

PROFESSIONAL DEVELOPMENT SERIES

Elevating Remote Operational Skills



YellowHammer IT
Information Technology Services & Support



Certification Tracks

PACE Model

Productivity | Access | Communication | Engagement

4 courses
3 hours per course

Remote
Professional
Certification

Remote
Coach
Certification

Professional Development Courses

3 hours per course



Certification & Professional Development Series

For CSU



Year 1: Integrated Strategy

Remote Professional Certification

- Q1:** Complete certification courses.
- All staff, including leaders are **introduced** to remote work training.
 - Build a foundation of remote work standards and expectations across the organization.
 - **Remote Professional Code of Ethics**

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Ongoing Professional Development

All staff continue to build foundational skills with deeper insights to **reinforce** best practices in application by completing professional development courses:

- Q2:** REP Scorecard & Productivity
- Q3:** Remote Professionalism & Etiquette
- Q4:** Advanced Trust Building (Trust Beans)

Year 2: Tiered Strategy

Remote Pro Certification Refresher

or

Remote Coach Certification

- Q1:** Complete differentiated training focused on **mastery** of remote work.
- **Leaders** take the Remote Coach Certification focusing on leadership topics.
 - **Staff** take the Remote Professional Refresher to reinforce knowledge and learn tools and practices.

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Ongoing Professional Development

- Leader Courses**
- Q2:** Leading with Emotional Intelligence (EQ)
- Q3:** Leading Change Hybrid/Remote Teams
- Q4:** Inspiring Courageous Customer Service

- Staff Courses**
- Q2:** Developing EQ in Remote Settings
- Q3:** Adapting to Change in Remote Settings
- Q4:** Courageous Customer Service

21 Hours of Professional Development/Year

Years 2+

Strategic Ongoing Professional Development

In Quarterly Trainings, staff and leaders study the same topics tailored to their roles. The topics are chosen by the **HR Director** to ensure the organization training aligns with strategic organizational objectives.

This approach facilitates a more *cohesive and inclusive culture*, where leaders and their teams can build on common ground. Following are a *few examples* of **topics and differentiated curriculum** using our Tiered Strategy:



Emotional Intelligence

Leadership Course

- ***Emotional Intelligence for Remote Leaders***
 - Advanced techniques for leaders to develop and utilize emotional intelligence in leadership and management.
 - Strategies for using EQ to drive engagement, enhance team performance, and manage stress and conflict.

Staff Course

- ***Developing Emotional Intelligence***
 - Key concepts of emotional intelligence (EQ): self-awareness, self-regulation, motivation, empathy, and social skills.
 - Practical exercises to enhance EQ



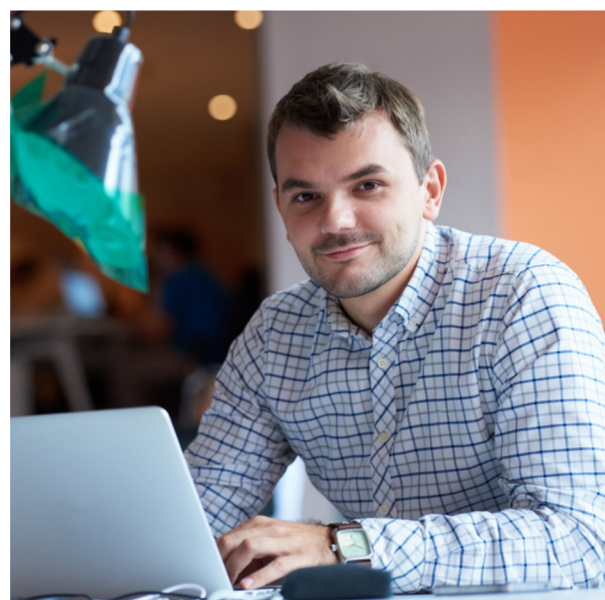
Change Management

Leadership Course

- ***Leading Change in Hybrid and Remote Teams***
 - Strategies for planning and implementing change initiatives.
 - Engaging and supporting teams through transitions, using change models tailored to remote and hybrid environments.

