

# Leading a Virtual and Remote Team

Many organisations are switching to remote working as part of a deliberate strategy to cut costs and focus on customer related activities. This brings with it far greater employee responsibility, empowerment and personal development.

Successful models of distance managing demonstrate the need for a clearer understanding of the issues as well as a properly thought out communication strategy.

This two day workshop has been designed to help managers adapt to remote working and distance managing.

## Workshop Objectives

- Understand the differences of co-located working and remote working
- Identify the 7 competencies of distance managers
- Understand the diverse characteristics of remote teams
- Explore the impact of remote working on performance
- Sustain personal effectiveness and productivity
- Adjust to working based on trust and interdependence
- Motivate remote workers
- Develop trust through improved face to face communication
- Learn how to run effective team briefings and meetings
- Be able to manage change, stress and anxiety

## Who will the Workshop benefit?

Designed specifically for anyone managing or about to manage a remote or virtual team..

## Workshop Duration

2 days

## Workshop Information (Dates, Locations & Fees)

Visit [www.frost.com/training-people2163](http://www.frost.com/training-people2163)

## Related Workshop

- Business Communication Skills
- Win-Win Negotiating

## DAY ONE

### Introduction

- Defining the concepts of remote working and distance managing
- Leading and managing remotely
- The 7 competencies of remote managers
- What remote workers expect from their leaders/managers
- Exploring the issues (hot buttons) for remote managers and remote workers

### Remote Styles and Profiles

- Understanding ourselves and others (styles & aptitudes)
- Understanding the 'cross cultural' elements of remote working
- Applying motivational theory in practice to remote working

### Logistics

- Setting up the remote office
- Equipment and technology
- Hot desking (managing and monitoring)

### Communication

- Understanding 'diversity' issues in the workplace - nationality, culture and regionality
- How to develop better working relationships over distance
- Developing communication strategies for staff and customer relationship management (country and worldwide)
- Identifying the barriers to effective communication
- Getting the most out of face to face and remote contact
- Understanding remote communication tools and how to use them effectively i.e. email, telephone and video-conferencing
- Managing morale and performance issues

## DAY TWO

### Communication Workshop for Remote Working 'Blind' Communication Skills (Telephone and Conferencing Calling)

- Buddying and mentoring
- Coaching and counselling
- Assertion, persuasion and influencing skills
- Dealing with difficult people remotely (customers, staff, managers, suppliers and family!)

### Team Working

- Understanding virtual and remote teams
- Building and developing the remote team
- Planning and running effective team sessions
- Effective face to face meetings (that deliver)
- Networking, coordinating and liaising
- Managing change

### Self Management

- Adjusting to remote working
- Planning, time management for remote managers and workers
- Dealing with isolation and loneliness
- Stress management
- Balancing home and work

### Capturing the Learning

- Self evaluation
- Planning for improvement