

Certified Remote Work Manager

Successfully Leading People Remotely

INTRODUCTION

Welcome to the **Certified Remote Work Manager** course. This course is offered in partnership through **Utah State University Extension**, **Global Executive Institute** as an approved facilitator content provider and **Dubai Quality Group**. This is a blended course, combining online work with interactive video workshops. As the global workforce landscape is changing, we have created this course to meet the demands of organizations and managers to be fully equipped to lead their people remotely.

This course is designed to engage organizational leaders in appropriate techniques, curricula, and resources for the development of a remote work environment within their institutions. Emphasis will also be placed on approaches to managing remote employees and designing remote jobs. Specific objectives and outcomes are identified at the beginning of each module.

Current research shows that 74% of CFO's will be requiring employees to work remotely.¹ Within two years, more than 30% of the global workforce will be in a remote environment.² CEO's from leading financial firms like Goldman Sach's recognize that "companies have to adapt," as they have sent 98% of their workforce to work remotely.³ A six month study by Stanford School of Business showed that a 16,000 employees organization reduced attrition by 50% and increased employee performance by 13% after providing remote work opportunities.⁴ This program is strategically structured to engage managers in new remote procedures, with resources and tools to develop performing remote work environments. A manager's focused targets are derived from hands-on, immediate skills learning to enable managing remote employees within their specific job roles.

CORE COMPETENCIES:

- Provide a strategic evaluation of the organization's current and future management direction
- Incorporate culture-building in advanced operations' policies and procedures
- Build communication standards between remote managers and remote employees
- Administer a performance management process to oversee daily remote employee operations and workflow
- Design a solution focused conflict resolution tactical map
- Resolve challenges to organizational change by creating a culture of commitment and performance

¹ Forbes, April 3, 2020 - CFO's Plan to permanently shift a significant number of employees to work remotely.

² Global Workplace Analytics, March 27, 2020 - "Work-at-home after Covid-19 - Our forecast".

³ CNBC April 3, 2020 - Goldman Sachs CEO: Remote Work policies could 'attract' new employees after coronavirus pandemic is over.

⁴ Stanford Business, June 22, 2017 - Why working from Home is the "Future-looking technology."

- Design a systematic framework to scale remote workers' engagement in learning and development

WHO SHOULD ATTEND:

This program is designed for Organizational **Exec's**, **Leaders**, **Managers**, or **Supervisors** who are leading teams and people remotely. Living in the "New Normal" has increased the need of employers to maintain their leaders productive while keeping high performance, accountability and results. This program is designed to increase the skills and capacity for leaders to continue leading their teams remotely. All Org Leaders will benefit by attending this class to learn how to manage their people and teams in a working-from-home environment.

TRAINING METHODOLOGY

This course includes a **5-Day live interactive workshop** with one **90-minute session each day** hosted over live video webinar using Zoom, a free video conferencing software. Workshops provide an opportunity for participants to discuss and review content from modules in a virtual environment that resembles a real remote team. Because all workshops will be delivered virtual, participants have the ability to register and attend the program from any location with Internet access. Participation in all four workshops is mandatory for this course. Missed workshops will disqualify participants from receiving a certificate of completion and void any refunds.

BENEFIT TO PARTICIPANTS

The **Certified Remote Work Manager** program is strategically developed to onboard managers with the most critical elements required to help them lead their employees remotely. Module overview and objectives for this course are listed below.

- Clearly communicate your organization's strategic direction.
- Create superior customer experience by developing the organization's purpose.
- Build employee impact through company values
- Review how your organization connects with employees remotely.
- Identify areas of strength and opportunities for both self and team.
- Evaluate current conflict management strategies.
- Evaluate current change management processes.
- Create a workforce learning and development plan to address self and team weaknesses.

COURSE CERTIFICATE & CONTINUING EDUCATION



"The use of this official seal confirms that this Activity has met HR Certification Institute's® (HRCI®) criteria for recertification credit pre-approval."

Upon successful completion of these course requirements, participants will be presented with a **Certificate of Completion** from **USU** and **GEI** to add to their professional

credentials. The certificate awarded is to signify completion of business development programs intended to improve the knowledge and skills of organizational leaders.

Participants will also be supported by GEI instructors as they move forward with creating a remote work environment within their organizations. This course is approved by HRCI for 9 CEU hours. Certificate will be mailed out once all grading is completed and confirmation of payment has been received.

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COURSE OUTLINE

Day 1 – Introduction, Vision

- Introduction to course, review process and requirements
- Identify components of compelling company vision
- Strategies on how to develop an effective vision statement
- Include a value statement into the leadership development plan

Day 2 – Culture, Communication, Remote Work Manual

- Identify, assess and engage company culture
- Practice communication, activities, and expectations
- Discuss unique strategies and requirements of virtual communication
- Review communication styles, tools and empathy
- Start creating a remote work policy manual for your organizational

Day 3 – Performance Management, Remote Work Manual

- Understand the process of performance management outcomes
- Review assignments, tracking, reporting and evaluating work performance
- Identify areas of strength and opportunities for both self and teams
- Continue developing a remote work policy manual for your organizational

Day 4 – Conflict Management, Change Management, Remote Work Manual

- Examine the main causes of conflict in remote workplaces
- Learn how to empathically resolve conflict in virtual channels
- Learn how to evaluate a five-phase change management process
- Continue developing a remote work policy manual for your organizational

Day 5 – Learning Management, Remote Work Manual Final

- Understand the learning and development risks unique to remote workers
- Identify components of a successful virtual learning culture
- Create a learning plan that identifies relevance, resource and guides

- Complete your remote work policy manual