



# Program and Services Catalog

## Updated October 2020

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## Company Overview – Sophaya and the Remote Nation Institute (RNI)

Sophaya is an established business educational leader focused on experiential learning and practical business skills training for today's working professionals. With over 20 years' experience in adult education, professional, and organizational development, our team focuses on people-to-people business skills that are relevant and timely for today's changing, remote workplace. Through our education and research center, The Remote Nation Institute, Sophaya designs, builds, and delivers custom corporate training, leadership programs for all levels of management, and professional development solutions for any size organization.

We are remote work experts, so all Sophaya/Remote Nation Institute programs emphasize the reality of leading and working as remote employees, and/or virtual teams. Our ground-breaking professional certification programs for **Remote Team Leaders** and **Remote Professionals** provide our clients with up-to-date business skills adapted for today's remote/dispersed workplace. We design our learning solutions to accommodate the changing needs of today's workforce. Sophaya's programs are delivered onsite, online, or as hybrid options according to our client's needs. We focus on the practical people-to-people (p2p) interaction, business, operations, and other soft skills necessary for success in today's dispersed/technology-connected workplace. We work with our clients to enable them to achieve top team productivity and business efficiencies through improved people interactions, effective multi-channel communications, and retooled business skills.

While we specialize in remote work business skills, we are also accomplished educators in traditional topics such as leadership, business communications, emotional intelligence, negotiation, influence, collaboration, or any soft-skill topic associated with people-to-people interaction.

In addition to our award-winning professional certification and training programs, we have developed our trademarked Sophaya Method™ to fully operationalize remote work/work from anywhere. Our programs result in business efficiencies, cost savings, improved team engagement, and increased team resilience. In addition, they provide our students with relevant, innovative business skills that extend their job relevance and advance their market value. Our remote team leadership certifications and our remote work business skills certifications improves a student's marketability and helps make them employable even during a pandemic.

Our 4-step process for effective remote work is practical and business-focused, delivering proven results for our clients. Our coaching and consulting services provide end-to-end support for any size remote work program implementation supplementing our service offerings so our end-to-end solutions help at all stages of the remote work process.

### Sophaya's Refund Policy

Sophaya stands behind it is work and always seeks to deliver high quality services. But we know sometimes plans change unexpectedly. We try to accommodate circumstances when we can, and our refund policies are built to accommodate circumstances whenever we can.

#### Refunds for In-person facilitations, workshops, or training

- 100% fee refund for any event canceled at least 15 business days prior to the scheduled date. NOTE: Client is fully responsible for any expenses incurred e.g. room rentals, equipment rentals, travel expenses already purchased (plane tickets, non-refundable hotel rooms, etc.).
- 50% fee refund for any event canceled within 14 business days of the scheduled date. NOTE: Client is also fully responsible for any expenses incurred e.g. room rentals, equipment rentals, travel expenses already purchased (plane tickets, non-refundable hotel rooms, etc.).
- No fee refund for any event canceled within 24 hours of the scheduled date. NOTE: Client is also fully responsible for any expenses incurred e.g. room rentals, equipment rentals, travel expenses already purchased (plane tickets, non-refundable hotel rooms, etc.).

#### Refunds for any online courses, custom eLearning programs, and Remote Nation Institute Remote Work professional certification programs for Sophaya/Remote Nation Institute programs.

1. 100% fee refund within 7 calendar days of registration, for any Sophaya or Remote Nation Institute open-enrollment online courses/programs when students have not logged into their enrolled program. On a case by case basis and at Sophaya's discretion, the student has an opportunity to negotiate with Sophaya to put access 'on hold' and start again at a later date, within 1 year of purchase of the course/program. NOTE: registration and login are two different activities – registration is an email notification, login requires action on the part of the registrant to electronically sign in to our LMS system.
2. There is no refund after a student logs into any online course/program and has accessed the materials. On a case by case basis and at Sophaya's discretion, the student has an opportunity to negotiate with Sophaya to put access 'on hold' and start again at a later date, within 1 year of purchase of the course/program.
3. For custom eLearning programs, Sophaya will refund at 100% once a contract is signed if course development work has not started. Once course development work is underway, Sophaya will refund up to 50% depending on stage of development. NOTE: Client is fully responsible for any expenses incurred because of the project requirements e.g. pre-paid services e.g. video editing/course design/curriculum customization or room rentals, equipment rentals, travel expenses already purchased (plane tickets, non-refundable hotel rooms, etc.).

Speaking fees are refundable if the event is cancelled at least 5 days prior to the scheduled date. Client is fully responsible for any expenses incurred e.g. room rentals, equipment rentals, travel expenses already purchased (plane tickets, non-refundable hotel rooms, etc.).

Refund and cancellation terms for consulting and/or executive coaching engagements will be built into the contract for each consulting and/or executive coaching engagement and is determined by the scope of work required by the consulting and/or executive coaching project.

## Grievance Policy

At Sophaya we hold ourselves to the highest professional standards and we always seek to partner with integrity and professionalism during all our client, vendor, and partner interactions. We also welcome feedback. If anyone we interact with has a concern or question, please contact Sophaya’s CEO, Mari Anne Snow at [masnow@sophaya.com](mailto:masnow@sophaya.com) or via phone at 401.286.9828 to discuss.

## Technology-Based Learning Policy

Students who enroll into our technology-based, either self-paced or livestream, learning programs (our courses and programs that are housed and delivered online) will be responsible for providing themselves with regular access to a reliable computer that has current standard software. Reliable internet access will also be required, to watch the online lectures, participate in the knowledge check activities such as quizzes, download materials and upload homework, and interact with the instructor and staff by email and video conferencing. Access to a dedicated, comfortable workspace with the ability to print is encouraged and earphones or earbuds may also be helpful.

## Grading Policy

Sophaya typically evaluates our student’s performance through percentage and letter grade. For successful completion and graduation from a course or program, a C-average is required. On occasion and where indicated in a project proposal, contract of engagement or syllabus, a course will be graded with a ‘Pass’ or ‘Fail’.

A grade of ‘W’ indicates that a student has withdrawn from the course or program and has received a refund. A grade of ‘I’ indicates that a student has been graded Incomplete, removed from the course or program and is not eligible for a refund.

