

## Working Remotely: Strategies to Maximize Productivity

Training for Employees New to Remote Work

### *Facilitator's Guide*



#### **Facilitator's Note:**

This training is a virtual led training. It will take one hour to complete. The training is intended for employees who are new to working remotely. Be sure to set up the poll questions in Zoom, prior to the training (go to the *meetings* page, scroll to bottom to find the *poll* option, click *add* to begin creating the poll). Please note – the link for the training has already been sent to the participants.

#### **Learning Objective:**

- Explain the benefits and challenges of remote work.
- Identify ways to effectively communicate while working remotely.
- Recognize the components of staying connected while working remotely.
- Discuss effective self-care methods to ensure personal well-being.

#### **Materials and Equipment:**

- Working Remotely Training PowerPoint Slides
- Computer with camera and microphone
- Log-in access to Zoom
- Electronic copy of Participant Guide and handouts

#### **Lesson Outline**



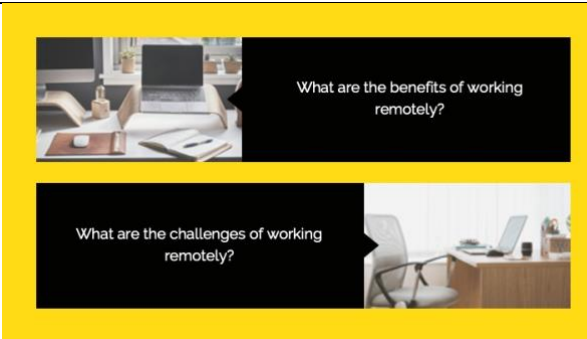
| Topic                          | Additional Info  | Time       |
|--------------------------------|--|------------|
| <b>Introduction</b>            | <ul style="list-style-type: none"> <li>- Ground rules</li> <li>- Agenda and Learning Objectives</li> <li>- Quote</li> </ul>                            | 5 minutes  |
| <b>Discussion</b>              | <ul style="list-style-type: none"> <li>- What are the benefits of working remotely?</li> <li>- What are the challenges of working remotely?</li> </ul> | 10 minutes |
| <b>'The Way We Work' Video</b> | <ul style="list-style-type: none"> <li>- View video</li> <li>- Debrief</li> </ul>  | 10 minutes |
| <b>Communication</b>           | <ul style="list-style-type: none"> <li>- Clarify expectations</li> <li>- System for sharing documents</li> </ul>                                       | 5 minutes  |



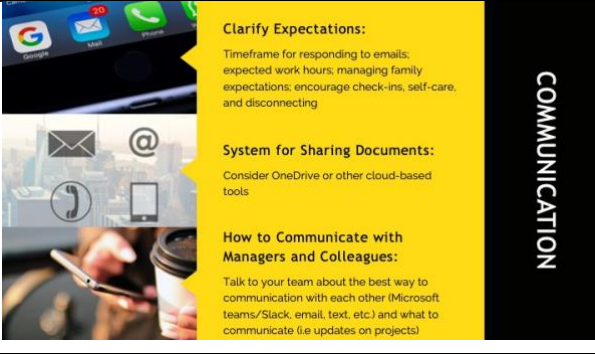
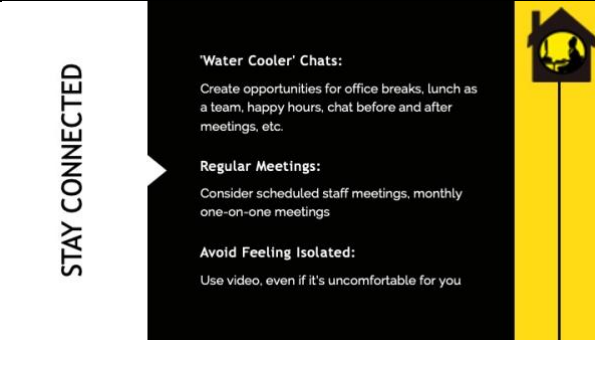
## Facilitator's Guide: Working Remotely

