

Engaging and Training a Remote Workforce



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Engaging and Training a Remote Workforce

Companion Worksheet

As more companies shift from temporary to potentially permanent remote work options, with dogs barking in the background and uncertainty around childcare, employees are adapting their work strategies. As HR leaders, we also need to adapt to meet employees where they are and create a meaningful, engaging remote work experience.

Learn from case studies on successful virtual facilitation of professional development

Share information, technology, and resources for virtual engagement

Learn best practices for engaging remote workers who have different work styles and personalities

Case Study: Virtual PD

- ☐ Understanding Self & Others
- ☐ Personal Leadership
- ☐ _____
- ☐ _____
- ☐ _____

Resource Sharing

- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____

Best Practices

- ☐ More than one learning option
- ☐ If it ain't broke...
- ☐ Feedback loop
- ☐ _____
- ☐ _____

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Today's Objectives



Discuss successful
virtual facilitation
of professional
development

Share information,
technology, and
resources for
effective virtual
engagement

Learn best
practices for
engaging remote
workers who have
different work
styles and
personalities

3 TIPS!

How to Do Virtual Training Well



#1 Set Clear Expectations

During or prior to your virtual session, outline expectations.



#2 Allow Flexibility

Everyone appreciates some level of control when participating in training.



#3 Be Available

Provide participants with your preferred method of communication and make it a habit to return calls, texts, and emails within 24 hours.



Case Study: **Virtual Professional Development**



Case Study

A large manufacturing organization has been training their leaders in person for the last two years. Most recently, non-MOPs were trained in groups of 20 in full-day classes covering two competencies:

- (a) Understanding Yourself and Others
- (b) Personal Leadership and Time Management

When the traditional training method was disrupted by health and safety risks, only 20% of the non-MOPs had completed training. The HR team had to pause and reevaluate training options.

Q: What questions would you ask yourself?



☒ **Is the training still valuable?**

- ☐ Understanding Yourself and Others
- ☐ Personal Leadership & Time Management



☒ **Can it be successfully delivered virtually?**

- ☐ What activities are involved?
- ☐ Is the trainer comfortable with virtual delivery?

The HR manager took this feedback to the trainer. The trainer had experience using Zoom as a virtual meeting and/or training room, using features like Breakout Rooms and Polls, so together the trainer and the HR manager adapted the program to meet the new needs of the organization.

All non-MOPs now have equal opportunity for this professional development.

What PD can you *start* or *continue* offering for remote workers?

- ✓ Understanding Self & Others
- ✓ Personal Leadership
- ✓ _____
- ✓ _____



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Engagement and Training Resource Sharing



Resource Sharing: Virtual Training Room

- ✓ Zoom
- ✓ Microsoft Teams
- ✓ _____
- ✓ _____



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Resource Sharing: Learning Activities

✓ Breakout Rooms/Discussion

✓ Self-reflection

✓

✓



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The VARK Questionnaire

VARK Questionnaire version 8.01

Choose the answer which best explains your preference and click the box next to it. Please click more than one if a single answer does not match your perception. Leave blank any question that does not apply.

I want to learn how to play a new board game or card game. I would:

- ☐ use the diagrams that explain the various stages, moves and strategies in the game.
- ☐ watch others play the game before joining in.
- ☐ listen to somebody explaining it and ask questions.
- ☐ read the instructions.

I need to find the way to a shop that a friend has recommended. I would:


- ☐ write down the street directions I need to remember.
- ☐ find out where the shop is in relation to somewhere I know.
- ☐ use a map.

visual * aural * read/write * kinesthetic

VARK®

a guide to learning preferences

Your Cart

 Current Items: 0
Total: \$0.00 USD

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Resource Sharing: Learning Activities

✓ Breakout Rooms/Discussion

✓ Self-reflection

✓

✓



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Resource Sharing: Workplace Wikis

- ✓ Slack
- ✓ Google
- ✓ _____
- ✓ _____



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Best Practices for Remote Engagement and Training





Best Practices

- ✓ More than one option
- ✓ If it ain't broke...
- ✓ Feedback loop
- ✓ _____
- ✓ _____

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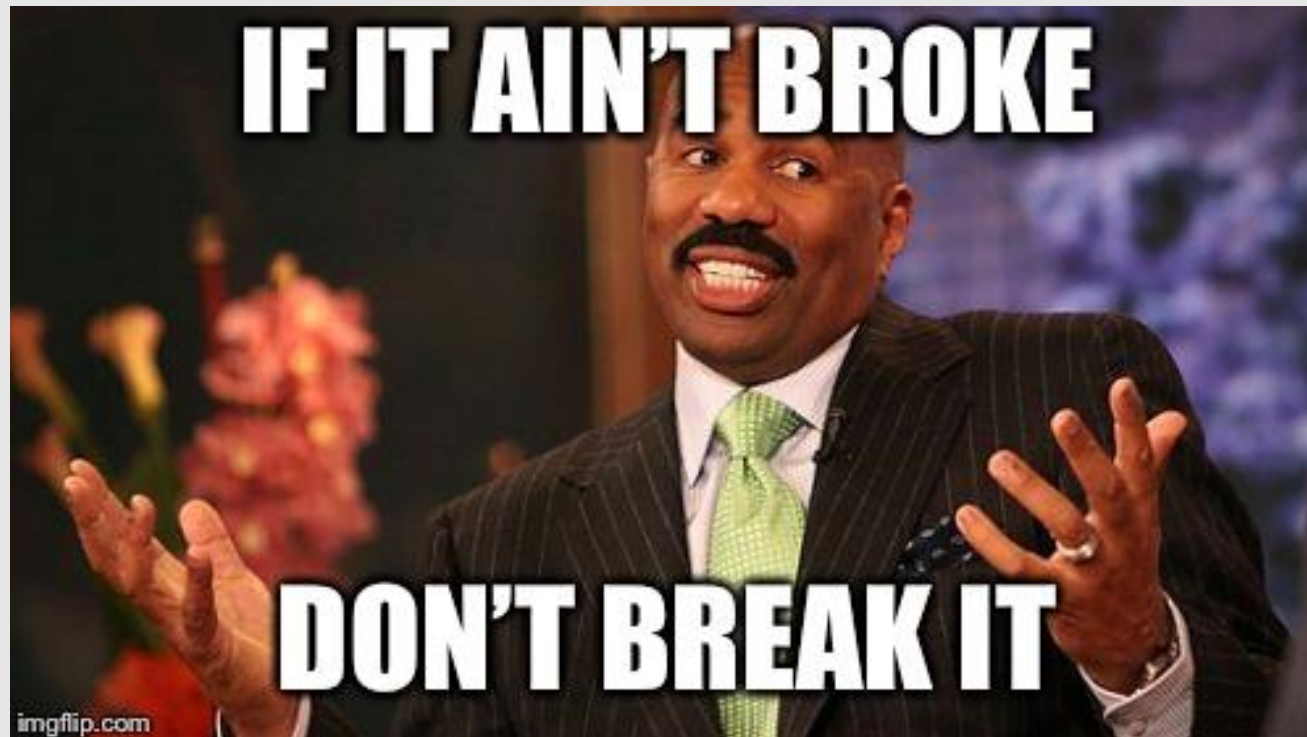
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Remote Work FITness

- ★ Conscientiousness
- ★ Self-Sufficiency
- ★ Reasoning Ability



If an employee is not strong in these areas, they are likely to struggle with remote work. What training and support can you offer them?



QUESTIONS?

THANK YOU!

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