# Instructors Guide

On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.
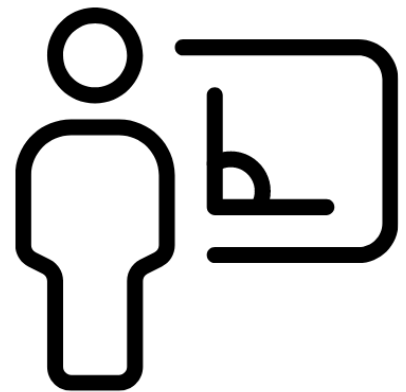
Module Two: Remote Workforce

As a society, we have had major advances in technology over the past 30 years. Technology helps make tasks easier and more efficient. As we advance in technology, we are also advancing in other areas of our lives. No longer is it mandatory for a company to have a ridged work week schedule. Allowing flexible schedules and remote employees increases productivity in a company, and employee morale. Let's explore what a remote workforce is.

What is a Remote Workforce?

A remote workforce is basically employees who work for a company without having to be in the building. These can be employees who work from home, or even another continent. Technological innovations make it possible to accommodate business practices that were not possible in the past. Approximately 4 million Americans work remotely. Even though this type of workforce has grown, it still only makes up about 3% of the employee population.

Estimated Time	8 minutes
Topic Objective	Remote workforce
Topic Summary	**Think About it** Discuss remote workforce as it would apply to your company.
Materials Required	**Worksheet 1: Pros and Cons**
Planning Checklist	None

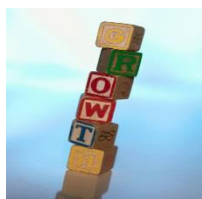| Recommended Activity	As a group, discuss the pros and cons to having a remote workforce. Use the Worksheet to write down your answers.
Stories to Share	Share any personal or relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	Why should you consider a remote workforce?

Types of Remote Workforce

Remote workers assume many roles, and there are few limits as to what they can do. There are any number of jobs that can be performed by remote workers. When choosing if a remote employee is right for the position, it's best to decide if the job requires the physical presence of an employee in the building. Will the employee's lack of presence hinder progress? Here are a few types of common remote positions:

- Data Entry
- Customer Service
- Call Center
- Writing
- Computer and IT, Software Design, and Web Design
- Human Resources
- Marketing
- Medical Coding and Billing
- Research
- Transcription

Estimated Time	8 minutes
Topic Objective	Types of remote workforce
Topic Summary	Types of remote workforce Discuss the different types of remote workforce
Materials Required	**Flip board/ Marker**
Planning Checklist	None
Recommended Activity	As a group, discuss the types of jobs in your current department that could be performed by remote workers. Make a list of those jobs. Keep this list

|	
	handy, it will be used in one of the other sections of this guide.
Stories to Share	Share any personal relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	What should be considered when deciding if a remote employee is right for the position?

Benefits of a Remote Workforce

There are many benefits to having a remote workforce. One of the biggest benefits is that offering remote jobs helps your company attract a better quality of staff. You are not limiting yourself to who is best for the job position in your area. With a remote employee, you are able to get the best person for the position. Offering remote employment also helps with a decrease in time off. Employees who work from home call in less because they are not affected by as many communicable diseases (flu, cold, stomach virus, etc.) that they would have come in contact with in the office. They also do not have to worry about being unable to work during inclement weather. These are just a few examples of how remote employees benefit the company; there are many more benefits to working remotely.

Estimated Time	**8 minutes**
Topic Objective	Benefits of having a remote workforce
Topic Summary	Pros of remote workforce
	Discuss the benefits of having a remote workforce
Materials Required	**Flipchart/board and marker**
Planning Checklist	None
Recommended Activity	As a group, discuss the benefits of having a remote workforce. Try to think of other benefits not mentioned in the above section.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	Why is a remote employee an asset during inclement weather?

Materials for Remote Workforce
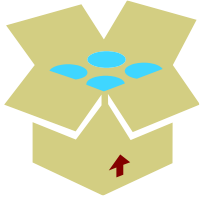
The materials that may be required for a remote employee are completely dependent upon the tasks that the employee will be responsible for completing. You can require the employee to have basic items, like wireless internet, home phone, and basic computer requirements that would be stipulated before hiring the employee. More in-depth requirements would need to be provided by the company, like specialized equipment, and computer programs.

