COURSE SYLLABUS

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 (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/managing-a-virtual-hybrid-workforce



CustomerRelations@graduateschool.edu • (888) 744-4723

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