

Producer: Pre-work	<ul style="list-style-type: none"> There is 1 breakout room scheduled for this session. Collaborate with the facilitator to decide if participants should be put in specific rooms or if the groups can be chosen at random. Also decide if the first and second breakout room should be the same. There should be approximately 5 people per breakout room.
	<ul style="list-style-type: none"> There is also a Word cloud activity at the beginning and survey at the end using Mentimeter. Check that the QR codes are functional and linked correctly.
	<ul style="list-style-type: none"> Ensure that the PowerPoint file is sharing correctly from the facilitator's screen


Facilitator: Pre-Work	<ul style="list-style-type: none"> There is 1 breakout room scheduled for this session. Collaborate with the producer to decide how the groups should be split.
	<ul style="list-style-type: none"> Open the PowerPoint file associated with this guide.
	<ul style="list-style-type: none"> Share the PowerPoint file and ensure that attendees can see it.
	<ul style="list-style-type: none"> Aim to get a response from the learner(s) at least once every 5 minutes. Interactivity is included in this presentation but if a section starts to take too long, keep this in mind.
	<ul style="list-style-type: none"> At the end of each of the three main content sections, ask if there are any questions or clarification is needed on the material presented.

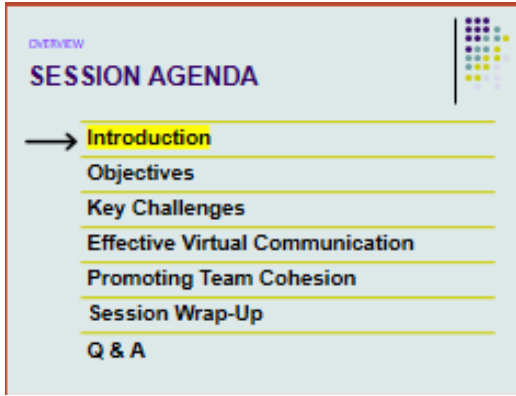

Session # 1		
Slides	Approximate Timing	Topic
1-5	5-7 minutes	Introduction
6-9	15 minutes	Key Challenges
10-13	20 minutes	Effective Virtual Communication
14-16	5 minutes	Promoting Team Cohesion

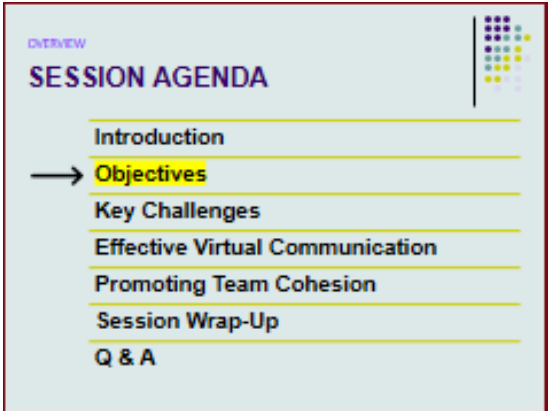
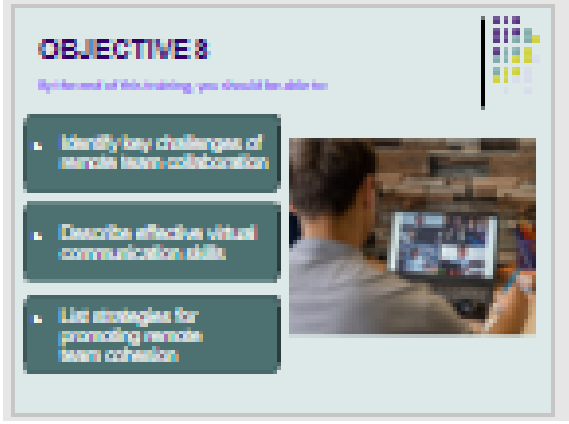
Remote Team Collaboration: Strategies for Success

