

**BIZ**  **LIBRARY**

# Working Remotely Playbook:

Your 101 Guide to Developing  
a Collaborative Work  
Environment No Matter  
Where Your Employees Are



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# Welcome!

Welcome to the **Working Remotely Playbook**, your guide to training employees on the ins and outs of working anywhere! This comprehensive guide outlines how to stay collaborative, maintain open communication lines, and become adaptable while working with dispersed teams. Through a series of suggested content, group, and individual activities, and skill assessments, your learners will leave this training program with the tools and skills needed to be work-from-home pros.

The recommended content titles referred to in this guide can be found in The BizLibrary Collection. Before the start of your program, we recommend you assign these courses to your learners via your company LMS. This provides your learners with easy access to their content and gives managers valuable reporting data to measure participation and training effectiveness.

BizLMS also offers grouped content in the form of learning initiatives and curated learning paths! These carefully-crafted lists offer additional resources and suggest related content in areas important to your organization's training goals.

Along with the suggested content, provided in this guide are activities encouraging deep personal reflection and promoting greater information retention. Activities and reflections are useful because they help learners discover the potential and direct impacts of newly-learned information in their lives.

We highly recommend using both the content and activities included in this guide for an optimal training experience. The content and activities can be tailored to your company's specific needs and are meant as a starting point for training working-from-home pros in your organization.

**Let's get started!**



# Use Case

How can the Working Remotely Playbook empower employees to be productive, collaborative, and motivated while in the comfort of their own homes?

While working remotely is not a topic that is new to businesses, the overnight switch to becoming completely remote for most organizations when the pandemic hit was. Companies had to quickly assemble a task force to create solutions that would allow employees to effectively do their job from their homes, meaning some had to order laptops, install additional safety measures on machines, provide stipends to create an adequate work setup, and much, much more! While the stresses put on businesses to quickly go from in-person to remote are known, what some may not realize is there is way more to ensuring employees are set up for success than just having the right equipment.

Whether at home, a coffee shop, park, or wherever your employees are working remotely, it's important for them to have the necessary skills to thrive in their new work environment. The switch in what business as usual is for some means this may be the first time not in a corporate building five days a week, while others may have just graduated college where they were constantly surrounded by peers. Regardless of their situation, people are spending more time alone than ever, and we want to equip you with the training to teach the skills they need to do their job well while staying connected to their colleagues.

## Enter the Working Remotely Playbook.

This ultimate how-to guide is your blueprint for creating remote work pros in your organization!

You may be asking yourself what is included in remote work skills training, well, let us tell you! Remote work skills are the business and soft skills that are needed to achieve maximum productivity. These skills can be unique whether you are training individual contributors or those at a management level, and we've broken the training down into topics, so you won't miss a single skill!

In this guide, you will:

- ✓ Understand the different skills needed for different levels of employees to thrive while working remotely,
- ✓ Know what is required to ensure teams are collaborative, motivated, and productive,
- ✓ Receive activity recommendations and an email template to offer or send during your training program, and
- ✓ Additional recommendations when working with hybrid teams.

So, let's dive in! We can't wait to hear about all the success your *Working Remotely* training program will bring.



# Who? What? Where? When? Why? How? Tips to boost your Working Remotely Training Program.



## Who will get the most out of this guide?

This guide is set up to create work-from-home pros who know how to create the right remote work environment, feel a part of their team even from a distance, stay organized and motivated, maintain a collaborative nature, and avoid burnout.

Also, this guide is for HR and L&D trainers who want to implement transformative training that goes beyond compliance and empowers their learners to learn new skills and improve the ones they have. Organizations with this type of programs statistically have a better company culture, lower turnover, and higher rates of success!