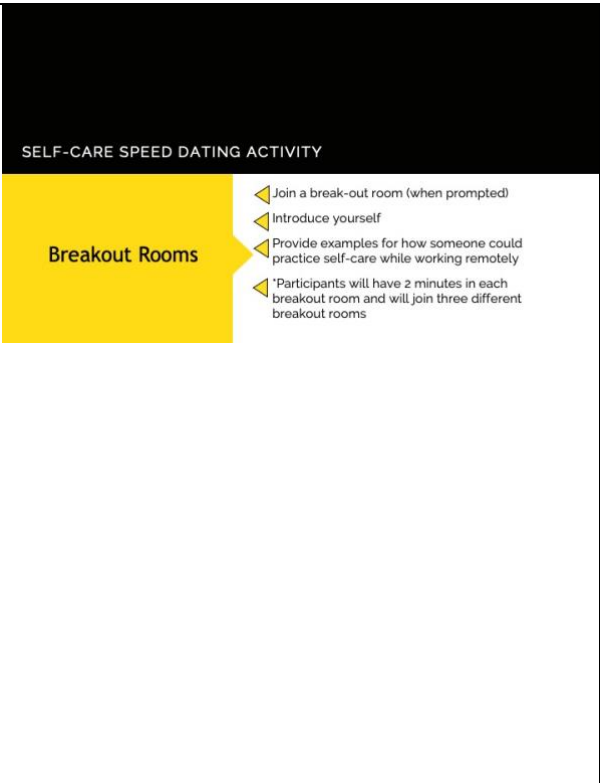


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|                        | - How to communicate with managers and colleagues                        |                   |
| <b>Stay Connected</b>  | - 'Water Cooler' chats<br>- Regular meetings<br>- Avoid feeling isolated | 5 minutes         |
| <b>Self-Care</b>       | - Self-care speed dating activity<br>- Self-care suggestions             | 15 minutes        |
| <b>Knowledge Check</b> | - Zoom Poll  | 3 minutes         |
| <b>Recap</b>           | - Summary of training  | 2 minutes         |
| <b>What Stuck?</b>     | - Zoom whiteboard  | 5 minutes         |
| <b>Total Time</b>      |  | <b>60 minutes</b> |



### Lesson Content:

| Slides                           | Notes   | Slide Image |
|----------------------------------|---|-------------|
| <b>Slide 1:<br/>Welcome</b>      | <p><b>Share</b> your screen and display slide.</p> <p><b>Turn</b> on camera, unmute mic, and welcome participants as they join the training.</p> <p><b>Introduce</b> yourself (name, position, interesting fact/relevant information).</p>                          |             |
| <b>Slide 2:<br/>Ground Rules</b> | <p><b>Display</b> slide</p> <p><b>Review</b> ground rules.</p> <p><b>Encourage</b> participants to turn on their cameras to receive the most out of today's training, however, we understand if some participants are not comfortable turning on their cameras.</p> |             |
| <b>Slide 3:<br/>Agenda</b>       | <p><b>Display</b> slide</p> <p><b>Review</b> the agenda.</p>  |             |

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| <p><b>Slide 4:<br/>Learning Objectives</b></p> | <p><b>Display slide</b></p> <p><b>Read</b> the learning objectives.</p>  |  <p><b>LEARNING OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>⏏ Explain the benefits and challenges of remote work</li> <li>⏏ Identify ways to effectively communicate while working remotely</li> <li>⏏ Recognize the components of staying connected while working remotely</li> <li>⏏ Discuss effective self-care methods to ensure personal well-being</li> </ul> |
| <p><b>Slide 5:<br/>Words of Wisdom</b></p>     | <p><b>Display slide</b></p> <p><b>Read</b> the slide.</p>  |  <p><b>WORDS OF WISDOM</b></p> <p>So much of remote work is about <b>productivity</b> and <b>communication</b> - you'd think it would be easy to hide working remotely but it isn't</p> <p>Kate Kendall</p>   |
| <p><b>Slide 6:<br/>Discussion</b></p>          | <p><b>Display slide</b></p> <p><b>Explain</b> to participants they will spend five minutes discussing the two questions and will be in breakout rooms with four people. Tell participants that after the breakout rooms are created, click the join breakout room, introduce yourself and begin the discussion. Participants will receive a one-minute countdown when the breakout room is almost done.</p> <p><b>Create</b> breakout rooms by clicking breakout rooms, select the number of rooms you would like to create and automatically assign participants to breakout rooms. Click Breakout Rooms. As the host, feel free to join any of the breakout rooms to listen in on the discussions. Take note of the time and when breakout rooms will end.</p> <p>When participants return to the main room, <b>ask</b> a few participants to share - five minutes discussion.</p> |  <p>What are the benefits of working remotely?</p> <p>What are the challenges of working remotely?</p>   |