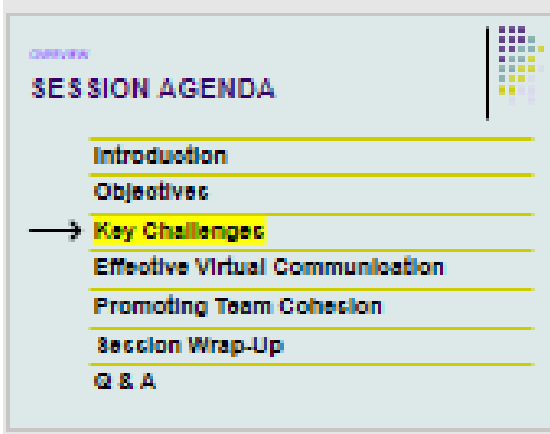
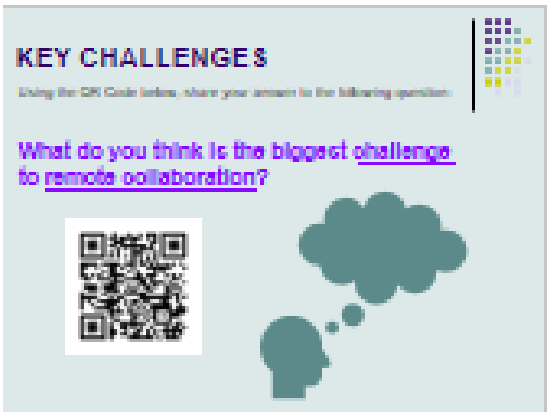
VILT FACILITATOR GUIDE



17-18	5 minutes	Session Wrap-up
19-20	5 minutes	Congratulations and Q&A
Total:	55-60 minutes	

Slide#) Duration	Slide	Facilitator Notes	Producer Notes
1) 2 minutes		<p>DO:</p> <ul style="list-style-type: none"> Welcome learners. Introduce yourself and the Producer. Remind learners that the session will be recorded and will be available for their review. <p>SAY:</p> <ul style="list-style-type: none"> Today, we are going to look at how to make remote collaboration more effective by implementing some simple strategies you can take back to your home team and utilize right away. In order to do that, we will begin by making sure we understand what some of the biggest challenges are for collaboration in a remote setting. We will address these issues by discussing what helps to make virtual communication more effective and then go over how team cohesion can be promoted in a virtual environment. 	<p>DO:</p> <ul style="list-style-type: none"> Check for facilitator readiness. Keep an eye on the waiting room and admit people as they arrive. Monitor the chat. <p>SAY:</p> <ul style="list-style-type: none"> Please have your participant workbook ready to go. If you have questions please place them in the chat, which I will be monitoring.

2) 1 minute	 <p>OVERVIEW</p> <h2>SESSION AGENDA</h2> <p>→ Introduction</p> <ul style="list-style-type: none"> Objectives Key Challenges Effective Virtual Communication Promoting Team Cohesion Session Wrap-Up Q & A 	<p>DO:</p> <p>Read the agenda on the slide.</p> <p>SAY:</p> <p>Keep track of where we are in today's session with which portion is highlighted on the agenda slides.</p>	<p>DO:</p> <ul style="list-style-type: none"> • Monitor the chat and answer questions or relay them to the facilitator. • Make sure everyone has a participant workbook.
3) 2 minutes	 <p>INTRODUCTION</p> <p>Before we begin, please make sure to do the following:</p> <ul style="list-style-type: none"> MUTE YOUR MICROPHONE WHEN NOT SPEAKING IF COMFORTABLE, TURN ON YOUR CAMERA USE THE CHAT TO ASK QUESTIONS OR ADD COMMENTS REMEMBER HOW TO REJOIN WHEN YOU RUSH TO YOUR HOME TASK 	<p>SAY:</p> <p>Before we start, let's set a few ground rules for the session so that we can all get the most out of the information presented and we are all on the same page.</p> <ul style="list-style-type: none"> • Mute your microphone when you are not speaking. • If you are comfortable, you can turn on your camera. • Use the chat or unmute yourself if you would like to ask a question or make a comment. • Throughout the session, make sure you are brainstorming exactly how you can implement these strategies in your own specific situation, with your home team. 	<p>DO:</p> <ul style="list-style-type: none"> • Monitor the chat and answer questions or relay them to the facilitator. • Make sure everyone has a participant workbook.