## Whose support does your program need?

No matter which program you're trying to implement, it is vital to have the support of C-suite or VP leadership. Here are some key statistics you can use to market your working remotely training program to C-suite members:

- ✓ An economic report by [Upwork](#) found that there will be **36.2 million Americans working remotely by 2025**, a 16.8 million worker increase from pre-pandemic times.
- ✓ **35% of U.S. workers prefer to continue to work completely remote.\***
- ✓ Left unchecked, remote work can decrease collaboration by 25%.\*\*
- ✓ Remote workers with **communicative employers are 3X less likely to burn out.\*\*\***
- ✓ **78% of HR professionals** surveyed by Crain's Future of Work survey say **flexible schedules and working remotely are effective ways to retain workers without spending money.**

\*[Gallup](#)

\*\*[teambuilding](#)

\*\*\*[McKinsey and Company](#)



## What can you expect to gain from this guide?

From this guide, you can expect learners to become top-notch collaborators, and create an environment that is more productive, motivated, adaptable, and organized than ever before when working remotely.

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## Where should this training take place for optimal success?

The following program is set up to be executed through a combination of mediums- self-study video lessons, coaching exercises, etc. When developing new skills, practicing with others strengthens neuropathways and reprograms less than desirable reflexive responses. Throughout this guide, your learners will be encouraged to participate in group and individual activities that create long-lasting skills.

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## When should the training be completed?

The following topics are most effective when learners are given 4-6 months to complete the program, spending 3-4 weeks on each stage. Trainers will want to allow time in between topics for their learners to practice what they have learned in their job roles and on their team.

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## Why does creating remote working pros matter?

Remote work is not going anywhere. Since the pandemic, more and more employees are looking to stay fully -remote and are willing to leave a company for a fully -remote opportunity. Ultimately by creating a remote work training program, you will be able to show senior leadership the positive impacts of how staying remote will lead to higher talent retention and more candidates for open job roles. Furthermore, beyond benefits to the business, your learners will have the necessary skills to thrive remotely to foster better team connections, create intrinsic motivation to stay on top of deadlines, and avoid burnout.

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## How can you measure the success of your program?

The Kirkpatrick Model is an excellent resource to consider when creating KPIs for your program. Below are some suggestions on how to incorporate this model into your working remotely training program.

1

### *Level 1: Reaction, Satisfaction, and Intention.*

- ✓ Evaluate the response from learners – specifically, how they felt about the training course materials and activities.
- ✓ At this level, you should also measure engagement from your learners. Do you have 100% participation in your events and activities? If not, you may need to reach out to learners for more information on what they need to give the necessary time and attention to the program.

Some common issues learners face are:

- ✓ not enough allotted time to complete training,
- ✓ excess stress and responsibilities,
- ✓ difficulty with work/life balance, and
- ✓ fear of speaking up when they don't understand a concept

2

### *Level 2: Knowledge Retention.*

- ✓ Measure how effectively the information was absorbed by your learners. Typically, this is done through a survey or reflection at the end of your program to analyze what their takeaways were.
- ✓ Fully utilize the self-assessment tool by comparing ratings from each stage.

3

### *Level 3: Application and Implementation.*

- ✓ Measure the degree to which your training has influenced the behavior of the participants, and how they are applying their new knowledge amongst their teams.
- ✓ Do not be afraid to engage with your learners' managers and teammates. A great way to do this is by sending a survey to the team before and after training, to measure and document noticeable changes in their communication and collaboration as a team.

