



# 5 Tips for Working with a VA



 **Know Who They Are** – this person will be representing you, your business and your brand. You want to make sure they align with your values. You will be working side by side with this person and they will have access to confidential information, so you want to make sure that you can trust them and you can allow them to trust you – a two-way street :).

 **Make Sure They Understand Your Business** – the VA will need to understand your vision and mission for your business. Make sure they can convey this information throughout any interactions with clients, partners, associates, vendors, social media – any areas that promote your business. You want a VA to align with your vision of the company, have a synergy with you and your business.

 **Clear Communication** – since communication in the digital world of a VA is a necessary skill, it is important to remember that a VA only “hears” your voice on a call, reads emails or text and looks at wording in project assignments. It is necessary to build a communication line that allows the VA to understand the information needed to successfully complete the task. Setting clear expectations for tasks assigned is super important and making sure the VA clearly understands those expectations is as equally important. Your own communication and delegation skills will play an important part in the success of clear communication.

 **Establish Workflow** – have a clear process from the start that outlines the tasks the VA is responsible for (single time or on going occurrences) and timelines for completion. Utilizing an online collaborative software (Asana or Teamwork) can really help in this area, by allowing you to set projects, clear goals and timelines and allowing the VA to manage their own time to complete tasks/projects within parameters you have set. The collaborative software also adds a bonus of sending emails to notify VA’s of new tasks and task complete emails to you.

 **Ensure the VA Understands How You Work** – each person has their own way of working, learning, accomplishing objectives. As the leader of the company and team, it is important that a VA understands how you need them to operate with you. Clear expectations of how responsive you want them to be to your emails/requests; meeting deadlines vs pushing deadlines; what hours they work, schedules they keep vs when you want them available - including how time-zones affect these times. A VA should be willing to work with you and the expectations set from the start of the relationship.

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