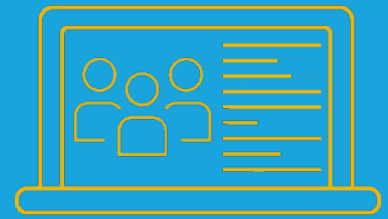# Effective virtual communication

Course for companies   **Live online**

Who is it for?
Any distributed team who work remotely via online tools. We'll adapt the course to whichever platform you use.

Delivery
We deliver this course live online.

Participant numbers
Four people up to your whole organisation. We train in groups of no more than ten to make sure everyone gets individual attention.

Course length
Flexible – typically one intensive half-day session.

Pricing
The cost of the course varies depending on numbers. Please get in touch to talk about your group:

+44 (0)1273 732 888
info@writing-skills.com

25 years

of better writing

Remote working has many advantages for employees and organisations, but it also comes with its own 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.
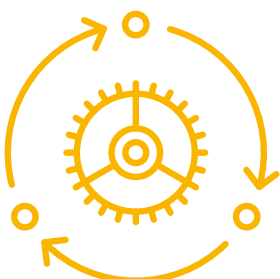
Tailored virtual training that works

Online training is the natural choice in a world where remote working is more widespread than ever.

We've been running remote-learning programmes for over ten years, continually refining our approach in that time. So we've learned how to design online sessions that ensure delegates can learn as effectively as possible.

Group sizes are kept small to guarantee each delegate gets the individual attention they need. And they'll never find themselves sitting passively through a lecture. Live polling, breakout rooms and activities, shared whiteboards and other tools ensure participants have a highly engaging and collaborative experience.

Your team will be able to attend from anywhere. All they each need is a computer, a headset and stable internet access.

And after the training, delegates will have a year's access to our business-writing helpdesk.

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.

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.

Trusted by over 1,000 organisations worldwide, including:

AVIVA   Deloitte.   eDF   HSBC   NHS

Effective virtual communication

Course for companies **Live online**

9.30–12.30

Introduction and course overview

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

Matching your message to your medium
- Choosing 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

Managing a meeting or conversation

Making the most of virtual platforms

Virtual communications checklist

Build your programme: optional additions

Comprehensive e-learning

A year's access to our e-learning programme *The complete business writer*, to build on and complement the learning.

Writing analysis and feedback

Individual analysis of delegates' writing plus one-to-one feedback from the expert trainer, showing each person exactly what to do to write with more clarity and impact.

Get in touch to discuss your writing course today

Call: +44 (0)1273 732 888
Email: info@writing-skills.com

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