Staff Course

- ***Adapting to Change in Remote Settings***
 - Understanding the stages of change and how to navigate them.
 - Practical tools for adapting to new processes, tools, or organizational shifts.



Team Dynamics

Leadership Course

- ***Optimizing Team Dynamics and Communications***
 - Techniques for fostering open communication and effective team dynamics.
 - Use of communication technology to build trust and efficiency in remote teams.
 - Implementing Feedback Loops

Staff Course

- ***Mastering Personal Remote Communications***
 - Enhancing virtual communication skills.
 - Building/sustaining relationships & teamwork remotely.
 - Conflict Management in Virtual Teams

Note: Topics are customizable.

Solutions for Staffing Changes



New Hires

New Hires enroll in **Remote Professional Certification** and complete it within the set time frame.

Staff

Staff will be enrolled in the next quarterly training when **Remote Professional Certification** is Complete.



Leaders

Leaders will be enrolled in the **Remote Coach Certification**, then join the next quarterly training courses.

Analytics, Communications, & Support

We provide periodic reports and analytics on learner performance, including metrics such as course completion rates and overall progress to the **HR Director and/or Department Head**.

Reports & Analytics

- Course-progress and access
- Certificate completion
- Course completions
- Time Spent on Courses

What about *Quiz Performance*?

Success Training Methodology



Communications

We will provide an **HR Director's Toolkit** to help ignite excitement about **upcoming courses** and prompts/activity ideas or send **upcoming course event notifications** from WorkForceRemote.org.

Emails are sent twice a month to **encourage learners** to complete their courses within the designated time-frame.



Support

Our **Helpdesk Support** helps all users to successfully access and complete courses.

Remediation Requests

Courses & Lessons can be reset and repeated within the year, per Department Head Request.



Digital Certificates

For each certification and professional development course, we issue digital certificates that include the **user's name**, the **specific course or certification name**, a **unique identifying number**, and the **date of issuance** to ensure authenticity and relevance.



Each certificate also features a **QR code** that links to a verification page on our website, allowing anyone to confirm its validity.

This setup provides a reliable and straightforward method to verify professional credentials directly through our website.



Professional Development Package

Benefits

Comprehensive Training

Covers both foundational and advanced skills in remote operations, ensuring a well-rounded skill set across the organization.

Moving through our integrated strategy in Year 1, then experiencing our tiered training in Year2+ ensures comprehensive learnings for all roles. learnings for all roles.



Strategic Investment

Significant cost savings over two years facilitate long-term planning and budget predictability. The targeted leadership training further enhances the strategic impact of the investment.

Scalable Learning

The structure supports both new learners and advancing leaders by introducing, reinforcing, and mastering core competencies and leadership capabilities in a remote context.

Verification & Trust

Digital certificates with QR codes for easy verification uphold the integrity and credibility of the professional development efforts.



Pricing & Value

Exclusively for Columbia Southern University

Product/Service	Unit Price	Discount	Cost Per Person
Annual Membership <i>(Year 1, 500+ employees)</i>	\$39 per person	100%	Free
HelpDesk Support	Free	Free	Free
HR Director Toolkit	Free	Free	Free
Reports, Analytics, and Communications	Free	Free	Free
HelpDesk Support	Free	Free	Free
Remote Professional Certification <i>(500+ employees)</i>	\$395 per person	50%	\$197.50
Remote Professional Certification <i>Refresher</i> <i>(500+ employees)</i>	\$195 per person	50%	\$97.50
Remote Coach Certification <i>(50+ leaders)</i>	\$495 per person	50%	247.50
Professional Development Courses <i>(3 courses per year per person)</i> <i>(500+ employees)</i>	\$99 per course, per person	100%	Free

Offer valid until May 31, 2024



Contact Us

Let us equip your staff and leaders to level up their professional excellence in remote operations.

Building the future of work together.



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USA



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