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5 Tips to Train Remote Employees

Employers and employees are working together to overcome the challenges everyone is facing as they shift to a remote workforce in light of COVID-19. Employers are trying to establish good communication methods that are easy to use and fluid, while also learning how to handle HR issues like requesting leave. Many tasks that were simple on-site are now much harder to achieve. Further, employees are struggling with loneliness, stress, new technologies and communication apps, and working through frequent at-home interruptions.

When basic communication proves challenging, figuring out how to train staff or find the time to complete mandatory training without interruption can seem like a daunting task. However, with the right approach and technologies, training remote employees doesn't have to be a painful process.

1. **Establish communication expectations and standards.** Communication will be the biggest hurdle and the greatest asset for employers managing a remote workforce. Letting employees know acceptable communication channels can reduce problems like texting each other after hours, losing track of important messages because they're split over multiple apps, and loss of professionalism. Developing communication protocols and ensuring staff members understand them can reduce these communication headaches. Examples of typical workplace communication methods include email, messaging programs like Slack, one-on-one video calls, scheduled video meetings, collaboration software, and project management software such as Asana.
2. **Set clear goals to ensure remote workers understand the latest priorities.** It can be hard for employees to keep track of deadlines while juggling tasks without direct oversight. Even with project management apps, it's not always clear what should take priority. No matter how effective at tracking tasks, software is less personal than interacting face-to-face with team members or bouncing ideas off each other and direct supervisors. Setting clear deadlines on a week-by-week basis can help keep projects on track until employees can acclimate to a remote work environment. When training a remote workforce, try to focus on deliverables as opposed to time management.
3. **Invest in a learning management system (LMS).** Blackboard is among the oldest and possibly most recognizable learning management systems available on the market, but the niche has come a long way since its inception. LMS platforms pivoted to focus on providing solutions to eLearning challenges. Businesses can choose from platforms that focus on module-based learning or calendar-based learning. Which employers choose will depend on if their workforce does well with self-paced training or if they perform better with a calendar outlining their

professional development and training schedules. Using an LMS can also ensure all employees have easy access to materials and tools they need to complete training modules or projects.

4. **Video training tools.** By now, every business is well acquainted with Zoom for video conferencing. However, when it comes to training a remote workforce, video conferencing can do much more than provide face time with the boss. While an LMS is effective for eLearning, some tasks require a hands-on approach that isn't always possible with training modules. Using video conferencing apps, screen sharing, and recording demonstrations can help employees better understand their tasks as well as build up a collection of training videos for other employees to use as well.
5. **Project management tools.** Without project management programs or software, employees may lose track of tasks, training progress, and more. To avoid the chaos and frustration, employers can invest in project management platforms that allow employees to track their progress on training, professional development, or tasks as well as collaborate in groups and provide feedback to their employers.

A remote workforce doesn't have to devolve into late-night text messages, increasingly passive-aggressive emails, and disengaged employees. By investing in the right tools, businesses can help their employees thrive while working from home. [Contact the experts at Patriot Growth Insurance Services](#) to learn how our expert team can help your business navigate the new challenges and risks your business may encounter due to COVID-19.