



Effective Distance Communication Skills

Course Description

Both managers and team members ranked communication as one of the top two challenges faced by virtual teams. Common questions include:

How do I get a remote team member to return my calls?

How do I deal with time zone differences?

How do I make sure remote team members stay “in the loop”?

How do I explain a solution when I can’t point to a diagram?

How do I deal with the massive amounts of email I receive every day?

What do I do about incompatible communication tools?

Why are there so many more misunderstandings when we communicate at a distance?

This highly interactive workshop provides answers to these questions and more.

Course Topics

The fundamental differences between face to face and distance communication

The 4 Key Principles for communicating at a Distance

Best practices for applying the 4 key principles to:

Email

Voice mail

Videoconferencing

Teleconferencing

Document Conferencing

Collaboration Software

How to know what form of communication is most appropriate

Course Duration

Instructor-led web-based training:
Up to 2 hours per day, Monday through Thursday, for one week,
approximately 7 hours total