<b>% Grade</b>	<b>Letter Grade</b>
93-100	A
90-92	A-
87-89	B+
84-86	B
80-83	B-
77-79	C+
74-76	C
70-73	C-
67-69	D+
64-66	D
0-63	Fail
W	Withdrawal
I	Incomplete

## Student Management and Dismissal

At Sophaya and the Remote Nation Institute (RNI) we are proud to have fostered a community of remote workers, whom we engage through teaching, research, and virtual networking events. The RNI is a

resource education center that supports our students and peers, advises, and advocates for organizations, leaders and individuals working remotely or as part of dispersed teams.

We actively monitor our student's progress, and our technology-based students have access to their instructor and support staff via phone, email, and video conferencing. We check in with our technology-based students frequently, to build and maintain the school/teacher/student relationship. We are committed to preparing leaders, individual team members and remote team groups to succeed as remote work professionals at all levels of their remote work careers.

If a student stops making progress in their coursework in relation to the syllabus and the required completion timeframe, and stops responding to our contacts, we take earnest steps to mitigate the student failing or being graded Incomplete and dismissed from the course or program. Once a student has been identified as failing and not meeting the academic requirements (as set in syllabus and at least 50% of content not completed by mid-way point in accordance with required completion timeframe) they will be dismissed according to these 3 criteria:

1. Within a 3-week window, no response from the student, to 2 emails sent to the student's email that is on file – the email will be alerting the student that they are not progressing satisfactorily and seeking ways the student may need support from their instructor or our staff
2. Within the same 3-week window, no response from the student, to 2 phone calls/voicemails to the student's phone number that is on file – the phone call will be alerting the student that they are not progressing satisfactorily and seeking ways the student may need support from their instructor or our staff
3. Within the same 3-week window, no change in student activity indicating no desire to continue with coursework

Upon these 3 criteria being met, the student will be removed from the course or program and graded Incomplete. The student is then eligible to enroll into the course or program again but will be charged full tuition and will be required to begin the coursework at the beginning – no credit for previously completed coursework will be applied.

### Sophaya's services

- Professional certification programs for Remote Team Leadership (RTL) and Remote Team Professionals (RTP) designations (online, in-person, and hybrid options)
- Remote work professional skills training (online, in-person, and hybrid options)
- Traditional people-to-people (p2p) business skills training (online, in-person, and hybrid options)
- Custom people-to-people (p2p) professional development solutions (online, in-person, and hybrid options)
- eLearning content
- Strategic facilitation
- Custom Group facilitation and Team building activities
- Speaking fees – Keynotes, Learn-at-lunch, Webinars, Event workshops, Panel participant

- Leadership/team building solutions and productivity consulting
- Executive coaching for all levels of leadership – from C-Suite to emerging leaders
- Workplace re-design consulting
- Strategic consulting
- Implementation, operationalization, and change management consulting

## Remote Team Leadership and Remote Work Professional Certification Programs

### Professional certification programs for Remote Team Leadership (RTL) and Remote Team Professionals (RTP) (online, in-person, and hybrid options)

Sophaya and her learning team, The Remote Nation Institute, have developed professional certificate programs that specifically addresses the skill needs of today's remote work professionals. Our two programs are comprehensive professional skill building geared towards leaders and members of today's remote work force.

Certifications for Sophaya programs are issued through Sophaya's Remote Nation Institute™ (RNI) - Sophaya's education center. RNI will issue certification upon successful completion of all portions of the certification program. This includes all course work and a business capstone designed to implement the remote work business solution designed by the program participant to address their specific business challenge.

### REMOTE TEAM LEADERSHIP CERTIFICATION PROGRAM (RTL) (5 courses)

- To earn this certification, you must successfully complete the 5 modules.
- Modules can be purchased individually for \$550.00, including materials or full Certification program can be purchased for \$2,495.00, including materials.

#### Program Audience:

This course is designed for high potential and established managers seeking career advancement on their own or professionals who have been targeted by their organizations for leadership positions in the future.

#### ***Pre-Requisite for admittance to this program: Successful completion of the Remote Work Team Professional (RWTP) Certification.***

#### Program Overview: Managing highly productive remote teams for business success

More and more people work in complex, often global business situations where their employees, colleagues, and supervisors work in separate physical locations. In this first-ever, groundbreaking program, we examine the unique skills required to achieve high productivity and positive business results while managing at a distance.

This one-of-a-kind course provides a comprehensive look at the leadership skills required when some or all your team is virtual. Participants will examine those skills through a practical business lens. Topics covered

are not theoretical; rather they are rooted in business fundamentals supplemented with the best practices of some of today's top leaders.

Key Topics:

- ***Introduction to managing high performing virtual teams***
- ***Developing effective interpersonal communication skills for managing high performing virtual teams***
- ***Creating cohesion and a positive, collaborative culture in virtual teams***
- ***How to create meaningful career paths and develop high achievers within your virtual teams***
- ***Developing political savvy to advance your career and advocate effectively when you and your team work virtually***

### ***1.1 Introduction to managing high performing remote teams***

Description:

Work arrangements with a single shared office and team meetings that take place together in one conference room are fast becoming a thing of the past. With a global, dispersed workforce; old-style face-to-face management simply is not practical or financially feasible for many professional managers today. So how can an ambitious manager achieve great results with a remote team? This full day hands-on workshop takes participants through a simulated planning session to teach them the art of creating the operating structure that promotes confidence, productivity, and trust within a remote team.

Learning objectives:

Participants will leave the workshop having developed a strategic operating plan that promotes team productivity for their remote team. This includes:

- understanding the difference between face-to-face management vs managing people at a distance;
- learning best practices for creating a stable operating structure;
- creating executable tactics to create team cohesion;
- communicating plan requirements to key stakeholders;
- running effective remote meetings;
- evaluating plan execution and re-directing as necessary;
- engaging in proactive resource allocation and accurate budget development;
- holding employees accountable to plan requirements;
- communicating plan progress and benchmark achievements to senior management.

Program audience:

This workshop is designed for high potential and mid-level managers seeking career advancement.

### ***1.2 Developing effective interpersonal communication skills for managing high performing remote teams***

Description:

It is a hard thing to inspire your team to achieve great things. Motivating a remote team presents even more difficult challenge as inspiration must be communicated at a distance; often through technology.

This full day hands-on workshop takes participants through a simulated business day allowing them to immediately apply communication concepts covered in the classroom, witness the results, and navigate to a successful conclusion.