4

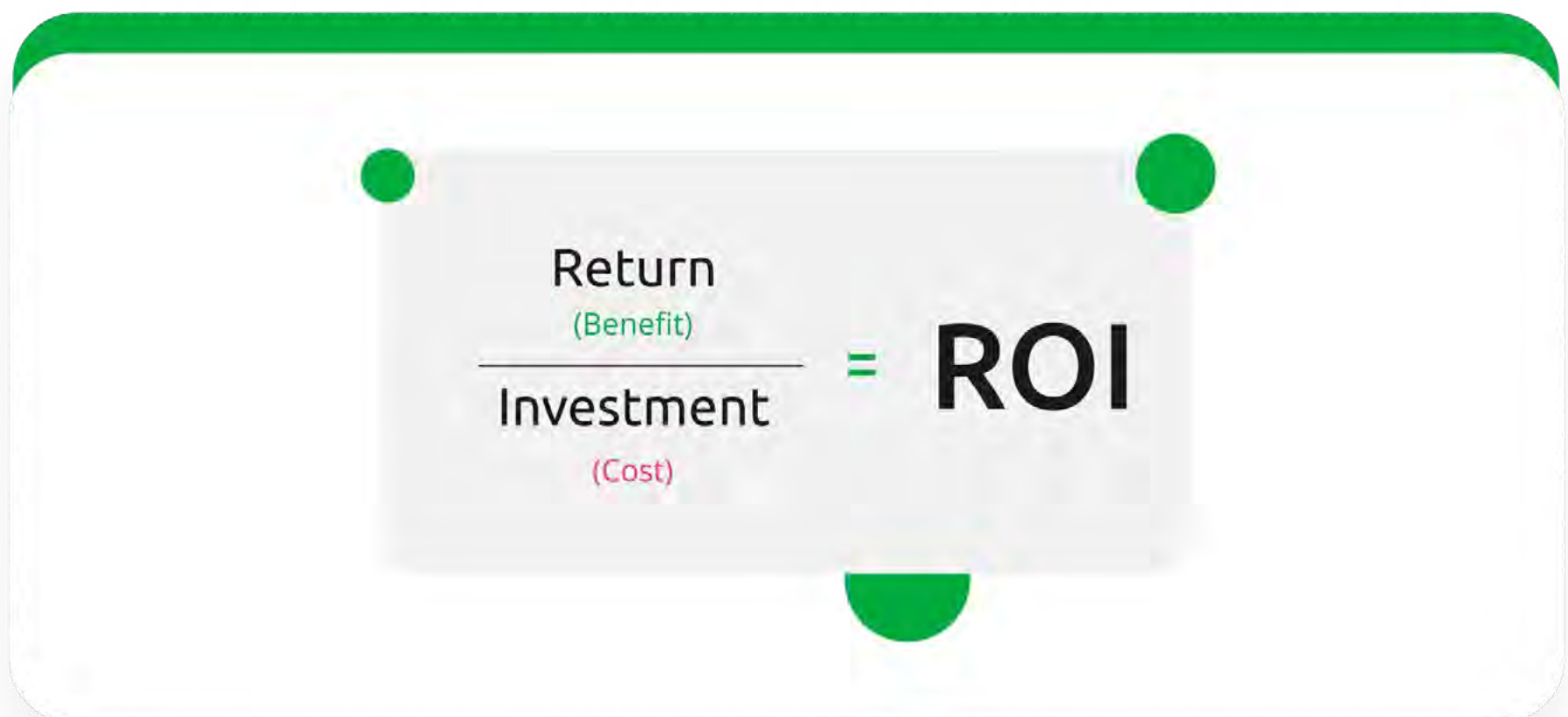
#### Level 4: Business Impact.

- ✓ Measure the impact your training has had at the business level and get a clear sense of ROI for your training program. If you are looking for a deep dive into using the Kirkpatrick Model for evaluating training in your organization, access our [free ebook here](#).
- ✓ At this level, you should start seeing measurable results that you can show to your C-Suite and VP-level stakeholders!

5

#### Level 5: Return on Investment (ROI) Calculator.

We have found that ROI is the best way to highlight the success of your program to your stakeholders! Here is a simple formula to help you get started! You can learn more about measuring ROI in our [blog post here](#).

A graphic showing the ROI formula on a white background with a green border. The formula is: Return (Benefit) divided by Investment (Cost) equals ROI. The text is centered and uses a mix of black, green, and red colors for emphasis.
$$\frac{\text{Return (Benefit)}}{\text{Investment (Cost)}} = \text{ROI}$$



# Using this guide for optimal success.

The following topics are designed to be stepping stones to success for creating working remotely pros in your organization by outlining necessary skills with suggested learning content, followed by individual and group reflections.

We recommend following these topics as outlined in this guide, because, while the concepts overlap, the terminology and insights are designed to build naturally over the length of the program.

A quick outline of each stage can be found below.

## 1 **Topic 1- You've Got Skills They're Multiplying – The Skills You Need While Working Remotely!**

*Learning Outcomes:*

- ✓ Setting up the optimal working remote space
- ✓ Organizing and planning tactics to meet deadlines on time
- ✓ The technical skills needed to perform your job while remote
- ✓ How to communicate clearly, succinctly, and directly with your fellow dispersed teammates
- ✓ Staying adaptable to changes in your work environment
- ✓ Maintaining boundaries to achieve optimal work life balance
- ✓ Setting goals to stay motivated in order to get things done without being constantly monitored.