4)	 <p>OVERVIEW</p> <h2>SESSION AGENDA</h2> <ul style="list-style-type: none"> Introduction → Objectives Key Challenges Effective Virtual Communication Promoting Team Cohesion Session Wrap-Up Q & A 	<p>DO:</p> <p>As you show the pacing slide, mention which portion of the session we are about to begin.</p>	<p>DO:</p> <ul style="list-style-type: none"> monitor the chat and answer questions or relay them to the facilitator.
5) 2 minutes	 <p>OBJECTIVE 8</p> <p>By the end of this training, you should be able to:</p> <ul style="list-style-type: none"> Identify key challenges of remote team collaboration Describe effective virtual communication skills List strategies for promoting remote team cohesion 	<p>SAY:</p> <ul style="list-style-type: none"> Here are the goals for today's session. By the end of this training, you should be able to: <p>DO:</p> <p>Read the objectives.</p>	<p>DO:</p> <ul style="list-style-type: none"> monitor the chat and answer questions or relay them to the facilitator.

6)	 <p>OVERVIEW</p> <h2>SESSION AGENDA</h2> <ul style="list-style-type: none"> Introduction Objectives → Key Challenges Effective Virtual Communication Promoting Team Cohesion Session Wrap-Up Q & A 	<p>DO:</p> <p>As you show the pacing slide, mention which portion of the session we are about to begin.</p>	<p>DO:</p> <ul style="list-style-type: none"> monitor the chat and answer questions or relay them to the facilitator.
7) 5 minutes	 <p>KEY CHALLENGES</p> <p>Using the QR Code below, share your answer to the following question:</p> <p>What do you think is the biggest challenge to remote collaboration?</p>	<p>SAY:</p> <ul style="list-style-type: none"> What do you think is the biggest challenge to remote collaboration? Use your device to scan the QR code on the screen. Answer the question on the screen: Once everyone responds to the question, a word cloud will be created with the answers. Make sure you hit submit at the bottom after entering your answer. Once you submit, return to this screen so we can discuss. You will have 2 minutes to do this, starting now. <p>DO:</p> <ul style="list-style-type: none"> Debrief the outcome and highlight key words, trends, and outcomes of the activity as answers are coming through the word cloud. <p>SAY:</p> <ul style="list-style-type: none"> As you can see from our responses, there are many different challenges to collaborating remotely. 	<p>DO:</p> <ul style="list-style-type: none"> monitor the chat and answer questions or relay them to the facilitator. While Facilitator is introducing the activity, navigate to the Mentimeter website and login. Click on the preset Word Cloud activity and go into Presentation mode. Post a link in chat to Mentimeter page. Switch the screen from the PowerPoint presentation to the Mentimeter page so that participants can see it in real time. Keep track of time using the timing instructions provided.