Learning objectives:

Participants will leave the workshop with experience practicing key remote communication concepts on each other while witnessing the results. This includes:

- reviewing the basics of distance communications and message processing via technology;
- identifying the importance of the audience and the role of stakeholders in communication;
- crafting messages that support your identified communication objectives regardless of the distance between you and your audience;
- choosing the appropriate technology “channel” to deliver your message effectively;
- evaluating how to use video to strengthen distance relationships;
- assessing the effectiveness of your communication;
- exploring ways, you can turn a negative situation into a positive business outcome even at a distance.

Program audience:

This workshop is designed for high potential and mid-level managers seeking career advancement.

***1.3 Creating cohesion and a positive, collaborative culture in remote teams***

Description:

Collaboration is a big part of professional life today. These strategic partnerships can be a great way to gain strategic advantage for you and your team when managed effectively. Utilizing the best practices for effective collaboration within remote teams takes special skills and innovative thinking. This full day hands-on workshop walks participants through simulated business scenarios to teach them how to establish and maintain a positive and engaged rapport between key stakeholders even when they are far away.

Learning objectives:

Remote teams have unique characteristics that require a new set of skills to manage. Creating trust and inspiring high levels of productivity in remote teams takes innovative thinking and planning. Participants will leave the workshop with experience practicing key engagement concepts on each other while witnessing the results. This includes a review of best practices for:

- recognizing the unique differences of a remote team;
- establishing an immediate positive tone and developing team trust within a remote team;
- developing your team to achieve their potential regardless of where they sit;
- maximizing your team’s capabilities through goal setting and constructive feedback;
- exploring ways, you can turn a negative situation into a positive business outcome.

Program audience:

This workshop is designed for high potential and mid-level managers seeking career advancement.

#### ***1.4 How to create meaningful career paths and develop high achievers within your remote teams***

##### Description:

Remote work is on the rise today, yet few organizations have developed an understanding of the specialized skills required to achieve remote team excellence. Innovative leaders can take charge of their team's success by developing an educated candidate selection process, effective mentoring programs and targeted skill development to support new roles within their organizations. This full day hands-on workshop examines the attributes of an effective remote workforce and takes the participants through the process of creating a targeted operating plan for building one.

##### Learning objectives:

Participants will leave the workshop with a solid understanding of the special characteristics of a remote workforce and the operations support required to develop excellence. This includes:

- recognizing the characteristics of an effective remote worker;
- identifying roles best suited for remote workers;
- conducting effective interviews for remote team roles;
- establishing effective performance plans for remote teams;
- delivering motivating performance reviews over technology;
- setting stretch goals using SMART techniques;
- creating opportunities for remote peer-to-peer mentoring;
- building systems that allow you to communicate your team's achievements to your boss.

##### Program audience:

This workshop is designed for high potential and mid-level managers seeking career advancement and the HR professionals who support them.

#### ***1.5 Developing political savvy to advance your career and advocate effectively when you and your team work remotely***

##### Description:

While remote teams are a growing part of business today; remote professionals face a unique challenge in most organizations. The reality is remote professionals are much less likely to advance or receive choice assignments even though remote management takes more skill and more talent than traditional face-to-face management. Recognizing the political "rules" and acquiring the skill to exert influence within your organization even when you work remotely can help you overcome these barriers for you and your team. Since most of these rules are unwritten, it takes time/skill to uncover them and use them effectively. This full day hands-on workshop takes participants through simulated business scenarios to teach them how to spot the telltale signs of power within a company, how to identify key stakeholders and how to exert influence on them.

##### Learning objectives:

Participants will leave the workshop with experience identifying organizational politics and having practiced influencing techniques on each other while witnessing the results. This includes:

- reviewing the indicators of power within an organization;

- understanding the power of a strategic network to influence an outcome;
- identifying best practices for remaining visible to your boss when you work remotely;
- understanding the role of mentors and advocates in career advancement – for yourself and your team;
- understanding the power of presence – how to make the most of events and face-to-face opportunities to strengthen ties;
- identifying the key steps needed to create an effective powerbase of your own;
- exploring ways, you can turn a negative situation into a positive business outcome.

Program audience:

This workshop is designed for high potential and mid-level managers seeking career advancement.

**REMOTE WORK TEAM PROFESSIONAL CERTIFICATION PROGRAM (RWTP) (5 courses)**

- To earn this certification, you must successfully complete the 5 modules.
- Modules can be purchased individually for \$450.00, including materials or full Certification program can be purchased for \$2,195.00, including materials.

***1.1 Beyond working from home: The realities and opportunities open to you in today's remote work world***

Description:

Work arrangements with a single shared office and team meetings that take place together in one conference room are fast becoming a thing of the past. With a global, dispersed workforce; old-style face-to-face teamwork simply is not practical or financially feasible nowadays. So how can an ambitious, hardworking remote professional build credibility with their boss and co-workers when they do not share an office? This full day hands-on workshop takes participants through a simulated planning session to teach them the art of creating the operating structure that promotes confidence, productivity, and trust between a remote professional and other important stakeholder.

Learning objectives:

Participants will leave the workshop having developed a strategic plan for building a thriving career as a remote professional. This includes:

- understanding the difference between face-to-face interactions vs creating relationships at a distance;
- reviewing the reality of current biases towards remote work and ways to overcome them;
- constructing the business case to convince your boss remote work is a viable option;
- learning best practices for creating trust with your boss and co-workers;
- creating executable tactics to build effective distance relationships;
- communicating your role and accomplishments to key stakeholders;
- getting the most out of remote meetings;
- engaging in proactive networking;
- holding your boss and co-workers accountable while strengthening the relationship;
- communicating your progress and benchmark achievements to senior management.

Program audience:

This workshop is designed for remote professionals who wish to upgrade their skills for career advancement.

***1.2 Planning your workday for top productivity and efficiency while maintaining work/life balance***

Description:

Working efficiently on the road or from a home office can be hard for a new remote professional. Staying on task and managing deadlines takes skills and a deliberate focus. It is also hard to maintain work/life balance when technology keeps you plugged in 24/7. By developing highly specialized work practices that allow you to stay focused regardless of your location, you expand your professional opportunities and position yourself to take advantage of new, exciting roles within your organizations. This full day hands-on workshop examines the best practices associated with productive remote work.