Topic 1 addresses outcomes that an individual would need to focus on to possess the skills to successfully work from home.

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## 2 **Topic 2- There's No 'I' in Team – Collaborate Successfully While Remote!**

*Learning Outcomes:*

- ✓ Building trust to enhance collaboration
- ✓ Listening to understand different opinions or thoughts
- ✓ Remaining respectful of geographically-dispersed employees
- ✓ The dos and don'ts of conflict management

Topic 2 addresses outcomes that an individual would need to focus on to possess the skills to successfully work with their teammates while geographically- dispersed.

### 3

## Topic 3- BRB is Not What You Think! Become the Best Remote Boss.

*Learning Outcomes:*

- ✓ Understanding work from home challenges your employee may face
- ✓ Setting standards and outlining best practices for working remotely
- ✓ How to build better meeting flows with your remote team
- ✓ Setting aside time for team interaction and for checking in on your team members

Topic 3 addresses outcomes that a manager would need to focus on to enhance their leadership skills while managing a geographically- dispersed team.

### 4

## Topic 4- So, You're at Home AND in the Office, What Does That Mean for You?

*Learning Outcomes:*

- ✓ The future of hybrid work
- ✓ How can hybrid teams function successfully

Topic 4 addresses outcomes that an L& D professional would need to focus on when learning about the evolving business climate.



# Activity Instructions

The activities included in this playbook are designed to function like learning boosters and added every day measures to improve your organization's remote work culture. We encourage you to tailor these activities to fit the needs of your organization, adding or changing them based on your unique set of desired business and learning outcomes.

## 1 Activity 1 – Pre and Post Feelings Assessment

Have your learners consider the following questions before they embark on this training course. Encourage them to make a mental note of any areas where they don't agree. Additionally, when the training program concludes, we recommend you resend or ask the questions noting where they went from a lower rating to a higher rating, based off the knowledge they gained.

*Using a scale of 1 to 5 where 1 represents Not Agree and 5 represents Agree, rate yourself on the following areas.*

*Reflect on these ratings as you move through your training program. You can also write down your reasons or thoughts behind each rating as a tool for measuring your progress as you develop and enhance your skills.*

- ✓ *I am productive when working remotely.*
- ✓ *I know how to stay motivated to get my tasks done on time.*
- ✓ *I collaborate often with my teammates.*
- ✓ *I know how my teammates prefer to be communicated with.*
- ✓ *I set strong boundaries to achieve optimal work/life balance.*
- ✓ *I remain flexible when changes arise.*

*\*\*Note to instructors leading group training.* Consider having employees share a few of their ratings with their group. You might have each person share which of these topics they feel needs the most improvement and why. You could also have them share which topic they feel most prepared for and why. Using this methodology may help some learners process their thoughts and mentally prepare them for upcoming lessons.

## 2

### Activity 2 – Communication Preferences

When working remotely coworkers are often logging on at different times and in different places, not to mention balancing added responsibilities that come with working remotely. When training begins or when a new hire starts, consider having them answer the following questions and disperse the answers to their managers for them to share with their team.

1. What time zone are you working in?
2. How do you prefer to be communicated with? Email, chat, video call? (Feel free to outline different situations for each channel as well!)
3. When do you prefer meetings to be scheduled? Morning, afternoon, anytime is good, or others?
4. Are there any times throughout the day that should be avoided when scheduling meetings?
5. What are your core working hours?
6. Feel free to share any other details around your remote work environment that you want your coworkers to know.

## 3

### Activity 3 – Building Team Comradery

Finding ways for teammates to connect is as important as ever. With less organizations operating out of a physical office, there are less opportunities for catching up with coworkers and giving recognition for a job well done. Consider the below activities that encourage coworkers to stop working for a little bit and get to know who they're working with.