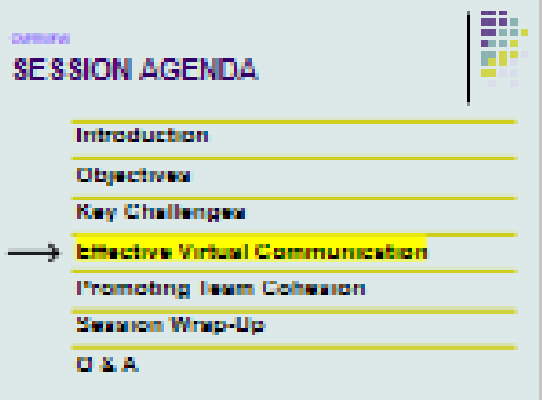
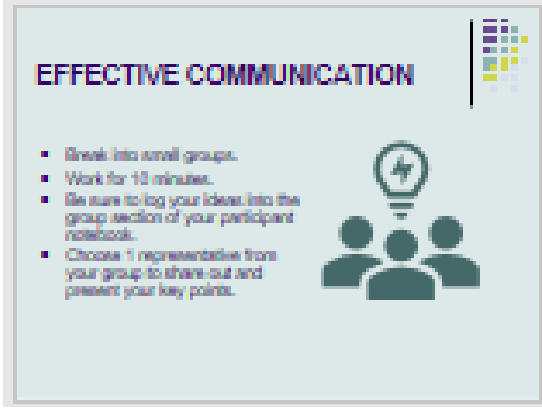
			<ul style="list-style-type: none"> • Allow 2 minutes for putting thoughts into the word cloud by setting the timer. • Grab a screen shot of the Mentimeter page so the ideas that are shared can be sent out after the session.
8) 3 minutes		<p>SAY:</p> <p>So we all have ideas on what may be challenging to our specific situations. What does the data show? Here are some statistics to get us started.</p> <p>DO:</p> <p>Read each statistic above. Click to reveal each bullet.</p> <p>Say:</p> <p>I think we can all agree that working and collaborating remotely present unique challenges that we need to be able to address if we are going to be working efficiently in this setting. So now that we are aware of some of the key challenges, let's talk about some solutions. What are some strategies that can be implemented right away to improve collaboration?</p>	<p>DO:</p> <ul style="list-style-type: none"> • Monitor the chat and answer questions or relay them to the facilitator.
9) 7 minutes		<p>DO:</p> <p>Debrief this portion by reviewing the information above as some of the key challenges remote workers are presented with.</p> <p>SAY:</p>	<p>DO:</p> <ul style="list-style-type: none"> • Monitor the chat and answer questions or relay them to the facilitator.


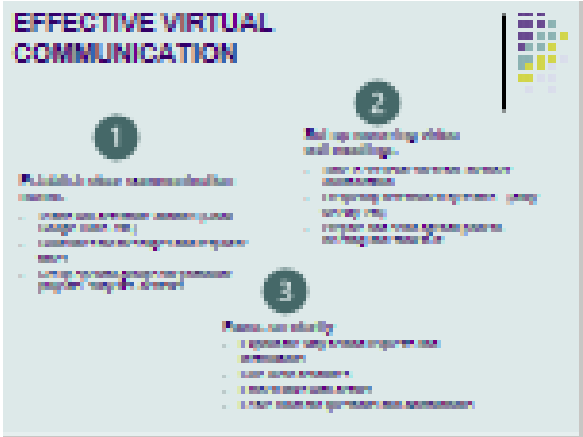
[CLICK] Communication is one of the biggest issues when working remotely. Lack of body language and spoken voice can leave much misinterpretation. Technical issues are also a challenge when team members are not able to log on and connect at certain times.

[CLICK] Collaboration can also be more difficult to accomplish, especially if there are no regular meeting schedules or meeting channels. There may not be consistent or uniform expectations regarding how often or when to meet and this can cause trouble for teams that are working together on a project.

[CLICK] Another huge obstacle is lack of personal connections that can be more difficult to maintain in the remote setting. Building and sustaining relationships can often affect trust and overall worker morale as well.

So now that we are aware of some of the key challenges, let's talk about some solutions. What are some strategies that can be implemented right away to improve all of these (communication, collaboration, and building those all-important connections on a team)?

10) 1 min	 <p>SESSION AGENDA</p> <ul style="list-style-type: none"> Introduction Objective Key Challenge → Effective Virtual Communication Promoting Team Cohesion Session Wrap-Up Q & A 	<p>SAY:</p> <ul style="list-style-type: none"> Think about what you think effective virtual communication requires. Take 2 minutes and write your ideas down in your participant workbook. You will take notes and work together in small groups. 	<p>DO:</p> <ul style="list-style-type: none"> monitor the chat and answer questions or relay them to the facilitator.
11) 2 min	 <p>EFFECTIVE COMMUNICATION</p> <ul style="list-style-type: none"> Break into small groups. Work for 10 minutes. Be sure to log your ideas into the group section of your participant notebook. Choose 1 representative from your group to share out and present your key points. 	<p>SAY:</p> <ul style="list-style-type: none"> You will be randomly assigned to a small group breakout session. Discuss in your groups: “What are the main features of effective virtual communication?” (Use your notes to guide the discussion.) Log the group ideas in the appropriate section of your participant workbook. Work for 10 minutes. Designate who will share key points when we return to our main session. One member of each group will present your group’s main points. Are there any questions? Ok, I will see you back here in 10 min. 	<p>DO:</p> <ul style="list-style-type: none"> Monitor the chat and answer questions or relay them to the facilitator. Randomly assign each member of the group to a breakout room. 4 breakout rooms with 5 participants in each (Make this as even as possible). Set the timer for 10 minutes. Give participants a 2 min warning after 8 min of work. Bring everyone back to main room after 10 min. Close the breakout rooms.