Learning objectives:

Participants will leave the workshop with a solid understanding of the best practices for professional productivity outside a traditional office. This includes best practices for:

- recognizing the characteristics of an effective remote worker and assessing your work style against this profile;
- setting up your home office;
- creating an effective work routine;
- establishing stretch performance goals for yourself;
- participating in performance reviews delivered over the internet;
- setting “office” hours that make sense for your lifestyle;
- creating opportunities for remote peer-to-peer mentoring;
- building routines that allow you to communicate your achievements to your boss.

Program audience:

This workshop is designed for remote professionals who wish to upgrade their skills for career advancement.

***1.3 Developing effective interpersonal communication skills for high performing remote professionals***

Description:

Effective communication is essential for any professional. Managing those communications through technology presents special challenges as technology “flattens” messages and creates unexpected misunderstandings with people you have never and may never see. This full day hands-on workshop takes participants through a simulated business day allowing them to immediately apply communication concepts covered in the classroom, witness the results, and navigate to a successful conclusion.

Learning objectives:

Participants will leave the workshop with experience practicing key remote communication concepts on each other while witnessing the results. This includes:

- reviewing the basics of distance communications and message processing via technology;
- identifying the importance of the audience and the role of stakeholders in communication;

- crafting messages that support your identified communication objectives regardless of the distance between you and your audience;
- choosing the appropriate technology “channel” to deliver your message effectively;
- evaluating how to use video to strengthen distance relationships;
- assessing the effectiveness of your communication;
- exploring ways, you can turn a negative situation into a positive business outcome even at a distance.

Program audience:

This workshop is designed for remote professionals who wish to upgrade their skills for career advancement.

**1.4**

***Creating collaborative relationships and a strategic network that works for you***

Description:

Collaboration is a big part of professional life today. Strategic networks can be a great way to gain the support that will allow you to get work done more efficiently when you work outside a traditional office. Yet useful networks can be hard to build and maintain unless you have the skills. Learning these special techniques positions you for career advancement and a highly productive day-to-day work life. This full day hands-on workshop walks participants through simulated business scenarios to teach them how to establish and maintain a positive and engaged rapport between key stakeholders even when they are far away.

Learning objectives:

Remote relationships have unique characteristics that require a new set of skills to establish and maintain. Creating trust and inspiring high levels of productivity in remote colleagues, and even your boss, takes innovative thinking and planning. Participants will leave the workshop with experience practicing key engagement concepts on each other while witnessing the results. This includes a review of best practices for:

- recognizing the unique differences of a remote relationship;
- developing the ability to recognize key stakeholders and their importance to you;
- identifying best practices for remaining visible to your boss when you work remotely;
- establishing an immediate positive tone and developing trust within a remote network;
- developing your network to work for you regardless of their location;
- understanding the power of a strategic network to influence an outcome;
- maximizing your network’s capabilities through goal setting and constructive feedback;
- identifying the key steps needed to create an effective powerbase of your own;
- exploring ways, you can turn a negative situation into a positive business outcome.

Program audience:

This workshop is designed for remote professionals who wish to upgrade their skills for career advancement.

### ***1.5 Leading a remote project team to success and productivity***

#### Description:

Growing your career means being willing to take on more responsibilities. Transitioning from a team member role to a team leader role in a remote team posed special challenges. Creating accountability and earning team respect is especially difficult in remote teams. This full day hands-on workshop takes participants through simulated business scenarios to teach them how to create an effective working structure that ensures better results.

#### Learning objectives:

Participants will leave the workshop with experience creating an easy framework for managing effective remote teams. Participants will practice these techniques on each other while witnessing the results. This includes:

- examining the basic differences between being a team member and assuming the lead;
- managing remote meetings to positive outcomes;
- establishing effective communication protocols to hold team members accountable;
- identifying key stakeholders that could hold influence on the project's outcome;
- creating effective reporting protocols to ensure there are no surprises;
- creating an effective business case for advocating for team resources;
- understanding the power of presence – how to make the most of events and face-to-face opportunities to strengthen ties;
- exploring ways, you can turn a negative situation into a positive business outcome.

#### Program audience:

This workshop is designed for remote professionals who wish to upgrade their skills for career advancement.

### **Remote Work Business Skills Workshops (half-day/full day programs)**

In addition to our professional certification programs, Sophaya through the Remote Nation Institute also offers a variety of ongoing business skills workshops that reflect our expertise. This list is constantly renewed and we add new offerings all the time, so please check our website at [www.remotenationworks.org](http://www.remotenationworks.org) for an up-to-date list.

These programs may be offered on-site, virtually (both synchronously and asynchronously), or as a custom hybrid (mixture of in-person and online), all sessions that may be customized to suit your business requirements. Please contact Mari Anne Snow, at [masnow@sophaya.com](mailto:masnow@sophaya.com) to discuss your needs.

Sophaya facilitators are highly experienced Learning & Development professionals. We can design original content or deliver existing content according to a client's unique needs. Our team employs standard ADDIE adult learning methodologies in our design work then we customize programs to meet a client's objectives and provide a hand-on learning experience for participants. Our learning events are hands-on, practical, and designed to support today's remote/dispersed work environments.

All activities can be conducted in-person, virtually, or combination of in-person and virtual according to the needs of the client.

Our standard in-person facilitation package includes:

- Pre-session client consultations, event coordination, and session logistics.
- Content development and session material costs.
- Event logistics completed in collaboration with the internal team leading up to the strategic planning session date.
- Session facilitation the day of the event.
- Session evaluation summary.
- Review session with senior leadership team to close out the engagement.

Workshop fees for groups up to 20 people (including all class materials): Two full days: \$16,750/Full day: \$7,950/ Half day: \$4,500 + expenses (mileage, travel, meals, lodging, parking, room rental, etc.)

NOTE:

- For groups larger than 20, please contact Mari Anne Snow, [masnow@sophaya.com](mailto:masnow@sophaya.com) or 401.286.9828 for large group rates.
- For virtual options, contact Mari Anne for online group facilitation options.
- Additional facilitation and content development-related activities beyond the package activities are billed at \$200/hr. + expenses.

SAMPLE TOPICS:

For a full and current course list, please visit our website at [www.remotationworks.org](http://www.remotationworks.org) or contact Mari Anne Snow at [masnow@sophaya.com](mailto:masnow@sophaya.com)

HALF OR FULL DAY SESSIONS:

***Effective Meeting Management (half-day or full day session)***

Meetings have taken over the modern workplace; more meetings, taking up more time, getting less done. The proliferation of new technology that enables conference calls, video conferencing, and screen sharing means meeting management gets more complex as project teams become more dispersed. It takes special skills and focus to conduct productive and efficient meetings. This half-day session provides participants with an easy framework and specialized techniques for maximizing meetings of all types for successful outcomes and higher levels of productivity through greater accountability.

