

Working With Virtual Assistants



SESSION 3: MAKING THE MOST OF VAS

WWW.WORKINGWITHVIRTUALASSISTANTS.COM

WWW.BRIANBASILICO.COM

WWW.NATALIEMARIECOLLINS.COM

SESSION 3: WORKING WITH VIRTUAL ASSISTANTS

1. Hired A Virtual Assisitant?
2. Setting Expectations
3. Communications
4. Managing Results
5. Digging Deeper
6. Adding Multiple VAs
7. Managing Progress
8. What's Next?

WORKBOOK

- Notes
 - Takeaways & To-Do's
 - Power Questions?
-

PART 1 - TAKEAWAYS & TO-DO:

This section - Write down your five actionable takeaways from your answers and notes

Key Thought	Actions or To-Do Items - List Them	Rank 1-5 1 = Do 1st

Final Thoughts: _____

PART 2 - TAKEAWAYS & TO-DO:

This section - Write down your five actionable takeaways from your answers and notes

Key Thought	Actions or To-Do Items - List Them	Rank 1-5 1 = Do 1st

Final Thoughts: _____

PART 3 - TAKEAWAYS & TO-DO:

This section - Write down your five actionable takeaways from your answers and notes

Key Thought	Actions or To-Do Items - List Them	Rank 1-5 1 = Do 1st

Final Thoughts: _____

PART 4 - TAKEAWAYS & TO-DO:

This section - Write down your five actionable takeaways from your answers and notes

Key Thought	Actions or To-Do Items - List Them	Rank 1-5 1 = Do 1st

Final Thoughts: _____

PART 5 - TAKEAWAYS & TO-DO:

This section - Write down your five actionable takeaways from your answers and notes

Key Thought	Actions or To-Do Items - List Them	Rank 1-5 1 = Do 1st

Final Thoughts: _____

PART 6 - TAKEAWAYS & TO-DO:

This section - Write down your five actionable takeaways from your answers and notes

Key Thought	Actions or To-Do Items - List Them	Rank 1-5 1 = Do 1st

Final Thoughts: _____

PART 7 - TAKEAWAYS & TO-DO:

This section - Write down your five actionable takeaways from your answers and notes

Key Thought	Actions or To-Do Items - List Them	Rank 1-5 1 = Do 1st

Final Thoughts: _____

PART 8 - TAKEAWAYS & TO-DO:

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Key Thought	Actions or To-Do Items - List Them	Rank 1-5 1 = Do 1st

Final Thoughts: _____

SESSION 3 - COMPETENCY QUESTIONS

The VA Checklist:

Setting Up for Success:

Do you want/need/have a contract for the engagement?

Do you want/need/have a non-disclosure agreement?

What are your specific:

Plans

Projects

Tasks and sub-tasks you want accomplished

Deliverables desired

Expectations

Deadlines

Measurable criteria for success

Creating the infrastructure:

Communication:

What technologies will you use to communicate effectively?

Will you communicate and review accomplishments and projects at least weekly with each VA?

How often will you do a formal review?

How will you handle failures and mis-communications?

Time and cost expectations:

Do you have agreement on:

The scope of the project

Anticipated time required

Hourly rate

The minimum billable time unit

Have you accounted for:

Time for the VA to get up the learning curve

The current level of expertise of the VA

Have you analyzed the cost of outsourcing to a VA, the additional revenue generated and the return on the investment?

Technology support – How can the following software programs assist you?

Asana

Trello

TeamworkTM

Todoit

Evernote

Things

Google drive spreadsheet

Othyer?

Maximizing the impact:

Managing the organization

Do you review the VA's work at least weekly?

What are their performance strengths and opportunities?

What specific action can they take to improve?

How will you evaluate their improvement?

How can you modify your activity to work more effectively with the VAs?

Do you know the costs and return on investment for the outsourced tasks?

Other?

Expanding the scope of VA activity:

Are the VAs happy?

Do they have additional capacity and interest in doing more for you?

What additional tasks or components of tasks can you delegate?

Do the current VAs have the skills necessary for these tasks?

Are there tasks which no longer require your review before the VA takes the next step?

What is your potential for growth with VA support?

Creating the expanded infrastructure:

How can you create a structure which is largely self-sustaining, but which you still control?

What checkpoints have you built into the system to catch and resolve problems?

Are you patient in giving change an opportunity to generate results?

Do you have a structure and plan to integrate new VAs into an effective system?

Do you carefully plan and implement expanded roles and tasks for your VA team?

How can you use tools such as skype, email, google hangouts and go to meeting to support your infrastructure?

