

COMMUNICATION IN A VIRTUAL WORLD



Overview

This 2-hour Virtual Instructor Led Training (VILT) is an interactive session on how best to communicate when part of a remote team or working from home. Addressing some of the challenges & pitfalls that arise when switching to virtual comms, this session will provide key tips to ensure communication is received in the manner it was intended. Ideal for managers and individual contributors to create engaging and impactful comms in a virtual world.

Purpose	To encourage clear, tailored and engaging communications in a virtual space
Key Objectives	<ul style="list-style-type: none">• To recognise the pitfalls of virtual comms• To identify the right method & message when communicating• To create engaging & impactful forms of communication
Content	<ul style="list-style-type: none">• The challenges & pitfalls of virtual communications• How virtual comms differ from face to face• Do's and don'ts of virtual comms & impact they have• Matching medium to task: pros & cons of communication tools such as: <i>IM, phone, video & email</i>• Having a clear message & purpose in mind - being clean with your language• Checking your assumptions and reading between the lines• Staying connected & creating an open & inclusive environment• Building trust & providing appropriate support• Importance of collaboration & team building• Tailoring communications to an audience & considering personality
Logistics	Each session is 2 hours in duration & will be an interactive session, with breakout rooms and full audience participation. Participants will need to join 5-10 mins before scheduled start time and will need, webcam & microphone on a laptop or mobile device. The session will be run in Zoom and a PDF of all slides will be made available following the session.

