

Management and Strategy Institute, LLC.

Remote Workforce Manager Certified (RWMC)[™]

Course of Study

Introduction

The current growth in work-at-home employment is unprecedented. Companies all around the world are hiring remote employees to handle essential business tasks outside of a typical office setting. There's just one problem; managing remote employees is different than managing employees in an office. Now, more than ever, company's need remote workforce managers who know how to lead and manage remote employees effectively.

The goal of the Management and Strategy Institute is to teach you the key competencies required to function as a manager of remote employees. As you go through the training material, you will learn the competencies listed below.

The RWMC exam is a timed (120 minute) online exam. It has a required passing score of 70%.

Competencies

This course of study covers the following competencies:

Remote Workforce

- What is a remote workforce?
 - Learning Outcome: Understand what a remote workforce is, types of remote work, benefits of remote work, materials and technologies for remote work.

High-Performance Teams

- What is a high-performance team and how does it relate to remote work?
 - Learning Outcome: Understand the requirements for a high-performance remote workforce, benefits of a high-performing team, leading the team and understanding team dynamics.

Characteristics of High-Performance Teams

- How is a high-performance remote team put together?
 - Learning Outcome: Learn the characteristics of a high-performance remote team - Communication, being goal-oriented, flexibility, and being committed.

How to Create Teamwork

- How do you develop a remote team of employees?
 - Learning Outcome: Understand how to create a remote workforce. Identify group & individual responsibilities, build relationships, give feedback.

Types of Communication

- How do you communicate with a remote team?
 - Learning Outcome: Understand communicating with a remote team. Virtual meetings, software, phone & email, collaboration.

Training Your Remote Team

- Different ways of training a remote team.
 - Learning Outcome: Understand how to train a remote team. Includes training by phone, web-based, peer-to-peer, training assessments.

Managing the Remote Team

- How do you manage a remote team?
 - Learning Outcome: Understand the unique challenges of managing a remote team. Tracking team performance, counseling employees, positive recognition for employees.

Effective Team Meetings

- In any team, team meetings are important, especially when you have a remote workforce. Running a productive team meeting is a skill every manager needs to master.
 - Learning Outcome: Understand how to run a remote team meeting. Having a clear agenda, using references, creating a safe space, meeting don'ts.

Keeping a Happy and Motivated Team

- How do you keep a remote team happy?
 - Learning Outcome: Understanding how to keep your remote workforce happy. Watching for signs of conflict, employee feedback and concerns, educational opportunities, career growth.

“Don’ts” with Remote High-Performance Teams

- What to avoid with your HP remote team.
 - Learning Outcome: Understand what to avoid with high performance remote teams. How to communicate, praise, don’t delay in responding, being vague, leadership.

Legal / Compliance

- Legal / Compliance concerns.
 - Learning Outcome: Understand general legal and compliance issues for remote employees.

Remote Team Monitoring and Security

- The subject of monitoring your remote workforce can be touchy.
 - Learning Outcome: Understand the different ways to monitor your remote employees. Gain an understanding of data and computer security for employees working outside the office.

Learning Resources

Recommended:

Material included with your purchase is recommended reading.

- Free online training material provided by MSI. The material includes everything you will need to learn to pass the exam. This material is included for free with the purchase of your exam. It is in digital form, and available immediately after payment.

Optional:

This material is not required; however, it will assist you in becoming a manager of remote employees.

- Hassan Osman (February 12, 2016), *Influencing Virtual Teams: 17 Tactics That Get Things Done with Your Remote Employees*, ISBN-13: 978-1530005147
- Lisette Sutherland, Kirsten Janene-Nelson (Sept 8, 2018), *Work Together Anywhere: A Handbook on Working Remotely—Successfully—for Individuals, Teams, and Managers*, ISBN-13: 978-9082854121

Preparing for Success

In order to successfully complete the RWMC exam, you will need to make sure you have the appropriate resources to support your learning.

- A quiet location, free from distraction.
- Internet access.
- Current (newest) version of Internet Explorer, Firefox, or Chrome browser.
- Take study notes while going through the training.
- When you are ready to take the exam, you should allot 120-minutes of time.

Frequently Asked Questions

What happens if I fail the exam?

- You are given two additional attempts to pass the exam at no additional cost.