# REMOTE WORK
# PROFESSIONAL CERTIFICATION

RWPC™ Version 032023

CertiProf®

# Remote Work Professional Certification RWPC™

## Syllabus V032023

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## Introduction

This program proposed as a micro-certification was modeled by CertiProf® in November 2019 during attendance at the CAS2019 event in the city of Barcelona.

It was inspired by Lisette Sutherland's conference "How to be a high performance distributed agile team".

In our "Product RoadMap" this micro certification was scheduled to be developed towards the end of the fourth quarter of 2020, but the sudden appearance of a global event known as COVID-19 and to respond to the effects of the rapid spread of the virus, it was decided to prioritize the development of this micro certification to support and respond to the immediate training needs of the global community.

## Learning Objectives

- To provide globally accepted practices, general support methodologies, tools, techniques, experience and knowledge transfer by the facilitator during the development of the "Remote Work Professional Certification - RWPC™".
- To achieve personal recognition with a professional certification from CertiProf® that seeks to support the necessary and growing form of work.

## Certification Exam

- Format: Multiple choice.
- Questions: 40.
- Language: English/Spanish.
- Pass Score: 24/40 or 60 %.
- Duration: 60 minutes máximum.
- Open book: No.
- Delivery: This test is available Online.
- Supervised: It will be at the Partner's discretion.

## Target Audience

This certification is appropriate for all those interested in acquiring tools and techniques to prepare for the growing need of remote or distance work.

Anyone interested in validating their professional knowledge and skills as a remote or distance worker.





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## Content

Introducing Yourself
Warm Up
Benefits
Challenges
**Virtual Team Management**
What is Management?
Agile/Traditional Organization
Corporate Environment
Important Aspects
Delegation
Benefits
Asynchronous vs. Synchronous Answers
Asynchronous vs. Synchronous
Transition to Remote Working
OKR is the Language Remote Teams Must Speak to Succeed
Setting Clear Expectations
Agreements - Context
Expectations
Face to Face – Cameras On
Mutual View
Productive Meetings - Recommendations
Remote Worker Profile
Activity
Cultural Principles
Findings in the Remote Working Process
Team Discussion: Remote Working Management
Managing Teams Characteristics
Mentoring
Mentoring Benefits
Results on Virtual Teams
Remote Team Leadership
Feedback
**Remote Worker and Work Environment**
Warm Up
Remote Workers - Work Environment
Challenges
Remote Workers - Work Environment
Work and your Family Environment
Keep Balance
Communication & Collaboration
Icebreaker


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- Prioritizing Tasks
- Road Map 30-60-90
- Building Effective Working Relationships
- Team Building
- Feedback

**Remote Workers Tools**

- Remote Workers Tools
- Virtual Water Cooler
- Remote Workers – Online Office
- Tele-presence
- Retrospectives
- Remote Workers – Online Office

**Facilitating Practices**

- Facilitating Practices - Check List
- Virtual Parking Lots
- The Grove Facilitation Model

**Remote Communication Principles**

- Communication Between Remote Teams
- Meeting Roles
- Visual Signals

**Work Team Agreements**

- Selected Effects of Teleworking on Individual Work Performance Factors
- Work Team Agreements
- Hire a Remote Office Manager
- Work Team Agreements
- Remote Worker Canvas

**Agile Thinking in Remote Teams**

- Heart of Agile
- Modern Agile
- VUCA
- Agile People Manifesto
- The Agile Manifesto
- Scrum – Distributed Teams
- Principles
- Objectives of Self-Organization
- Collaboration
- Retrospective

**Cybersecurity for a Remote Workforce**

- What is Cibersecurity?
- Recommendations for Information Security
- Cybersecurity Issues
- Recommendations for Information Security
- Terminology



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Basic Diagnosis
**Teleworking**
What is Telework?
Sample Teleworking Documents
Mobile Work Examples
Teleworking Hours May Vary, Subject to Approval Management
Teleworking Benefits
Teleworking Success Factors
Teleworking: Work Habits
Approach your Manager About Teleworking
Tips for Creating a Telework Agreement
Manager Unexpressed Concerns
Earning the Leader's Trust
The Importance of Trust
Bibliography
References
Recommended TED Talks
Research/Papers


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