COURSE SYLLABUS

Managing a Virtual/Hybrid Workforce Course (Self-Paced)

Discover the requirements of the Telework Enhancement Act of 2010 (Public Law 111-292), and discuss the challenges of implementing those requirements. Recognize the similarities in managing on-site and virtual employees, and learn tips for managing virtual teams. Discover helpful resources, including links to online tools, for use back at the office. Leave the course one step closer to implementing a successful program to manage a virtual workforce.

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



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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