12) 5 min		<p>SAY:</p> <p>Welcome back, everyone. Let's go over the main points of what we discussed in the breakout rooms. I am going to ask that each presenter review what you discussed in a small group.</p> <p>Do:</p> <p>Call on as many of the groups as you can. (Stick to 5 minutes). Ask for volunteers first and then ask if anyone else would like to share before continuing to the next slide.</p>	<p>DO:</p> <ul style="list-style-type: none"> Monitor the chat and answer questions or relay them to the facilitator.
13) 5 min		<p>SAY:</p> <ul style="list-style-type: none"> Thank you to everyone that shared. Let's continue by reviewing some of the main ways that effective communication can be accomplished in a virtual environment. Some were mentioned just now by some of the groups. I want you to take notes on these in the appropriate section of your workbook. <p>DO:</p> <p>Debrief the outcomes of the breakout room, using the following main points.</p> <p>[CLICK] Establish clear communication norms.</p> <ul style="list-style-type: none"> For remote employees to collaborate well, communication must be efficient. Establishing common expectations will help make this happen. For example, each team should be able to decide which channel they will primarily use to communicate. Being on the same page in this regard will lessen any confusion about how to contact one another. 	<p>DO:</p> <ul style="list-style-type: none"> Monitor the chat and answer questions or relay them to the facilitator.

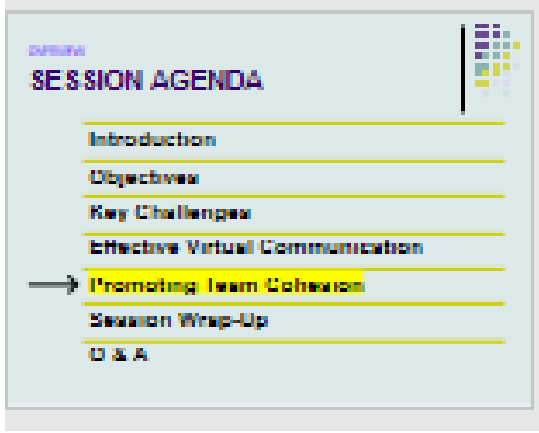
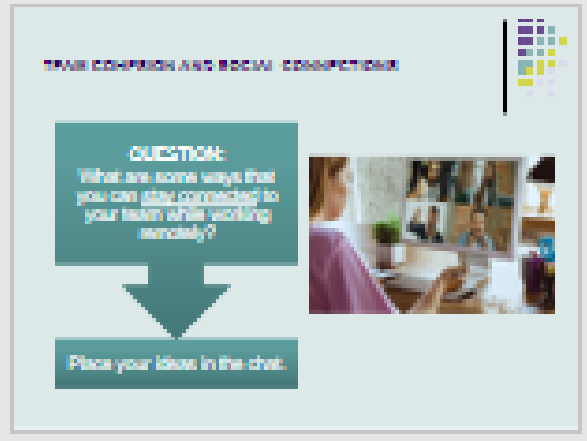
- Also, there should be set guidelines on when to send messages and expect responses.
- Lastly, to prevent overloading inboxes and chats, teams can set up specific groups for particular projects that are being worked on to improve work flow.