***Managing Dispersed Teams (half-day or full day session)***

Technology has allowed for easier connection with people in different locations. Flexible work arrangements, virtual teams, and the ability to take advantage of remote talent combined with these new tools means team leaders and project managers often must learn how to build team trust and manage accountability from a distance. Add different generations, level of expertise and all the other human factors that drive individual performance and things can get really complicated. This half-day session

provides participants with specialized techniques for building accelerated team trust and higher degrees of cooperation among dispersed team members for greater team success.

***Effective Team Communication over Distance (half-day or full day session)***

How do you know you have gotten your message across when you are not in the room? How do you maximize your digital communication interactions for better results? How do you build trust with people you cannot see and who cannot see you? These are important questions for today's professionals who work with dispersed groups. In this half-day session, participants will learn practical techniques for increasing the effectiveness of their distance communication skills for productive team interaction and higher levels of accountability.

***Digital Etiquette in Today's Channelized World (half-day or full day session)***

The sales of digital phones have now eclipsed desktops, laptops, and tablets. We are more mobile, accessible, and technology-dependent than ever before. Getting someone's attention is tough because email is no longer the primary source of business communications for every business. No one answers their phone anymore and texting has become an acceptable business practice. Emoji's are popping up everywhere. So, what is a conscientious business professional must do to get their customer's attention? In this half-day session, participants will learn about today's digital communication environment and examine practical techniques for getting and keeping someone's attention in today's noisy, digital world.

***Managing Conflict and Accountability (half-day or full day session)***

If there have been people, there has been conflict. However, today's technology devices reduce face-to-face interactions between people and that means misunderstandings and conflict often get played out online. Devices make it easier for people to avoid each other; particularly when misunderstandings and conflict occur. In this half-day session, participants will examine the potential consequences of engaging in conflict online and learn practical techniques for deescalating emotion, employing active listening to appreciate different points of view and manage difficult situations with professionalism.

***Influence without Authority (half-day or full day session)***

Service providers often find themselves in a situation where they are responsible for executing work for a client in collaboration with others. While the service provider may be the team leader on a project, the people working on the project team do not report to them. This means the team leader must prove themselves to be a credible leader so the project team will take them seriously and participate fully to meet the project objectives. This half-day session provides participants with specialized techniques for building accelerated team trust and higher degrees of cooperation among team members for greater team success.

***Defining Leadership as a Remote Team Leader: 2-Day Session***

***Day 1 – Role of a Leader in Today's Dispersed and Matrixed World***

In this full day program, participants will engage in hands-on activities and group discussion that helps them identify the characteristics of an effective virtual leader, explore the new responsibilities of virtual

leadership, and craft their own identity as a virtual executive. Learning objectives for this session include how-to's for:

- Embracing the responsibilities of virtual team leadership by understanding the new requirements of the role.
- Developing the necessary virtual leadership skills to build team cohesion when the team is out of sight.
- Establishing credibility in your new role as “mission control” for your team.
- Building your capabilities as the team advocate for your people.

#### *Day 2 – Driving Results in Remote Teams Through Coaching and Engaged Collaboration*

In this full day program, participants will engage in learning activities, group discussion and problem-solving that will teach them process steps and workflows for achieving top productivity with virtual teams. Learning objectives include how-to's for:

- Executing effective, efficient virtual team meetings and one-on-one status updates utilizing digital tools.
- Conducting feedback and difficult conversation using digital channels.
- Delivering performance feedback and redirecting team member virtually.
- Delivering performance evaluations virtually.

#### ***Managing Remote Teams Through Defined Objectives: 2-Day Session***

##### *Day 1 – Communication, Accountability and Setting Expectations as a Remote Team Manager*

In this full day program, participants in this session will engage in hands-on learning activities, group discussion and problem-solving that teaches them how to set up accountability structures and set expectations with virtual teams that maximizes team performance and improves productivity. Learning objectives for this session include how-to's for:

- Setting up communication protocols for virtual teams to keep the team engaged and connected.
- Establishing the framework for managing by objective (MOB).
- Communicating clear expectations and business objectives for structured accountability.
- Identifying the new accountability metrics to measure performance and maintain team accountability.
- Navigating day-to-day operational issues when the team is dispersed.

##### *Day 2 – Building Remote Team Engagement, Creating Meaningful Career Paths and Utilizing Digital Touch Points to Retain and Develop Your Remote Team*

In this full day program, participants in this session will engage in hands-on learning activities group discussion and problem-solving that teaches them how to build team engagement using targeted digital touchpoints. Learning objectives for this session include how-to's for:

- Managing virtual relationships and creating clear digital touch points to build and sustain team engagement.
- Working with your organization to develop meaningful career paths and recognition of top virtual performers.

- Building your team’s collaboration capabilities utilizing emotional intelligence in a virtual setting.
- Establishing peer-to-peer collaboration opportunities and building a healthy team culture in virtual teams.

***Developing Your Skills as an Effective Remote Team Member: 2-Day Session***

In today’s highly mobile, technically connected world, working outside a traditional office is becoming more and more prevalent today. Professionals who develop the self-discipline and the practical skills to work remotely can live anywhere and have more career opportunities than employees tied to a physical office. Virtual employees offer companies access to the best talent and opportunities for real cost benefits in lower overhead and increased productivity.

This program provides a practical look at the skills required for effective remote work. We provide the participants with hand-on opportunities to examine those skills through a practical business lens. Topics covered are not theoretical; rather they are rooted in business fundamentals supplemented with the best practices of some of today’s top virtual professionals.

*Day 1 – Remote Team Skills for Effective Remote Teamwork*

Working efficiently on the road or from a home office can be hard for a new virtual professional. Staying on task and managing deadlines takes skills and a deliberate focus. It is also hard to maintain work/life balance when technology keeps you plugged in 24/7. By developing highly specialized work practices that allow you to stay focused regardless of your location, you expand your professional opportunities and position yourself to take advantage of new, exciting roles within your organizations. This full day hands-on workshop examines the best practices associated with productive virtual work.

