on UK time zone (GMT/BST)

Master the skills, techniques and workflows for effective virtual teamwork