

Managing a Virtual/Hybrid Workforce

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://www.graduateschool.edu/courses/managing-a-virtual-hybrid-workforce>



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Course Outline

Module 1: Contemporary Virtual Workplace Overview

- Define the virtual workplace and describe different virtual workforce arrangements
- Review current federal guidance on virtual, hybrid, and flexible workplaces
- Analyze workplace trends and the impact of virtual arrangements on organizations and employees
- Discuss employee communication and engagement in virtual work settings

Module 2: The Organizational Perspective

- Understand the organizational implications of virtual work arrangements
- Evaluate the benefits and challenges of remote work for agencies and employees
- Explore policy development and factors to consider when implementing a virtual workplace
- Review OPM virtual workplace guidance and the impact on performance and customer service

Module 3: The Employee Perspective

- Describe how virtual work impacts employee experience and engagement
- Examine strategies for enabling superior employee performance in virtual settings
- Discuss communication challenges and best practices for remote workers
- Identify lessons learned and apply them to enhance employee satisfaction in a virtual environment

Module 4: The Manager Perspective

- Review management communication and feedback strategies for virtual teams
- Understand supervisory behaviors necessary for managing virtual workers effectively
- Examine lessons learned from managing virtual teams and best practices for leadership
- Discuss how to maintain accountability and performance management remotely

Module 5: Performance and Results

- Reconcile virtual work flexibility with organizational performance and excellence
- Develop strategies to measure and manage virtual team performance effectively
- Discuss approaches for sustaining productivity and employee engagement in remote work environments

- Understand how to align virtual work arrangements with organizational results and culture