1. After work virtual happy hour! This is a great way for coworkers to connect over fun topics like, what their weekend plans are, any new show or movie they've seen recently, any exciting news they want to share, or even something they've learned recently!
2. Bravo channel in your chat platform. A standout way to build a cohesive and collaborative team is by ensuring that team members feel appreciated for the work they do. Encourage coworkers to send a message to their team, department, or organization expressing gratitude or appreciation towards someone they work with.
3. All company virtual events! Something we do quarterly at BizLibrary is have quarterly events that allow our employees to interact with others they may not work with day in and day out. Often, we use [Confetti](#) to help facilitate fun activities such as laughing yoga, magic shows, trivia, and more. Consider hosting one to bring together the teams and use this as a channel to share any company news that may be important for employees to know about.

## The following email template can be sent to your learners before training begins as preparation for the upcoming training program.

*At [Company Name] we want to ensure you have the right skills you need to be successful while working remotely. Collaboration, teamwork, adaptability, and understanding are key to becoming the best remote coworker you can be.*

*During this training, you will grow in your own business and soft skills, as well as gain the skills needed to be a stellar colleague when working in a geographically dispersed team. We encourage you to log into [company name's LMS] and briefly review the assigned content videos today.*

*Before you begin your training courses, take a few minutes, and complete the following self-evaluation to measure your learning as you journey through this program!*

*Using a scale of 1 to 5 where 5 represents that you do agree and 1 represents that you do not agree, rate yourself on the following areas.*

*Reflect on these ratings as you move through your training program. You can also write down your reasons or thoughts behind each rating as a tool for measuring your progress as you develop and enhance your skills.*

- ✓ I am productive when working remotely.
- ✓ I know how to stay motivated to get my tasks done on time.
- ✓ I collaborate often with my teammates.
- ✓ I know how my teammates prefer to be communicated with.
- ✓ I set strong boundaries to achieve optimal work/life balance.
- ✓ I remain flexible when changes arise.

*This training program is designed to provide helpful tools so you can achieve success no matter where you work! We are so excited to walk with you as work through this program at [company name]. Together we will accomplish great things!*

*[email signature]*

# 1

## Topic 1- You've Got Skills They're Multiplying – The Skills You Need While Working Remotely!

The following video courses teach:

- ✓ How to establish a productive work environment;
- ✓ How to work your best remotely;
- ✓ How to take advantage of the work-from-home flexibility in a responsible way;
- ✓ How to stay productive and avoid burnout;
- ✓ How to counteract the downsides of working remotely and stay top of mind for promotions; and
- ✓ How to maintain a strong company culture with a dispersed workforce.

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*The following courses are just a few of the many titles found in the full BizLibrary Collection. Use these titles as guides to explore more content offerings that align best with your desired learning outcomes.*

1. Setting Up Your Remote Workspace
2. Thrive While Working Remotely: Home Office Set Up
3. Expert Insights: Thrive While Working Remotely with Mike Gutman
4. Managing Unstructured Time
5. Work from Home Productively
6. Stay Visible When Working from Home
7. Maintain Work Culture Remotely

# 2

## Topic 2- There's No 'I' in Team - Collaborate Successfully While Remote!

The following video courses teach:

- ✓ What you need to do to build relationships with your teammates, become a contributing team member, and reduce the social isolation that can come with working from home;
- ✓ How to communicate and work together more effectively;
- ✓ Ideas for creating a deeper, more three-dimensional experience with your team through intentional and creative communication;
- ✓ How to be a productive and proactive coworker even from afar; and
- ✓ How to rise above disagreements and still have productive interactions with those you work with.

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*The following courses are just a few of the many titles found in the full BizLibrary Collection. Use these titles as guides to explore more content offerings that align best with your desired learning outcomes.*

1. Being a Good Virtual Teammate
2. Collaborating Remotely with Teammates
3. Connecting with Your Team Virtually
4. Being a Remarkable Long Distance Teammate: Working with Others
5. How to Disagree and Maintain Connection

# 3

## Topic 3- BRB is Not What You Think! Become the Best Remote Boss.

The following video courses teach:

- ✓ What's unique about leading within the virtual environment and how to turn the challenging environment into one that is engaging, energizing, and gets work done;
- ✓ What additional leadership actions are a must when leading others remotely;
- ✓ How to effectively hire, manage, and engage their remote workers; and
- ✓ How to rebuild the camaraderie around the "lunch table" while developing a new, innovative thinking process for your team.