Estimated Time	7 minutes
Topic Objective	Materials for remote workers
Topic Summary	What do you need? Discuss the materials needed for remote employees.
Materials Required	**Flipchart/board and marker, Use the list that you wrote in the "Types of Remote Workforce" section.**
Planning Checklist	None
Recommended Activity	Pick a few jobs from the list, try to get different jobs, and determine what types of materials would be needed for those positions. Of those materials, which do you think the company should supply?
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	What type of items can a company require a remote employee to supply?

Practical Illustration

Zoe has just been promoted to department manager at her company. She is very excited and has a lot of ideas on how to improve some of the processes they have. One of her big changes is that she would like to employ some remote employees. She has done a lot of research and feels like they would be a great asset to her team. After many resumes and interviews, she decides that Abigail would be the perfect person for the job. Abigail lives a few states away, but her resume and work history are impeccable. Abigail is very excited to have found this job opportunity, as she has been looking for a position for a while that would allow her to take care of her child who has Spina Bifida and needs special care.

Module Two: Review Questions

1.) Which of the following is true about remote employees?

    a) They have to come to the office periodically to check in with the boss
    b) They don't have to come to the company's building to perform their job functions
    c) They are required to provide their own transportation to the company building
    d) None of the above

    Remote workforce is basically employees who work for a company without having to be in the building.

2.) Approximately, what percentage of Americans work remotely?

    a) Over 90%
    b) About 3%
    c) Less than 30%
    d) About 80%

    Approximately 4 million Americans work remotely. Even though this type of workforce has grown, it still only makes up about 3% of the employee population.

3.) Which of the following is not a position for a remote employee?

    a) Cashier
    b) Human Resources
    c) Customer Service Representative
    d) None of the above

    Here are a few types of common remote employees-Data Entry, Customer Service, Call Center, Writing, Computer and IT, Software Design, Human Resources, Marketing, Medical Coding and Billing, Research, Web Design, and Transcription.

4.) Which of the following is not true about remote workforce positions?

    a) There are many different types of jobs that a remote worker can do
    b) There isn't a set type of position for remote workers
    c) Only data entry positions can be filled via a remote workforce
    d) None of the above

    Remote workers come in many forms, and there are few limits as to what they can do. There isn't a set type of work that you can offer for remote workforce. There are any number of jobs that can be performed by remote workers.

5.) Why does offering remote work positions attract a better quality of staff?

   a) Because you can get the cheapest worker
   b) Because you aren't limiting yourself to staff available only in the local area
   c) Because people who work remotely can't cause office drama
   d) Remote workforce doesn't attract better staff

   One of the biggest benefits is that offering remote jobs helps your company attract a better quality of staff. You are not limiting yourself to who is best for the job position in your area.

6.) Why do remote employees call in sick less frequently?

   a) Because they don't have a supervisor to call in to
   b) Because no one can tell if they are doing their job anyway
   c) Because no one remembers what they are supposed to be doing
   d) Because they come in less contact with sick employees

   Employees who work from home call in less because they are not affected by as many communicable diseases (flu, cold, stomach virus, etc.) as they would have come in contact with in the office.

7.) How can you determine what materials a remote employee needs?

   a) The required materials depend on what the employee's job function requires them to have
   b) All remote employees need to be provided with a computer
   c) Remote employees are responsible for obtaining all of their materials
   d) All of the above

   The materials that may be required for a remote employee are completely dependent upon the tasks that the employee will be responsible for completing.

8.) Which of the following is true about the materials for remote employees?

   a) You can require remote employees to have basic items, like wireless internet
   b) Specialized equipment would need to be provided by the company
   c) Uncommon computer programs would need to be provided by the company
   d) All of the above

   You can require the employee to have basic items like wireless internet, home phone, and basic computer requirements. More in-depth requirements would need to be provided by the company, like specialized equipment, and computer programs.

9.) A remote workforce is basically employees who work for a company without having to _____.

    a) Do much work
    b) Be in the building
    c) Be accountable
    d) None of the above

Remote workforce is basically employees who work for a company without having to be in the building

10.) Of the following, which would be a potential remote position?

    a) Data entry
    b) Writing
    c) Editing
    d) All of the above

Here are a few types of common remote positions:

    o Data Entry
    o Customer Service
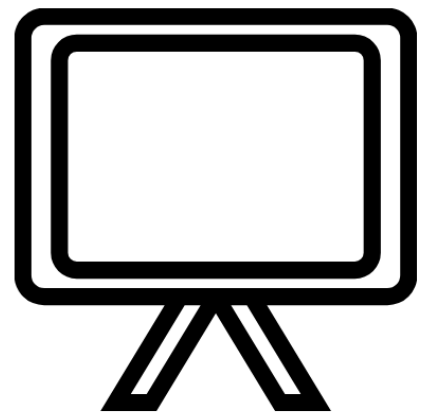   o Call Center
    o Writing
    o Editing

PowerPoint Slides

Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide. PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.

