

# Remote Work Communication Skills

GoSkills online course syllabus

Tuesday, July 16, 2024

<b>Skill level</b>	<b>Lessons</b>	<b>Pre-requisites</b>
Beginner	38	None
<b>Video duration</b>	<b>Estimated study time</b>	<b>Instructor</b>
2h 15m	8h for all materials	TJ Walker

## Introduction

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- 1** Introduction to the Course  
Welcome from the instructor

## Online Meeting Basics

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- 2** Setting the Meeting Objective  
Defining the purpose of your meeting makes it relevant and interesting for everyone involved.
- 3** Video Conference Meetings vs. Other Meetings  
Let's discuss the similarities and differences between video meetings and in-person meetings.
- 4** Online Video Conferencing Is Just One More Simple Tool for Communicating  
You don't need special knowledge to be an effective communicator in online meetings.
- 5** You Must Learn How Your Platform Works BEFORE The Conference Starts  
Try out online platforms before you use them the first time.

## Look Your Best On Camera

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- 6** Don't Hide Behind Slides - Show Your Face On Camera  
Plenty of people don't want to turn on their camera, but video has so many advantages that will help you connect with your audience.
- 7** Follow These Tips To Look Your Very Best on Camera for Your Next Meeting  
Consider these easy-to-follow tips as you prepare to speak on camera to improve how you look - and your confidence.

**8** **How to Look Comfortable and Relaxed on Camera**  
Should you sit or stand? What should you do when you're not speaking? Follow these tips to be prepared for your next online meeting.

**9** **This Is What You Should Wear for a Video Conference**  
What you wear can impact how you look on video, so consider this advice for how to dress.

## Set Up Your Video and Audio

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**10** **Avoid These Common Blunders at All Costs**  
Preparation can turn your online talk into a success, even while at home.

**11** **Solutions for Your Backdrop**  
Select something that is simple and doesn't confuse your audience.

**12** **What's the Best Camera and Microphone for Online Meetings?**  
You have plenty of options for technology, but it's how you use them that matters most.

**13** **Speakers, Headphones, Earpieces, and More**  
Use technology to improve your experience while conducting online presentations.

**14** **Use the Best Possible Internet Connection Possible**  
Conducting a successful online meeting means devoting your bandwidth - and attention - to the task at hand.

## Online Presentation Success

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**15** **Fundamentals of Effective Online Presentations**  
If you follow these rules for online talks, you will get the results you want every time.

**16** **Tips for Using Visuals In Online Meetings**  
Make your presentation come to life with effective visuals by planning in advance.

**17** **What If I Am Not Hosting the Online Meeting But Might Have to Speak?**  
Be prepared to speak - and make a positive impression - no matter how much you might have to say.

**18** **A Last Minute Checklist for Video Presentations**  
Follow these steps before you start to ensure your presentation goes smoothly.

**19** Why You Should Not Memorize Your Speech  
Should you memorize your speech? And how long should your speech last?

**20** How to Ensure Your Voice is the Best It Can Be  
Consider these tips when attempting to improve how your voice sounds in any online talk.

**21** Ways to Reduce Background Noise and Distractions  
How can you eliminate noises and distractions during your online calls?

## Phone Fundamentals

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**22** How to Look and Sound Great on Business Calls  
Understanding how to use the phone for business is vital for effective communication with customers and clients.

**23** Why Your Phone is the Best Secret Business App Ever  
A phone call is essential for communicating the most important, critical information.

**24** Planning your Successful Phone Environment  
What to do about noisy offices, talking while driving, using speakerphones, and more.

**25** Final Preparation for Your Successful Phone Meeting  
Doing preparation before an important call will allow you to address important points and take notes effectively.

**26** Making Sure Your Phone Passes Your Friend Test  
Calling a friend with your phone will answer important questions about voice and reception quality.

**27** Planning for Winning Conference Calls  
How to make the most of any conference call, from preparing an agenda to note taking.

**28** Placing Phone Calls Like the Consummate Professional  
Put people at ease with the best kind of introduction over the phone.

**29** Never Wake Up a Client in the Middle of the Night  
Time zone - and cultural - differences will inform you as to the best time and method of communicating.

## Answering and Talking on the Phone

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- 30** Answering the Phone so Everybody Knows You are Ready for Business  
What's the best way to answer the phone if a customer or colleague is calling?
- 31** Your Clients Will Never Think You are Screaming At Them Again  
Noise from a busy location - or from eating and drinking - can disrupt your important phone call.
- 32** Knowing How to Sound Your Very Best - Every Time  
Follow these tips when talking on the phone to improve your tone and ability to communicate.
- 33** Being a Professional to Every Generation, Regardless of Your Own Preferences  
Your customers will often represent a variety of generations, so don't ignore the differences in their communication preferences.
- 34** Setting Up Your Voicemail for Success  
Follow these tips to ensure you will be successful when working with customers over voicemail.
- 35** Voicemail That Soothes, Not Angers  
Consider these tips to ensure your voicemail will be welcoming and effective for any business calls.
- 36** How to Leave Voicemail Messages to Ensure Success  
Here's a template for what to say in a voicemail that provides all the information they need.
- 37** Take 1, Take 2, Take 3 Until You Get It Right  
Many voicemail systems allow you to re-record your message - take advantage of the opportunity.
- 38** Making Your Phone Disappear At the Perfect Moments  
One of the most powerful signals you can send to a client, customer, or prospect is to shut your phone off.

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