



The Telecommuting Advantage Group Virtual Skills Online™

SOFT SKILLS

With an industry-leading curriculum, you can ensure that your teleworkers and their managers receive comprehensive training in the vital and often overlooked area of soft skills. How remote workers adapt to the virtual environment is directly related to their degree of success in a remote work program. The Virtual Skills Online course will:

- Increase effective communication and teamwork.
- Provide tools for managers to manage employees they can't see.
- Promote employees' confidence and improve their abilities to stay on or ahead of schedule.
- Raise support and commitment to the virtual work program by all employees.
- Enhance sustainability of your remote/mobile work program.

CONTENT AREAS & LEARNING OUTCOMES		
INTRODUCTION	<ul style="list-style-type: none"> • Course Overview • Participant Instructions 	Set expectations about the self-study course and provide suggestions on how to work through it.
A dapt to Virtual Work	<ul style="list-style-type: none"> • Structured v. unstructured tasks • Define Performance Expectations • Set Expectations with Others 	Ensure that the goals of both the virtual worker and his manager are met.
L ead Yourself	<ul style="list-style-type: none"> • Take the Initiative • Make Independent Decisions • Effective Virtual Meetings • Asking for Feedback 	Assist the virtual worker in being productive and meeting work goals.
I nteract with Others	<ul style="list-style-type: none"> • Set Boundaries • Resolve Conflict 	Create a peaceful and productive home office environment.
C ommunicate Effectively	<ul style="list-style-type: none"> • Who to Communicate With • Which Method to Use • Ways to Communicate 	Ensure the virtual worker get what she needs when she needs it.
E ngage the Main Office	<ul style="list-style-type: none"> • Strategies to Stay Connected 	Make sure the virtual worker always feels part of the team.
COURSE CLOSE	<ul style="list-style-type: none"> • Wrap Up • Course Evaluation 	Gather feedback from participants, and print out White Rabbit Virtual Certificate.

THE TELECOMMUTING
ADVANTAGE GROUP

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Using the A.L.I.C.E.® model to increase personal productivity in the virtual workplace.