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|  | <p><b>Thank</b> participants for sharing and tell them we will talk further about the mentioned points throughout the training.</p>  |  |
| <p><b>Slide 7:<br/>The Way We Work - Video</b></p>   | <p><b>Display</b> slide</p> <p><b>Play</b> the video which talks about the challenges of working from home and solutions to how people can manage themselves while working from home.</p>  |    |
| <p><b>Slide 8:<br/>The Way We Work - Debrief</b></p> | <p><b>Display</b> slide</p> <p><b>Tell</b> participants they can use the chat or unmute themselves to debrief the video.</p> <p><b>Remember</b> as the facilitator, to encourage participants to share, remain neutral, clarify questions/concerns, and paraphrase participants viewpoints.</p> <p>expectation</p> <p><b>Thank</b> participants for sharing.</p> |   |
| <p><b>Slide 9:<br/>Communication</b></p>             | <p><b>Display</b> slide</p> <p><b>Review</b> the slide.</p> <p><b>Tell</b> participants sometimes it is important to call people to resolve issues or clarify something quickly. And because people do not see each other often, communication is more critical when working remotely.</p>   |  |
| <p><b>Slide 10:<br/>Stay Connected</b></p>           | <p><b>Display</b> slide</p> <p><b>Review</b> the slide.</p> <p><b>Tell</b> participants that working remotely can create feelings of isolation and loneliness, being intentional about staying connected with colleagues is important. Make time to check-in, share stories, and ask how people are doing.</p>   |  |

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| <p><b>Slide 11:<br/>Self-Care<br/>Speed<br/>Dating<br/>Activity</b></p> | <p><b>Display slide</b></p> <p><b>Review</b> the slide.</p> <p><b>Create</b> breakout rooms by clicking breakout rooms, select the number of rooms you would like to create and automatically assign participants to breakout rooms. Click Breakout Rooms. As the host, feel free to join any of the breakout rooms to listen in on the discussions. Take note of the time and when breakout rooms will end.</p> <p><b>Repeat</b> two more times with different participants in each breakout room. When participants return to the main room, <b>ask</b> a few participants to share - five minutes discussion.</p> <p><b>Thank</b> participants for sharing.</p> |    |
| <p><b>Slide 12:<br/>Self-Care</b></p>                                   | <p><b>Display slide</b></p> <p><b>Review</b> the slide (make note of points that have not already been mentioned).</p> <p><b>Tell</b> participants that any transition takes time to get used to, so be easy on yourself. Everyone's specific work situation and team dynamics are different.</p>  |   |
| <p><b>Slide 13:<br/>Knowledge<br/>Check</b></p>                         | <p><b>Display slide</b></p> <p><b>Begin</b> poll by clicking <i>polls</i> in the meeting controls. Click <i>launch polling</i>.</p> <p><b>Tell</b> participants they will have 2-3 minutes to complete the poll.</p>   |  |

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| <p><b>Slide 14:</b><br/><b>Recap</b></p>       | <p><b>Display slide</b></p> <p><b>Review</b> the slide.</p>  |  <p>RECAP</p> <ul style="list-style-type: none"> <li>▶ There are many benefits and challenges to working remotely, remember to do what works best for you</li> <li>▶ Effective communication is critical during remote work</li> <li>▶ Working remotely can create feelings of isolation and loneliness, it is important to find ways to stay connected</li> <li>▶ Self-care is crucial to ensuring a productive work environment</li> </ul> |
| <p><b>Slide 15:</b><br/><b>What Stuck?</b></p> | <p><b>Display slide</b></p> <p><b>End</b> the course with 'What Stuck?' assessment.</p> <p><b>Ask</b> participants to let you know in a few words what stood out to you from today's training using the Whiteboard in Zoom.</p> <p><b>Access</b> the whiteboard by clicking <i>share screen</i>, then click <i>whiteboard</i>, and then click <i>share</i>. Participants can now write, type, or draw their responses.</p> |  <p>▶ What Stuck?</p>  |