

# Actionable Tips to Engage and Develop Remote Workers

## ENGAGE REMOTE WORKERS

- Establish and promote “together” time when all team members gather virtually at the same time via videoconference
- Ask each worker how they best like to connect (phone, videoconference) and their desired frequency of contact
- Check-in with workers one-on-one on a regular basis (based on schedule and frequency that was mutually agreed upon)
- Create and distribute team member roster with contact information, role, areas of expertise
- Communicate how the remote worker’s contribution fits into the “big picture” of the organization
- Create a visible measurement of achievement of milestones
- Assign a mentor or resource person with whom remote workers can ask questions or talk about challenges
- For long-term remote workers, create an online community where they can communicate with each other (Google Group, WhatsApp, Facebook)
- **Offer feedback frequently – especially positive reinforcement for a job well done (instant messaging, email, phone)**



What’s the value of positive reinforcement for remote workers?

- Lets the worker know their contributions are being noticed and appreciated
- **It’s the only form of feedback that taps on a worker’s discretionary effort over the long-haul**

## DEVELOP REMOTE WORKERS

### Tips for Online Training

- Online training works best for sharing information (knowledge transfer)
- Online training is NOT the best vehicle for skill-building (examples: communication skills, feedback skills, conflict skills)
- Skill-building lends itself better to coaching
- Identify the outcomes for the online training (what you want learners to be able to do by the end of the training session)
- Know your audience including their prior knowledge of the training topic, their experience, their learning preferences (auditory, visual, kinesthetic, reading/writing)
- Create an emotional connection to the topic – a What’s In It For Me? (WIIFM)
- Incorporate personalized feedback for each learner’s progress
- Create a community for the cohort of learners – Facebook, WhatsApp, Google Group
- Create follow-up opportunities for skill-building and practice (coaching is ideal for this). Coaching can be done virtually by phone or videoconference. Group coaching is another option – break learners into groups of 4-6 each for each group coaching session.
- Create ways to build or increase learner confidence in the subject matter to keep them “at it” (positive reinforcement)

(Tips are continued on the next page.)

## Follow the 26/24/50 Rule when allocating resources to develop remote workers

Organizations typically invest their workforce development dollars as follows:

- 10% Prework
- 85% Learning Event
- 5% Follow-up

Based on research of Dr. Brent Peterson of Columbia University, those workforce development dollars should be invested as follows:



- 26% Prework [reading assignment, writing assignment, research, questions/quiz]
- 24% Online learning event
- 50% Follow-up [online coaching, reinforcement, rewards, incentives, accountability, feedback]

Implement online individual coaching or online group coaching (you can use Zoom) for skill-building, practice, accountability, reinforcement). Limit each group coaching session to 4-6 members total.

Remember, Companies report losing up to 83 cents on the dollar for training that does NOT have follow-on coaching, reinforcement, accountability

### ADDITIONAL RESOURCES

For Chicago-based talent development resources and programming, including coaching-specific programming, visit the [Association for Talent Development Chicagoland Chapter](http://www.atdchi.org) at [www.atdchi.org](http://www.atdchi.org) or contact Dan Johnson, Director of New Members at [dan@performancemastery.com](mailto:dan@performancemastery.com).

For additional resources, visit the [Association for Talent Development](http://www.td.org) (worldwide organization) at [www.td.org](http://www.td.org).

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