Learning objectives:

Participants will leave the workshop with a solid understanding of the best practices for professional productivity outside a traditional office. This includes best practices for:

- recognizing the characteristics of an effective virtual worker and assessing your work style against this profile;
- setting up your home office;
- creating an effective work routine;
- establishing stretch performance goals for yourself;
- participating in performance reviews delivered over the internet;
- setting “office” hours that make sense for your lifestyle;
- creating opportunities for virtual peer-to-peer mentoring;
- building routines that allow you to communicate your achievements to your boss.

*Day 2 – Communicating Effectively and Productively as a Remote Professional*

Effective communication is essential for any professional, but it is particularly critical for virtual professionals. Managing communication and collaborating through technology presents special challenges as technology “flattens” messages and creates unexpected misunderstandings with people you have never meet and rarely see. This full day hands-on workshop takes participants through a simulated business day

allowing them to immediately apply communication concepts covered in the classroom, witness the results, and navigate to a successful conclusion.

#### Learning objectives:

Participants will leave the workshop with experience practicing key virtual communication and collaboration concepts on each other while witnessing the results. This includes:

- reviewing the basics of distance communications and message processing via technology;
- identifying the importance of the audience and the role of stakeholders in communication;
- crafting messages that support your identified communication objectives regardless of the distance between you and your audience;
- choosing the appropriate technology “channel” to deliver your message effectively;
- evaluating how to use video to strengthen distance relationships;
- assessing the effectiveness of your communication;
- exploring ways, you can turn a negative situation into a positive business outcome even at a distance.

### SOPHAYA/REMOTE NATION INSTITUTE ONLINE CERTIFICATES / COURSES:

Our online programs are available as open enrollment courses and are self-paced, asynchronous courses that provide up-to-date techniques and best practices for remote or dispersed teamwork. Courses may be taken individually or as part of a professional certificate package. Professional certificates are issued by the Remote Nation Institute (RNI) upon complete of all certificate course requirements.

Our remote work online professional certificate programs include:

- CORE – Remote work skills - Basics
- Remote team communications

#### CORE – Remote Work Skills Certificate Program

- To earn the Remote Work Skills Certificate, you must successfully complete the 8 modules.
- Modules can be purchased individually for \$275.00, including materials or full Certificate program can be purchased for \$1,995.00, including materials.

#### ***You Just Got Promoted as a Remote Professional! Now What?***

You just received your promotion as a remote manager, congratulations! Now how do you deal with the transition and the new responsibilities that come with the job of managing a remote team? It can be a daunting and overwhelming move, but fear not, this course is designed to help smooth out those bumps. Learning to manage a team successfully and to produce results will help you further your career path even farther!

### ***Building Trust in Remote Teams***

Every team benefits from trust but for remote teams, trust is the glue that hold the team together and helps it achieve top productivity. In this course we provide you with practical tips for building and maintaining team trust as a team member, project manager or a team leader.

### ***Effective Meeting Management in Remote Teams***

Good meeting management is an essential remote professional skill. Meetings conducted through audio or video channels require preparation and forethought for success.

### ***Developing Your Remote Work Superpowers:***

Remote work is different than working in a traditional office space. By developing your superpowers as a remote team professional (RTP), you can set yourself apart and gain an advantage in your workplace. This course will teach you the definition of remote work, how/when to negotiate for resources, the importance of having a network and how to use technology effectively to stay visible to your team even though you aren't in the room. This program includes the course intro, 10 content modules and the course summary. Total estimated time to complete this program: 90 minutes

### ***Boosting Your Email Etiquette:***

Email is the best-known communication channel in existence today. It is also the busiest. There is so much traffic that often emails are overlooked. In this course, we will give you some inside tips for constructing your emails to catch someone's attention (in a good way!). We will show you how to strategically use the subject line to motivate your audience to take notice, construct messages that get to the point and help you choose the best time to send it. This program includes the course intro, 10 content modules and the course summary. Total estimated time to complete this program: 90 minutes

### ***Influence Without Authority for Remote Teams***

In today's business environment, frequently a project manager or a leader in a matrixed structure must pull together people that do not report to them directly. This course will provide practical tips for influencing an outcome and achieving results even when you have no direct organizational authority or reporting relationships with your team members.

### ***Permission to Pause; Reduce Your Stress as a Remote Professional***

Remote/Remote work can be exhausting and detrimental to both your body and state of mind. This course will help you step away from your work to focus more on you. Being healthy, focused, and strong minded throughout the day while performing your tasks is a pinnacle key to success! Taking a step back, breathing and learning to pause can help increase your overall productivity. We will guide you through exercises and activities to help lessen your day-to-day stress, tension, and built up anxiety. Learn to take care of you!

### ***Computer Security Basics***

In this course we teach you to become the ultimate offline and online warrior. This course will cover important tools to protect yourself including firewalls and antivirus. You will also learn about viruses and all the nasty bugs out there, along with tools and practices to protect yourself against them. This is your ultimate basic security course!

### **Remote Team Communications Certificate Program**

- To earn the Remote Team Communications Certificate, you must successfully complete the 8 modules.
- Modules can be purchased individually for \$275.00, including materials or full Certificate program can be purchased for \$1,995.00, including materials.

### ***Remote Work Interpersonal Communications: The Fundamentals Part 1***

This course is the first in a series of interpersonal communication courses that make up our interpersonal communication certificate program (8 courses total). Part 1 covers the fundamentals; examining your natural style, understanding your impact on a message, connecting over distance, and adjusting to suit your audience. This program includes the course intro, 10 content modules and the course summary. Total estimated time to complete this program: 90 minutes

### ***Interpersonal Communications: Active Listening Part 2***

This course is the second in a series of interpersonal communication courses that make up our interpersonal communication certificate program (8 courses total). Part 2 examines active listening as a core component of successful remote communications. Remote team professionals need to “hear” what is not said and cannot be seen. This program includes the course intro, 10 content modules and the course summary. Total estimated time to complete this program: 90 minutes

### ***Interpersonal Communications Part 3 - Digital Communications***

Third in our remote work interpersonal communication certificate program (8 courses total) Part 3 builds your understanding of digital communications and using digital channels can really help improve your online relationships. By using digital channels, you can establish a wider bandwidth and have more team accessibility right at your fingertips. This course will go into online tools that can help strengthen these relationships and your work environment in a team setting.