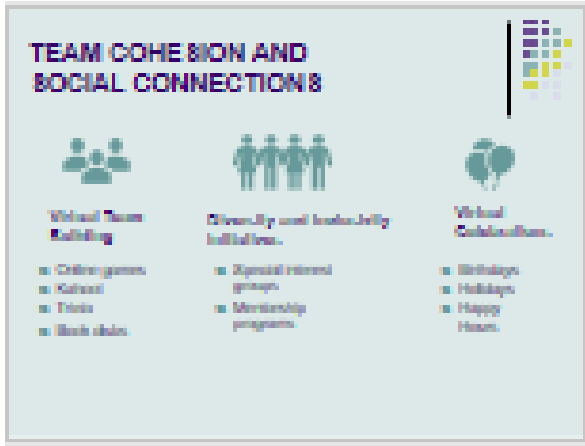
[CLICK] Time should be set aside regularly for video call meetings.



- This can be done on a daily or weekly basis, as determined and agreed upon by each team.
- Also, an agenda should be sent out ahead of time in preparation for these meetings so that everyone can prepare what they need to say and know ahead of time.


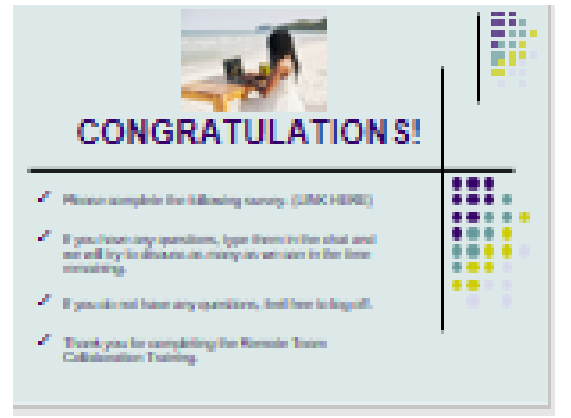
[CLICK] Another extremely important part of communication is clarity.

- It is important for everyone, team leaders and members, to ensure that they are communicating well and with intention.
- Requests should be explained and instructions should be clear.
- Deadlines should be spelled out and not vaguely referred to with “soon” or “ASAP.”
- Links to further information can be embedded in messages for anyone that needs more explanations and there should always be openness in asking questions and getting clarification if anything is not clear.

14)	 <p>SESSION AGENDA</p> <ul style="list-style-type: none"> Introduction Objectives Key Challenges Effective Virtual Communication → Promoting Team Cohesion Session Wrap-Up Q & A 	<p>DO:</p> <p>As you show the pacing slide, mention which portion of the session we are about to begin.</p>	<p>DO:</p> <ul style="list-style-type: none"> Monitor the chat and answer questions or relay them to the facilitator.
15) 2 min	 <p>TEAM CONNECTION AND SOCIAL CONNECTIONS</p> <p>QUESTION: What are some ways that you can stay connected to your team while working remotely?</p> <p>Place your ideas in the chat.</p>	<p>SAY:</p> <ul style="list-style-type: none"> Another important piece of the puzzle is building relationships. Colleagues that are friendly with one another are more likely to collaborate well than those that are not. So, what are some ways to help build those connections? It is important to give team members time and space to build personal relationships. What are some ways that teams can stay connected and build social relationships while working remotely? Place your ideas in the chat. <p>DO:</p> <ul style="list-style-type: none"> Briefly review the ideas participants are adding in the chat. <p>SAY:</p> <ul style="list-style-type: none"> These are all great suggestions, so now we are going to look at a few of them more closely and 	<p>DO:</p> <ul style="list-style-type: none"> Monitor the chat and answer questions or relay them to the facilitator.

