

Managing a Virtual/Hybrid Workforce Course

Manage today's virtual and hybrid federal workforce effectively by using strategies that support teleworkers, contractors, and remote staff while maintaining performance and cohesion.

Group classes in Live Online and onsite training is available for this course. For more information, email onsite@graduateschool.edu or visit: <https://sdfm.graduateschool.edu/courses/managing-a-virtual-hybrid-workforce>



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Course Outline

Module 1: Contemporary Virtual Workplace Overview

- Virtual workforce trends
- What is a virtual workplace?
- Organization virtual (telework) policy
- Virtual worker and position eligibility
- Management supported types of virtual arrangements
- Virtual worker agreement
- Remote work agreement
- Virtual workplace employee and management training
- Terminating a virtual work agreement
- Agency managers performance oversight
- Benefits of virtual workplaces
- Official worksite and pay
- Leave and work scheduling flexibilities

Module 2: The Organizational Perspective

- Module 2 learning outcomes
- Organizational overview
- Management considerations
- Remote work policy development
- Pay, leave, and work schedules
- Official worksite
- Compensatory time off for travel
- Work schedules

- Duty station
- Business needs, office coverage, and employee equity

Module 3: The Employee Perspective

- Module 3 learning outcomes
- Importance of employee communication
- Defining employee workplace communications
- The employee need for formal and informal communication
- Lessons learned and best practices

Module 4: The Manager Perspective

- Module 4 learning outcomes
- Provide regular feedback

Module 5: Performance and Results

Module 5 learning outcomes