Lesson Plan

Module: Going Digital   Learning Unit: How do I collaborate remotely?

Desired Core professional goal	Benchmark
Learners will be able to – implement remote collaboration with clients and staff for their business operations	e-commerce

Level	Framework
Basic	Energise

Professional micro-learning outcomes

Learners will

- explain the benefits and challenges of remote collaboration for SMEs
- identify and use appropriate tools and platforms for remote collaboration
- apply best practices and strategies for effective remote communication, coordination and feedback
- evaluate their own and others' performance in remote collaboration.

Micro-learning activities

Learners will

1. watch the video Module 1: Going digital - Energise: How do I collaborate remotely? https://youtu.be/nSM3IpS-3UI (2:24)
2. listen to the podcast "The importance of remote collaboration in today's business world". so as to have the option to do the following a scenario-based activity. To enhance the remote work capabilities of micro and SME owners it is considered best practice to design and implement a role-play or a simulation that gives them an opportunity to practice remote communication, coordination and feedback skills. Such a role-play or simulation could involve realistic scenarios and challenges that remote workers face, such as managing time zones, using online tools, resolving conflicts, and maintaining motivation. The role-play or simulation could also provide immediate feedback and guidance to the participants, as well as opportunities for reflection and improvement. By engaging in this role-play or simulation, micro and SME owners could develop their confidence and

competence in leading and collaborating with remote teams.

The following role-play or simulation scenario has been designed for micro and SME owners to practice remote communication, coordination and feedback skills:

Scenario

You are a team of four remote workers who need to collaborate on a project for a client. You have different time zones, work styles, and preferences for online tools. You have to complete the project within a week and present it to the client via Zoom.

Steps:

1. The project manager initiates a group chat on Google Workspace and introduces the project brief and the team members.

2. The team members share their availability, skills, and expectations for the project.

3. The project manager assigns tasks and deadlines to each team member and sets up a daily check-in meeting on Zoom.

4. The team members work on their tasks independently and communicate any issues or questions via chat or email.

5. The project manager monitors the progress and provides feedback and guidance as needed.

6. The team members submit their work to the project manager for review and integration.

7. The project manager creates a final draft of the project and shares it with the team for feedback.

8. The team members suggest improvements or corrections and approve the final version.

9. The project manager schedules a Zoom meeting with the client and presents the project with the help of the team members.

10. The client gives feedback and requests any changes or revisions if necessary.

Submission

Learners may submit the final version of their remote collaboration.

Instructions for assessment:

They can either self-assess their performance or ask for peer assessment by their team and discuss their performances together. The role-play or simulation can be evaluated based on the following criteria:

- Quality of communication: clarity, accuracy, timeliness, tone, etc.
- Quality of coordination: task allocation, deadline management, problem-solving, etc.
- Quality of feedback: constructive, specific, timely, respectful, etc.
- Quality of work: creativity, functionality, professionalism, etc.
- Quality of presentation: organization, delivery, engagement, etc.

Grades

The whole activity has 100 grades allocated as such:

80 grades for the submission

20 grades for the quality of the process and the result allocating 4 grades for each criterion ranging from 1 for poor performance to 4 for excellent performance.

3. have the option to check out more resources:
    a. 5 Hybrid Work Success Stories From Real Companies. Here are some success stories of micro and/or SME owners after they implemented remote collaboration in their businesses!
    b. Reimagining the postpandemic workforce. This is an article from McKinsey that

discusses how companies can make remote working a success.

c. [Lessons on Resilience for Small and Midsize Businesses](). This is an article from Harvard Business Review that shares some lessons on resilience for small and midsize businesses (SMBs) amid the Covid-19 crisis. The article highlights some of the actions that successful SMBs have taken to survive and thrive in a turbulent environment, such as accelerating digitization, implementing flexible working arrangements, competing for talent, and expanding innovation capacity.