



## How to Use This Study Guide

The Study Guide for this course is designed to help you take notes as you're taking the online course "The Rise of the Virtual Workplace – The Big Picture". It is organized in sections that mirror the elements of the course, with plenty of room to make notes and capture your learning.

The use of the Study Guide is optional. Research shows that different people learn differently, and for many, the act of writing something down as you are learning helps to solidify the information in your brain. If you find the Study Guide helpful, use it. If not, feel free to omit it from your learning process.

## Course Overview – The Rise of the Virtual Workplace – The Big Picture

Virtual workplaces have become more commonplace, through both necessity and opportunity. The recent global pandemic forced many organizations to run virtually, and several have chosen to continue leveraging the opportunities this provides. In this course, we will take a big picture view of the rise of the virtual workplace. We will look at some of the benefits and challenges of a virtual workplace, as well as the crucial roles of technology and communications in making a virtual workplace tick.

## Learning Objectives – The Rise of the Virtual Workplace – The Big Picture

By the end of this course, you will understand the following:

- What a virtual workplace is
- The history of virtual working
- The challenges and benefits of a virtual workplace
- The role of technology in a virtual workplace
- The role of communications in a virtual workplace



## What is a Virtual Workplace?

## The History of the Virtual Workplace

## Which Businesses are Suited to a Virtual Workplace?



## The Benefits of a Virtual Workplace

Benefit	Notes
<b>Financial Benefits</b>	
<b>HR Benefits</b>	

## Journaling Activity



## The Challenges of a Virtual Workplace

Challenge	Notes
<b>Personnel Challenges</b>	
<b>Productivity Challenges</b>	
<b>Technical Challenges</b>	
<b>Security Challenges</b>	

## The Role of Technology in a Virtual Workplace

### Good Internet Connection



### **Laptop or Desktop Computer with Webcam and Microphone**

### **Conference Calling Software**

### **Cloud-based Collaboration and File Storage**

### **Multi-channel Communication Tools**



## Calendar, Scheduling and Project Management Tools

## Communication in a Virtual Workplace

## Choosing Communication Channels

## Cross-Cultural Communication



## Agreements and Boundaries

## Building Trust

## Discussion Questions

Discussion questions are used by workgroups who are taking courses concurrently and want to engage in a conversation about the course content. The use of discussion questions is optional.

1. What were the main drivers behind your organization's shift to a virtual workplace?
2. What are the greatest benefits and challenges of a virtual workplace for your organization?
3. How are you using technology in your virtual workplace, and how does it add value or bring challenge?
4. What are the most important areas of communication to pay attention to with your virtual workforce?