The strength of the team is each individual member. The strength of each member is the team.

Phil Jackson

Remote Workforce

As we advance in technology, we are also advancing in other areas of our lives. No longer is it mandatory for a company to have a ridged work week schedule.

What is a Remote Workforce?

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Types of Remote Workforce

- Human Resources
- Marketing
- Medical Coding and Billing
- Research
- Transcription

Benefits of a Remote Workforce

You are not limiting yourself to who is best for the job position in your area.

Materials for Remote Workforce

The materials are completely dependent upon the tasks that the employee will be completing.

Practical Illustration

- What is a Remote Workforce?
- Types of Remote Workforce
- Benefits of a Remote Workforce
- Materials for Remote Workforce

Module Two: Review Questions

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C. They are required to provide their own transportation to the company building

D. None of the above

Quick Reference Sheets

Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date. They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.
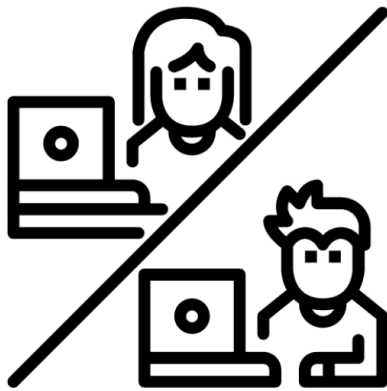
High Performance Teams (Remote Workforce)
Quick Reference Sheet

What is a Remote Workforce?

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Handouts

Each course is provided with a wide range of worksheets. Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.
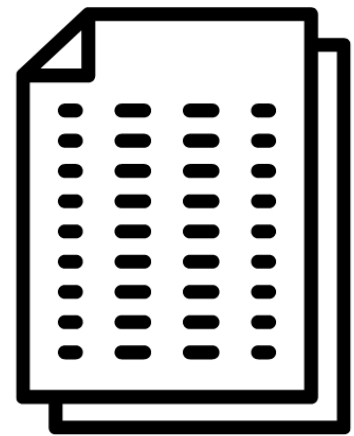
Sample Worksheet 1

Pros and Cons

Make a list of what you feel like are the pros and cons of having a remote workforce.

<u>Pros</u>   <u>Cons</u>

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

Icebreaker: First Impressions

PURPOSE

To get participants moving around and introduced to each other.

MATERIALS REQUIRED

1. Name card for each person

2. Markers

3. Paper and pencils/pens

PREPARATION

Have participants fill out their name card.

ACTIVITY

Ask participants to form pairs. Explain that you are going to ask participants to guess their partner's favorite things. As you call out items, participants will write their guesses on paper.

For example, you might say: What would you guess is your partner's favorite:

4. TV show

5. Vacation destination

6. Food

7. Sport

8. Hobby

Give participants a few seconds or so to write each response. When you have gone through your list, ask participants to share their guesses with their partners.

After participants have had a couple of minutes to share their guesses, you might ask:

9. What did you base your guesses on?

10. Did anyone guess everything wrong? Did anyone guess everything right?

Wrap up by making the point that in any personal interaction first impressions are often misleading. When we start a negotiation, the guesses we make about another person can lead to false assumptions about what the person wants.

Certificate of Completion

Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.
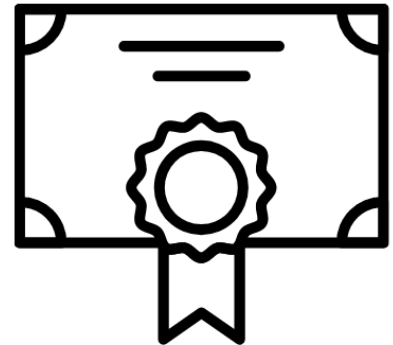
CERTIFICATE OF COMPLETION

[Name]

High Performance Teams Remote Workforce

Has mastered the course

Awarded this _____ day of _____ e _____, 20 _____

Presenter Name and Title