		review some suggested tips to help build and strengthen social bonds.	
16) 3 minutes	 <p>TEAM COHESION AND SOCIAL CONNECTIONS</p> <ul style="list-style-type: none"> Virtual Team Building <ul style="list-style-type: none"> Online games Kahoot! Trivia Break slides Diversity and Inclusivity Initiatives <ul style="list-style-type: none"> Special interest groups Mentorship programs Virtual Celebrations <ul style="list-style-type: none"> Birthdays Holidays Happy Hours 	<p>SAY:</p> <p>Let's take a look at some simple ways to build team relationships.</p> <p>[CLICK] Virtual Team Building</p> <ul style="list-style-type: none"> -Play games such as online bingo, online escape rooms, getting to know each other games, an even Kahoot or trivia games. -Take personal quizzes and share the results so that teams can learn more about one another. -There are many possibilities for activities, but the goal is to have fun while learning more about one another. <p>[CLICK] Diversity and Inclusivity Initiatives</p> <ul style="list-style-type: none"> -Opportunities should be offered for individuals to express themselves and any concerns they may have. -An environment of transparency and encouragement should be fostered. -Groups led by employees with common interests and backgrounds can be formed and able to meet virtually. <p>[CLICK] Virtual Celebrations</p> <p>A virtual environment can be used to throw events such as birthdays, holidays, and even happy hours. Employees can get creative in how they want to celebrate by dressing up for Halloween for example, or even Thanksgiving dinner feasts and holiday decorations. Colleagues can vote on the best and even win prizes like gift cards. There are endless possibilities.</p>	<p>DO:</p> <ul style="list-style-type: none"> • monitor the chat and answer questions or relay them to the facilitator.

17) 3 minutes	 <p>SESSION AGENDA</p> <ul style="list-style-type: none"> Introduction Objectives Key Challenges Effective Virtual Communication Promoting Team Cohesion → Session Wrap-Up Q & A 	<p>DO:</p> <p>As you show the pacing slide, mention which portion of the session we are about to begin.</p> <p>SAY:</p> <ul style="list-style-type: none"> We are at the end of our session today. Let's take a few moments to reflect on what we have learned. 	<p>DO:</p> <ul style="list-style-type: none"> Monitor the chat and answer questions or relay them to the facilitator.
18) 3 minute	 <p>Session Wrap-up</p> <p>Think of at least 3 items that you can use right away with your team in the next month. Add these to your workbook.</p> <p>Consider how these items will improve or enhance communication with your team.</p> <p>Finally, type your biggest takeaway from today's session in the chat.</p>	<p>SAY:</p> <ul style="list-style-type: none"> Please write down at least 3 items in your workbook that you can use right away with your team in the next month or so. As you are writing, consider how these items will improve or enhance communication with your team. Before you leave, please write your biggest takeaway from today's session in the chat. <p>DO:</p> <p>Ask for a few participants to volunteer their takeaways and allow them to contribute.</p>	<p>DO:</p> <ul style="list-style-type: none"> Monitor the chat and answer questions or relay them to the facilitator.

19)	 <p>SESSION AGENDA</p> <ul style="list-style-type: none"> Introduction Objectives Key Challenges Effective Virtual Communication Promoting Team Cohesion Session Wrap-Up → Q & A 	<p>DO:</p> <p>As you show the pacing slide, mention which portion of the session we are about to begin.</p> <p>SAY:</p> <p>If you have any questions, type them in the chat now and we will try to discuss as many as we can in the time remaining.</p>	<p>DO:</p> <ul style="list-style-type: none"> Monitor the chat and answer questions or relay them to the facilitator.
20) 5 min	 <p>CONGRATULATIONS!</p> <ul style="list-style-type: none"> ✓ Please complete the following survey: (LINK HERE) ✓ If you have any questions, type them in the chat and we will try to discuss as many as we can in the time remaining. ✓ If you do not have any questions, feel free to log off. ✓ Thank you for completing the Remote Team Collaboration Training. 	<p>SAY:</p> <ul style="list-style-type: none"> Congratulations on completing the training. This has been an awesome session and now you have some new strategies in your toolbox to help make your remote collaborations more effective. Please complete the following survey about this session by clicking on the QR code. If you don't have any questions, feel free to log off. Thank you for completing this training on Remote Team Collaboration. <p>DO:</p> <p>Answer questions as time allows. At the end of the session, make sure everyone has exited the session before logging off.</p>	<ul style="list-style-type: none"> Monitor the chat and make sure Facilitator has all the questions that participants are asking. END SESSION after everyone, including facilitator has logged off. Make sure to download recording of session to be accessed later for participants.