

# Remote Work Communication Skills

GoSkills online course syllabus

**Skill level**

Beginner

**Lessons**

38

**Accredited by**

CPD

**Pre-requisites**

No prior experience needed

**Video duration**

2h 15m

**Estimated study time**

8h

**Instructor**

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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