

**SAMPLE CONTENT FROM
“HUMANS WORKING REMOTELY:
GUIDING SUCCESS FOR THE CURRENT FUTURE”**



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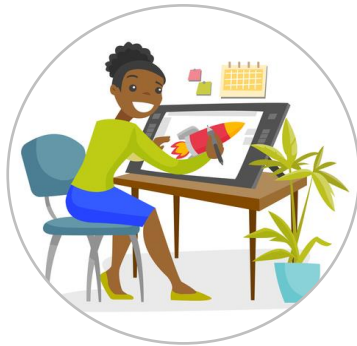
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3 Main Components in a Business Conversation

Prior to entering a business conversation, there are three things the other party wants to know **before** they start a conversation with you:

1. Is what you want to talk about going to be painful?
2. How long is it going to take?
3. When you're finished talking, what do you want from me?

If the other party does not know these three things up front, they will make excuses to avoid your call or even avoid you in person. The reason for this behaviour is that people always want to know the exit to the conversation before they feel safe engaging in it and they will be much more open to scheduling a time for you.



For example, if you are calling a client, you may want to start right off with something like: "I realize how busy you are so I will only need one minute of your time to let you know about _____." This way, the other person knows it will be quick and painless and that you just want to give them a few facts on the call that will only last a minute. By doing so, you've helped the person relax and listen to you as you share the requested info. Otherwise, without knowing if the call will be long and painful, they may try to make an excuse that they can't talk right now.

Honing Your 'People Skills'

You know that you're qualified for a particular job, fit to lead a team or entitled to a promotion because you have extensive experience and highly developed technical skills. Did you know it's also imperative that you also have great soft skills, commonly known as "people skills"? Here are a few key points:

- **The ability to relate to others.** Having the ability to relate to others and their position or viewpoint is crucial in business. Sometimes, being able to relate to others simply means that you're willing to agree to disagree with mutual respect; letting them know you understand their position.
- **Strong communication skills.** This is the most fundamental of all people skills because it encompasses your persona and the ability to get along with other colleagues, persuade others to listen to your ideas, and much more. Being articulate is highly prized in today's workplace, when time is at a premium and technology requires constant communication.
- **Patience with others.** If you're patient with others and can keep a level head in stressful situations, it will definitely be noticed by clients or management and perceived as a very strong asset.

- **The ability to trust others.** You can only pick up the pace on your career if you're trustworthy. Without it, you can't get projects done or get the cooperation you need from others in order to move forward.
- **Active listening skills.** Hearing someone and actively listening to them are two different things. Most people hear someone speak and start to form a response in their mind (or worse, starting talking) before the person finishes what they're saying. The key is to actively listen, which takes more time but produces better results. It means you listen without interruption and then take the time to think and form a response before replying. It takes practice, but it pays off. There's a reason why we have one mouth and two ears!

Meetings to Boost Productivity

Meetings are meant to be a tool to boost productivity and get things done. We've all sat through ones that seem to do just the opposite. Here are five ways to make meetings more effective and avoid wasting people's time.

1. Does the meeting actually need to be held?

- Could the matter be dealt with via e-mail or a phone call? Often this is the most efficient way to communicate.

2. Have a written agenda and stick to it!

- Even just a simple bullet list works and helps ensure all important points get discussed. It is also helpful to give this agenda to the attendees at least a day in advance so that they can prepare.

3. Make an attendee list.

- Are all the key people able to attend? Are there people on the list who really don't need to be there? Remember, some people may only need a brief summary of the meeting afterwards, rather than attending themselves.

4. Watch the clock.

- Do your best to start and end the meeting on time. It can also be helpful to schedule meetings for somewhat shorter times than you normally would. You would be surprised at how often you can still accomplish everything in a shorter time.

5. Send the minutes or a summary to the attendees afterwards.

- Bullet form or a few short paragraphs is often enough and can help ensure nothing is forgotten.

“Are you struggling to get things done? Are there projects always on the back burner? We can help! Take a moment to fill out our services questionnaire <https://forms.gle/MDZ88vGCfsL8KJku8> as a first step to get things off your plate!”

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