



Remote Communication & Performance Management

Course Description

When we communicate remotely, we deal with different layers of complexity. Communication media like email, IM, and remote meeting software all have their place and challenges to overcome. Here, we explore technology, discover how cultural differences affect remote communication, and learn how to smoothly navigate remote performance management.

Outcomes:

- Greater structure around remote work
- The ability to create accountability for performance

Course Outline

Communicate Across Cultures and Distance

- Choose the Best Communication Medium
- Communication Challenges & Solutions on Remote Teams
- Overcome Cultural Differences When Communicating Across Your Network
- Handle Conflict with Diplomacy and Tact in a Multicultural, Virtual Workgroup

Performance Management and Coaching

- Root Causes of Remote Performance Management Challenges
- Correcting Behavior Remotely Without Micromanagement