### ***Interpersonal Communications Part 4 - Managing Difficult Conversations***

Fourth in our interpersonal communications certificate program (8 courses total) Part 4 prepares participants for avoiding misunderstandings, addressing them productively when they do occur, managing difficult conversations over distance and how to pick the right channel to convey a message effectively when there is a misunderstanding.

### ***Interpersonal Communications Part 5 – Negotiating at a Distance***

Fifth in our interpersonal communication certificate program (8 courses total) Part 5 prepares

### ***Interpersonal Communications Part 6 - Business Writing***

Sixth in our interpersonal communications certificate program (8 courses total) Part 6 teaches the participants basic writing skills and how to adapt their style to suit their audience and their channel.

### ***Interpersonal Communications Part 5 - Building a Strategic Network***

Fifth in our interpersonal communication certificate program (8 courses total) Part 5 helps the participant to see the importance of having strong networks when you work remotely and provides techniques for building and maintaining those networks.

### ***Interpersonal Communications Part 7 - Mastering Multi-Channel Communications***

Seventh in our interpersonal communication certificate program (8 courses total) Part 7 teaches the participants how to become omni-channel communicators always utilizing the most effective channel for their audience and their message.

### ***Interpersonal Communications Part 8 - Communicating as a Leader***

Eighth and final course in our remote work interpersonal communication certificate program (8 courses total) Part 8 is an introduction for new leaders just taking over remote teams. How does communication change over distance, how do you set expectations and create good accountability and good team engagement?

### **Remote Work Open Enrollment Courses:**

- Courses are purchased individually for \$275.00 per person, including materials.

### ***Team Building Techniques for Remote Teams***

Once a remote team is up and running, the members function as self-directed professionals and they interact with their colleagues based on established protocols and the relationships they have built. But new remote teams are strangers and it is more challenging to go through the normal teambuilding stages when you are not co-located with others. This course provides guidance and concrete steps a new team leader can take to help their team gain cohesion as a group.

### ***Building Engagement in Remote Teams***

Remote teams are independent and self-directed. They often spend a lot of time working alone. Yet remote professionals can benefit from interaction with others. This course provides techniques for creating interaction engagement and connection within remote teams.

### ***Computer Security Advanced Techniques***

The second course in the computer security series. We teach you a more robust infrastructure on some of the techniques to protect yourself online. We also help break down strong tools that can help you in your day to day work schedule.

### ***Motivate Your Team as a Remote Leader - Introduction to Remote Leadership***

In this introductory course we will teach you how to communicate and motivate your team as a remote leader. Help you to set clear expectations and goals. In this lesson you will learn.

- How culture plays a big role.
- Provide guidance for using technology to manage your team.
- Allow you to gain a professional advantage.

Becoming a leader can be a scary transition but it does not have to be!

### **Remote leadership/team building solutions and productivity consulting**

Sophaya works with our clients by building custom solutions to help build team productivity and team unity among remote and dispersed teams. Our standard consulting packages include:

- Consultation with senior leaders to establish engagement objectives.
- A workplace assessment and team leader audit.
- Targeted team interviews/focus groups.
- Detailed write-up with summary of findings and recommended steps.
- Implementation plan with timeline, budget, and identified resource needs.

Sophaya will prepare a fixed price quote based on the project details. Our consulting packages will be tailored to meet your specific needs. We can work with your internal team or supply additional reputable resources when needed. Please contact Mari Anne Snow at [masnow@sophaya.com](mailto:masnow@sophaya.com) or 401.286.9828 to discuss your project needs.

### **Strategic planning consulting services – remote work as an operational strategy**

Sophaya offers a range of strategic consulting services related to the use of remote work as an organizational/operational strategy, improved team productivity in dispersed teams, operational improvements for dispersed organizations, business development and workforce planning in dispersed organizations, high-level strategic planning for companies undergoing major change.

Sophaya will prepare a fixed price quote based on the project details. Our consulting packages will be tailored to meet your specific needs. We can work with your internal team or supply additional reputable resources when needed. Please contact Mari Anne Snow at [masnow@sophaya.com](mailto:masnow@sophaya.com) or 401.286.9828 to discuss your project needs.

### **Implementation, operationalization, and change management consulting**

Once strategic plans are complete, Sophaya can provide the expertise and guidance to help our clients operationalize the strategy. As experienced operations and change management experts, our Sophaya team will work with your in-house experts to implement your strategy in a planful, deliberate manner to minimize operational disruption and drive adoption for your plans.

Sophaya will prepare a fixed price quote based on the project details. Our consulting packages will be tailored to meet your specific needs. We can work with your internal team or supply additional reputable resources when needed. Please contact Mari Anne Snow at [masnow@sophaya.com](mailto:masnow@sophaya.com) or 401.286.9828 to discuss your project needs.

### Workplace redesign consulting post-COVID

Remote work will be a critical business strategy for many organizations post-COVID. As remote work experts, Sophaya has developed a detailed 4-step process called the SOPHAYA METHOD™ for operationalizing and optimizing remote work in any size organization to provide team resilience, greater team productivity, and extended business continuity capabilities. We help you realize cost-savings and create a distinctive market differentiator that will give you real advantage over your competition. Become an employer of choice and take advantage of talent regardless of where they live through targeted remote work strategies.

#### **The Sophaya 4-Step Process:**

Step #1: Assessment, discovery, strategic planning

Step #2: Tactical project planning, resource identification, and project budget development

Step #3: Implementation and change management support

Step #4: Operationalization beyond implementation

Sophaya will prepare a fixed price quote based on the project details. Our consulting packages will be tailored to meet your specific needs. We can work with your internal team or supply additional reputable resources when needed. Please contact Mari Anne Snow at [masnow@sophaya.com](mailto:masnow@sophaya.com) or 401.286.9828 to discuss your project needs.

### Strategic facilitation services

Our team of experienced strategic facilitators work with organizations to help structure strategic planning sessions at all levels of your organization: C-Suite, Division, Department, Team. We ensure your strategic planning sessions are focused and aligned with your business objectives, mission, and values. The Sophaya group facilitation experts provide guidance and experienced support that allows senior leadership teams to fully participate in the strategic planning process and complete a plan that is actionable and executable. We work with in collaboration with the client's internal team to ensure the process is a well-organized, productive experience for everyone.

All activities can be conducted in-person, remotely, or combination of in-person and virtual according to the needs of the client.