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*The following courses are just a few of the many titles found in the full BizLibrary Collection. Use these titles as guides to explore more content offerings that align best with your desired learning outcomes.*

1. Remote Leadership: The Unique Aspects of the Virtual Work Environment
2. Remote Leadership: Classic Leadership with a Virtual Twist
3. Managing a Dispersed Workforce
4. Remote LeaderSHIFT: Navigating the New Work Environment



# 4

## Topic 4- So, You're at Home AND in the Office, What Does That Mean for You?

The following video courses teach:

- ✓ How to address the unique characteristics of managing hybrid workers; and
- ✓ How to adjust management styles to reflect the freedom and flexibility of hybrid workplaces.

*The following courses are just a few of the many titles found in the full BizLibrary Collection. Use these titles as guides to explore more content offerings that align best with your desired learning outcomes.*

1. Leading Hybrid Teams (this course is best suited for employees at the management level)
2. Managing Remote Teams: Keys to Supporting a Hybrid Workforce (this course is best suited for employees at the management level)
3. COMING SOON: Working in a Hybrid World: 5 Tips to Increase Your Productivity
4. COMING SOON: Expert Insights: Essential Hybrid Training with Mike Gutman

### Congratulations on completing the Working Remotely Playbook: Your 101 Guide to Developing a Collaborative Workplace Environment No Matter Where Your Employees Are

Once your learners have completed the program send them this follow-up email.

Congratulations [insert name] on completing the Become a Work-From-Home Pro training program! We hope you feel better prepared as you continue your [job title] position with [company name].

In this course, you learned how valuable it is to set boundaries for your work/life balance, find new ways to collaborate with your teammates, be adaptable to change, and set goals to keep yourself motivated throughout the work day!

Please let us know what you liked most about this course and share any areas you think need improvement.

We are so excited to walk with you as you continue your career journey here at [company name]. Together we will accomplish great things!

# Working Remotely Playbook Recap

Now that your learners have completed this in-depth training guide, they have the tools they need to be remote work pros!

We would encourage assigning refresher questions of these or related courses every quarter to help learners continue developing their skillset and keep what they have learned throughout this guide top of mind.

We also have several other amazing guides that are available for you to use! Check out:

1. Creating a Culture of Compliance: Your 101 Guide for Building a Robust Compliance Program
2. Diversity, Equity, and Inclusion (DEI) Playbook: Your 101 Guide for Creating a Culture of Belonging and Allyship
3. New Manager Playbook: Your 101 Guide for Training New Managers
4. Onboarding Playbook: Your 101 Guide for Creating an Engaging Experience from Day One with Your
5. Creating a Safe Workplace Playbook: Your 101 Guide to Keeping Your Employees out of Harm's Way

As your learning partner, we love hearing how we can better support your training program initiatives.

## Need help strategizing KPIs and Business goals?

Developing KPIs is important to measuring growth, but knowing the what, where, and how's can be hard. Your BizLibrary Client Success Manager is ready to walk through these steps with you to ensure you have the right targets in place to measure success in meaningful ways.

If you have feedback or suggestions on how we can help prepare your learners in their roles, or how we can partner with you in other areas of your training programs, send a message to your Client Success Manager.

### ***Did you know BizLibrary has a skills development platform that can streamline training across your organization?***

We understand the importance of having a great training program, and we know how hard designing and implementing a program for multiple learners across departments can be.

As your partner, we are always looking for ways to enhance your program. Our newest BizLibrary product is a skills development platform designed to take the guesswork (and gruntwork!) out of curriculum development, and expertly scale personalized learning experiences throughout your organization!

BizSkills is the first and only off-the-shelf upskilling platform that provides your workforce with personalized training and career growth for each unique employee.

Request a free personal consultation or check out our most recent video demonstration [here!](#) You can also find more information on BizSkills by visiting our website [www.bizlibrary.com](http://www.bizlibrary.com)!

Already using BizSkills? You're a rockstar!