

Essential Skills for Virtual Collaboration



COVID-19 Challenge and Opportunity

The current global health crisis is seriously disrupting business, organization, and communal activity. But it doesn't have to impair personal effectiveness and team productivity.

To the contrary, the crisis offers an opportunity for co-workers to learn new things about working smarter and sharing responsibility for mission-critical tasks and outcomes.

As more people work from home and away from co-workers, they can also become more skillful communicators and collaborators.

Simple and Practical Way to Learn with Peers

Interaction Associates has assembled a special package of online, instructor-led experiences to support our clients to work better together in the wake of COVID-19 and working remotely.

The short courses are called **Action Accelerators**, skill-building experiences focused on a single topic for people who collaborate from a distance.

We've assembled five courses for this series that cover critical interactions and capabilities in the virtual workplace.

Essential Skills for Virtual Collaboration

- Developing Trust and Rapport
- Leading an Online Meeting
- Influencing a Key Stakeholder
- Building Smart Agreements
- Giving Feedback from a Distance

An **Action Accelerator** is comprised of two 120-minute online sessions spread over 1 to 3 weeks. Participants are provided guidelines for applying the target skills in the period between sessions. (See Learning Journey description on page 2.)

Interaction Associates

Interaction Associates (IA) helps leaders and teams think more clearly, collaborate more effectively, and produce things that matter most to their businesses.

Since 1969, we have provided our clients with simple and practical methods for helping people work better together across functions, viewpoints, and geographies.

Over one million people have learned *The Interaction Method™*, a facilitated approach for building understanding and agreement so people can take informed, concerted action.

ESSENTIAL SKILLS FOR VIRTUAL COLLABORATION

Action Accelerator <i>How to...</i>	Summary Description
Build Trust & Rapport in the Virtual Workplace (Link to Overview)	Learn the essential ingredients for building trust and staying connected with co-workers and teammates who work from home and/or in different locations: dependability, values congruence, transparency, competence, and focused intention.
Tame the Online Meeting Monster (Link to Overview)	Learn techniques for planning the meeting, getting people focused and engaged, building agreements, and completing the meeting with clear and practical action plans.
Influence Stakeholders from a Distance (Link to Overview)	Learn techniques for influencing the thinking and behavior of people whose support we want in order to achieve our objectives, but over whom we have little authority or may never meet in person.
Reach Agreements with Virtual Co-Workers (Link to Overview)	Learn the steps for building real understanding and informed decisions by developing your ability to scan for proposals, think through alternatives, and fashion smart agreements.
Give Feedback from a Distance (Link to Overview)	Learn how to observe others' actions and behaviors from a distance in order to (a) provide constructive feedback, and (b) support virtual colleagues in responding to a request for a change in their behavior.

Standard Learning Journey

Step 1 | 15 minutes

Self-Paced Orientation

Read the course overview, answer a few questions, and begin to focus your expectations on the upcoming webinar.

Step 2 | 120 minutes

Knowledge Acquisition Webinar

Instructors present a framework and tools, then demonstrate how to use them. (Group size: up to 60)

Step 3 | Time Varies

Practice at work

Return to work with assignment to apply what you've learned.

Step 4 | 120 minutes

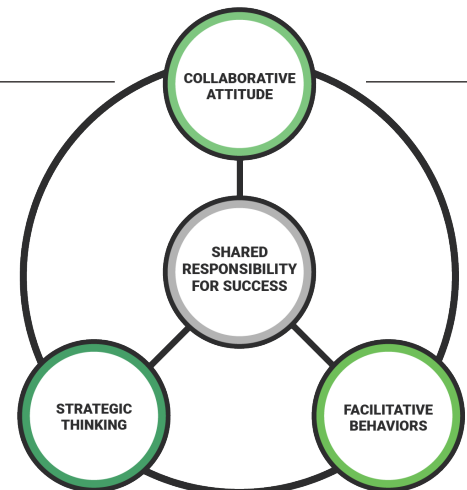
Practice Lab

Report back on your experience. Practice. Receive feedback from IA coaches and peers. (Group size: up to 10)

**Select Knowledge Acquisition Webinar only to socialize key concepts and tools to a large population.*

The Interaction Method™

What is The Interaction Method? It's a collaborative way to work better together. Specifically, The Interaction Method is a facilitated approach for building understanding and agreement so people can *take informed, concerted action* on the things that matter most to them. The Interaction Method is the foundation for all our learning programs at Interaction Associates (IA).



[Click here to learn about all Action Accelerators](#)