ELEARNINGNEWS ARTICLE

Year 4 - number 119 Wednesday 1 july 2020

Smart working: improving employees' skills and productivity

Continuous training and productivity control are two elements that become even more indispensable in smart working.

The **smart working** has arrived suddenly. Many companies were unprepared and had to run for cover. Even employees had to adapt immediately. While they had to learn how to use new tools to work from home, employers were careful to avoid any drop in productivity.

However, the **advantages of smart working**, (link to article above) despite the critical conditions of the past months, suggest that it will not be a passing "fashion". How can the so-called skills (competences) of workers be improved during smart working? Here are some tips:

1. Webinar

The **web seminars** are now known to those who have worked from home in recent months. They are educational sessions held by experts on a specific topic. Often, this mode allows employees to actively participate, with the possibility, for example, to ask questions to the speakers.

2. Online training

Refresher courses to learn how to use new tools or skills... all this is possible through **online training**. These courses can be created within the same company, through a specialized team and a dedicated platform, or can be requested from an external company.

3. Simulations and virtual reality

If the budget allows it, a more than effective option to improve remote skills is to use **virtual reality**. In this way, you can find yourself in a concrete situation and learn within a simulated situation.

4. Quiz to discover the skills to improve

Not all employees carry out the same activity or have the same level of training. For this reason, one option is to customise the courses, by carrying out self-assessment tests to understand what skills each employee needs to improve.

In addition to continuous training, productivity must be kept under control. This does not mean constantly monitoring workers, but it means giving them all the information and facilities to be able to perform their work at best even from home. Here are some tips:

1. Offer the tools

The houses have turned into offices. To prevent the environment from becoming overloaded, companies have the opportunity to help employees set up a small home office so they can isolate themselves from the rest of their home problems. It is also essential to equip employees with working computers, video calling programs and a good Internet connection.

2. Setting goals

Productivity is measured by objectives achieved, which is why it is essential to agree right from the start on deliveries, check-in and regular feedback. Be careful to set the rules on smart working. Working from home does not mean being available 24 hours a day. Give your workers confidence and allow them to be flexible.

3. Stay in touch

Video calls, chats and telephone allow you to maintain a smooth communication and avoid misunderstandings that may jeopardize your objectives. This also creates a work routine, useful for those who are not used to working outside the office.

Read also the **4 solutions to work effectively in smart working** and **How to train workers in smartworking to protect health and safety**.

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