



Maximizing Effectiveness- Tips for Working Remotely



Setting up your Workstation

Tip 1: Set aside a space in your home that will be devoted entirely to work. This area should be near your internet router if possible (connecting directly gives the best connection), in an area with plenty of light, and away from the normal traffic of the home. Share your work schedule with family members so they can avoid unnecessary interruptions.

Tip 2: Organize your space! You should ensure that all of the supplies and materials that you need to work are located close at hand. Make sure to include all of the essentials- including a small calendar or memo pad to document your necessary tasks and to check them off as your day progresses.

Tip 3: If your workspace has hardwood floors or is tiled, you should use a towel or bedsheet on your floor to reduce distracting echos. If you don't have room to do this or you are working in a large room, placing a small hand towel underneath your phone will help to minimize noise.

Tip 4: If your duties include video conference discussions with students or prospective students, try to place your camera at or slightly above eye level. This will give you the best possible camera angle and make it more natural for you to make eye contact with the camera, and by extension, the student!



Communicate Effectively

- ☑ Smile while you dial
- ☑ Sit with good posture and speak clearly
- ☑ Match your pace to your audience
- ☑ Ask open-ended and probing questions
- ☑ Listen more than you speak
- ☑ Summarize what you hear to demonstrate empathy and active listening
- ☑ Seek a commitment to next steps and follow-up



Video Conference like a Pro

- ☑ Maintain professional dress so that you're ready when the opportunity strikes
- ☑ Close other windows and limit notifications via do-not-disturb settings
- ☑ Make eye contact-- with the **camera**, not the screen
- ☑ Use screen sharing to review materials with the student or prospective student so you can gauge reaction as you would in a face-to-face meeting



Reminders

- ☑ Work your scheduled hours and plan your breaks as needed or scheduled
- ☑ Stick with your scripts or guided talking points
- ☑ Use only approved content and documents
- ☑ Only place calls between 8AM and 9PM in the student or prospective student's timezone

To learn more about how CARS can improve student outcomes and enhance your admissions, financial aid, student retention, or student placement verification efforts, visit us at www.collegiatersvp.com, call us at 866-820-1502, or email us at askus@collegiatersvp.com.

