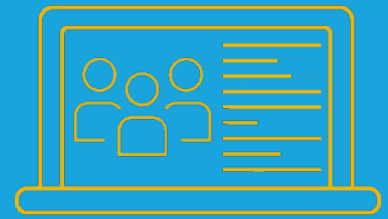


# Effective virtual communication

Course for companies

In person

**Who is it for?**

Any distributed team who work remotely and use online tools to communicate.

**Delivery**

We deliver this course in person.

**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. We can adapt the course for longer or shorter sessions as required.

**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](mailto: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.

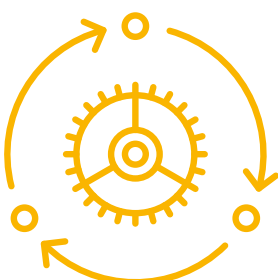
Without sharing office space, colleagues must find new ways to meet, share ideas and collaborate. Lacking the opportunity to pick up on cues like body language, facial expression and tone puts a heavier burden on written communication – and can mean more misunderstandings and bad feeling. And an absence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

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## 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 intensive session will equip delegates with the key skills and techniques they need.





‘We chose Emphasis because they really “got it” – they really understood exactly what we needed and what our issues were.’

Mary Jean Pritchard,  
The King’s Fund

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## Venue

Our trainers are based in the UK, the US and Europe, but we train globally. Wherever you are in the world, we can come to you to run the course. We can also train remotely.

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## Why it works

- ✔ Pre-course social style analysis helps each learner understand how they relate to others, and team leaders to better support their colleagues.
  - ✔ Small-group training ensures each delegate gets individual attention.
  - ✔ Targeted exercises and discussion keep learners engaged and mean they immediately practise applying the techniques.
  - ✔ Each delegate receives one year’s access to our business-writing helpdesk to support them as they take what they’ve learned into their roles.
- 

## 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:



**Deloitte.**



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9.30	<b>Introduction and course overview</b> <b>Virtual communications: limitless possibilities</b> <ul style="list-style-type: none"><li>✔ Building trust and relationships</li><li>✔ Keeping the team connected and engaged</li><li>✔ Checking in: constructive one-to-ones</li></ul>
10.45	<b>Break</b>
	<b>Matching your message to your medium</b> <ul style="list-style-type: none"><li>✔ Choosing the best channel</li><li>✔ Establishing communication ground rules</li></ul> <b>Effective emailing and instant messaging</b> <ul style="list-style-type: none"><li>✔ Striking the right tone</li><li>✔ Clarity and concision</li><li>✔ Getting the reader to take action</li></ul> <b>Collaborating virtually</b> <ul style="list-style-type: none"><li>✔ Preparing yourself and your audience</li><li>✔ Checking the technology</li><li>✔ Outlining etiquette and expectations</li><li>✔ Assigning tasks</li><li>✔ Sending the invitation and agenda</li></ul>
11.45	<b>Break</b>
	<b>Managing a meeting or conversation</b> <ul style="list-style-type: none"><li>✔ Kicking off in a positive way</li><li>✔ Keeping people engaged</li><li>✔ Ending positively</li><li>✔ Giving video presentations</li></ul> <b>Making the most of virtual platforms</b> <ul style="list-style-type: none"><li>✔ Sharing desktops and passing control</li><li>✔ Using virtual whiteboards</li><li>✔ Managing interruptions</li></ul> <b>Virtual communications checklist</b>
12.45-1.00	<b>Summary and close</b>

## Build your programme: optional follow-up

### 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](mailto:info@writing-skills.com)