Our standard strategic facilitation package includes:

- Pre-session planning, meeting agenda development, event coordination, and meeting logistics.
- Event logistics completed in collaboration with the internal team leading up to the strategic planning session date.
- Session facilitation the day of the event.
- Session notes/group output transcription and execute summary.

- Review session with senior leadership team to close out the engagement.

#### FEE STRUCTURE FOR STRATEGIC FACILITATION SERVICES:

IN PERSON: Strategic Facilitation package fee for in-person groups up to 25 people: \$6,500 + expenses (mileage, travel, meals, lodging, parking, etc.)

VIRTUAL/LIVESTREAM ONLINE: Strategic Facilitation package fee for virtual/live stream groups up to 25 people: \$6,500 + expenses (for all online livestream sessions, Sophaya will support a skilled moderator plus a technical support person to ensure the group experience online is inclusive and engaging.

#### NOTE:

- For groups larger than 25, please contact Mari Anne Snow, [masnow@sophaya.com](mailto:masnow@sophaya.com) or 401.286.9828 for large group rates.
- Additional strategy-related activities beyond the package activities are billed at \$300/hr. + expenses.

### Custom Group facilitation and Team building activities

Sophaya facilitators are highly experienced Learning & Development professionals. We can design original content or deliver existing content according to a client's unique needs. Our team employs standard ADDIE adult learning methodologies in our design work then we customize programs to meet a client's objectives and provide a hand-on learning experience for participants. Our learning events are hands-on, practical, and designed to support today's remote/dispersed work environments.

We can also translate the learning experience into a satisfying online experience to help your employees can continue to elevate their skills even during workplace shutdowns.

The types of custom events include: People-to-people skills training workshops, Professional development training sessions, Professional development events, or Teambuilding engagements that are outside the topic lists listed in our current Sophaya offerings. All these topics can be delivered in-person, online, or as a hybrid option.

#### Areas of expertise:

The Sophaya team focuses on people-to-people business skills with a special emphasis on human interactions, distance interactions, interpersonal interactions, and change. We have experience working with all levels of an organization from Board level, C-suite executives, tenured management, top rising talent, to newly promoted supervisors. A small sample of typical topics include:

- Traditional leadership topics
- Leading remote or dispersed teams
- Accountability
- Emotional intelligence
- Multi-channel interpersonal communications
- Change management

- Work/life integration
- Managing conflict
- Negotiation and business advocacy
- Strategic thinking
- Critical thinking and problem solving
- Business skills – leading effective meetings, strategic networking, time management, business writing, etc.

All activities can be conducted in-person, virtually, or combination of in-person and virtual according to the needs of the client.

Our standard in-person facilitation package includes:

- Pre-session client consultations, event coordination, and session logistics.
- Content development and session material costs.
- Event logistics completed in collaboration with the internal team leading up to the strategic planning session date.
- Session facilitation the day of the event.
- Session evaluation summary.
- Review session with senior leadership team to close out the engagement.

Facilitation package fee for groups up to 20 people: Full day: \$7,950/ Half day: \$4,500 + expenses (mileage, travel, meals, lodging, parking, room rental, etc.)

NOTE:

- For groups larger than 20, please contact Mari Anne Snow, [masnow@sophaya.com](mailto:masnow@sophaya.com) or 401.286.9828 for large group rates.
- For virtual options, contact Mari Anne for online group facilitation options.
- Additional facilitation and content development-related activities beyond the package activities are billed at \$250/hr. + expenses.

### Executive coaching for all levels of leadership – from C-Suite to emerging leaders

Sophaya provides a wide range of executive coaching services. A standard engagement typically lasts for a minimum of six months and includes:

- Initial meeting with the senior leaders to establish objectives for the engagement.
- Initial assessment meeting with coaching client’s supervisor.
- Initial meeting with coaching client to review engagement parameters and expectations.
- 45-min bi-weekly coaching sessions.
- Final wrap-up.

While this is a typical engagement, Sophaya will tailor your coaching engagement to suit the client’s needs. Business cases for coaching include:

- Development of top-talent for future senior leader roles.
- Support and skill building for newly promoted leaders at any level.
- Development for succession planning.
- Skill development to assist struggling executives.
- Skill development in support of organizational change management initiatives.
- Executive leaders who benefit from outside coaching in support of new responsibilities.
- Small business owners or key staff with little leadership experience.

Sophaya will prepare a fixed price quote based on the project details. Our consulting packages will be tailored to meet your specific needs. We can work with your internal team or supply additional reputable resources when needed. Please contact Mari Anne Snow at [masnow@sophaya.com](mailto:masnow@sophaya.com) or 401.286.9828 to discuss your project needs.

### Speaking fees – Keynotes, Learn-at-lunch, Webinars, Event workshops, Panels

The Sophaya team provides top-level, highly expert speakers for industry, corporate, professional association, government, non-profit, and/or team events.

A small sample of topics:

- Navigating forward in uncertain times
- When everything changes, find the opportunity
- Leading during crisis
- Remote team leadership topics
- Managing a dispersed, global team
- Creating remote team engagement
- Communicating over distance
- Accountability at a distance
- Building team productivity through work/life integration
- How remote work helps build team diversity
- Learning to respect difference and build team resilience with remote work
- Focus on the positive – proactive change management that wins
- Getting comfortable with discomfort
- Leading as a remote professional
- Designing and living a remote career
- Creating new market opportunities with virtual teams

Our standard speaker package includes:

- Pre-session client consultations, event coordination, and session logistics meetings.
- Content customization to audience for all keynote, learn-at-lunch, webinar speeches/presentations.
- Panel – moderator: Will work with client to formulate questions; panelist: will work with client and other panelists before the event to ensure a lively, on-point discussion.
- Event logistics completed in collaboration with the internal team leading up to the event date.
- Delivery the scheduled day of the event.

Speaking fees:

Keynote: \$5,000

Learn-at-lunch: \$2,500

60-minute Webinar: \$2,500

90-minute Event workshops (up to 25 people): \$3,500

Panel (Moderator): \$3,000

Panelist: \$2,000

NOTE: Expenses (mileage, travel, meals, lodging, parking, room rental, etc.) are not included and will be billed separately. Please contact Mari Anne Snow, [masnow@sophaya.com](mailto:masnow@sophaya.com) or 401.286.9828 with questions or for non-profit rates.

The Sophaya team is equally experienced speaking virtually – contact us directly for pricing for virtual speaking engagements.