

## Course duration

- 1 day

## Course Benefits

- Learn to address the communication challenges of working with employees who you may never see.
- Learn the strengths and weaknesses of the various tools available.
- Learn how to use the media appropriately and efficiently.
- Compare and contrast various categories of mediated communication.
- Select the best methods of virtual communications.
- Define a set of courtesies and protocols for the primary forms of mediated communication.
- Explore ways to bring staff together for discussion, decision making, and group activities.

### Available Delivery Methods

#### **Private Class**

Private classes are delivered for groups at your offices or a location of your choice.

#### **Self-Paced**

Learn at your own pace with 24/7 access to an On-Demand course.

## Course Outline

1. Virtual Communication Basics
  1. The Communication Model
    1. The Sender
    2. The Receiver
    3. The Message
    4. Feedback
    5. Noise
    6. Filters
    7. Media
  2. The Importance of Communication
    1. Water Cooler Communication
  3. The Impact of Miscommunication

2. Types of Communication
  1. Synchronous and Asynchronous Communications
    1. Synchronous Communication
    2. Asynchronous Communication
  2. Broadcasts and Exchanges
  3. Casual and Formal Communications
    1. Relationships
    2. Formal Communication
    3. Casual Communication
    4. Composition
  4. Secure and Unsecure Communications
3. Types of Media
  1. The Fundamentals of Media
    1. Media and Senses
  2. Communication and Media
    1. Text-based Media
    2. Audio-based Media
    3. Graphics and Imagery
    4. Haptics
  3. Combined Media
4. Selection Criteria
  1. Assessing the Audience
    1. Natural Communication Mode
    2. Receiver Capabilities
    3. Access and Availability
    4. Number of Participants
  2. Assessing the Message
    1. Message Length
    2. Message Complexity
    3. Interactivity
    4. Privacy and Security Considerations
    5. Urgency
  3. Technical Considerations
    1. Mediated Systems
    2. Underlying Transmission
    3. Multimedia
    4. Layering Media
  4. Selecting Media
5. Media Issues
  1. Overcoming Transmission Issues
    1. Making a Connection
    2. Bandwidth and Interference Issues
  2. Overcoming Compatibility Issues
    1. File Formats
    2. Version Issues
    3. Hardware
    4. Overcoming and Preventing Problems

- 3. Malware Protection
  - 1. Protection
- 4. Creating a "Plan B"
- 6. Group Communication
  - 1. Avoiding Hallway Decisions
  - 2. The Art of Group Facilitation
    - 1. Promoting Quality Communication
    - 2. Encouraging Participation
    - 3. Discouraging Control
    - 4. Minimizing Disruptions
  - 3. Time Management
  - 4. Using a Parking Lot
  - 5. Proactively Avoiding Problems

## Class Materials

Each student will receive a comprehensive set of materials, including course notes and all the class examples.