REMOTE MANAGEMENT

How to overcome the challenges of time and space!

OVERVIEW

Managing remote workers takes more effort. This programme is an opportunity to explore what makes it so different and gives you the tools and techniques to do it more effectively.

You will identify what you need to do differently to successfully manage and create an environment of trust, confidence and regularity of dialogue for remote workers. You will discover ways to engage your team through different forms of communication, to build trust, to motivate and to set clear expectations. You will leave with practical tools and techniques that will enable you to be more confident in your role as a manager of remote workers, and at the same time make their roles more productive, positive and rewarding.

WHAT'S IN IT FOR YOU?

- Explain the essential principles underlying remote management
- Explore different communication styles and how they affect successful communication
- Adapt your approach to develop confidence and build trust working remotely
- Identify ways of using different communication tools to engage their staff
- Appreciate the importance of positivity to motivate and engage remote team members
- Understand how to apply coaching methods to remote conversations
- Know how to build and support remote team formation
- Be able to support and develop your teams for success

WORKSHOP OUTLINE

(Full-day version, 9.30 – 5.00)

1 What's so different about remote management?
- Why we do it – the business case
- Static v remote teams
- The challenge of distance
- The challenge of time

2 Creating the right environment
- Manager / worker or team / worker?
- The 3Cs of virtual management:
  - Collaboration
  - Communication
  - Co-ordination
- Emotional, psychological and physical elements
- Other practical issues

3 The trust equation
- Credibility
- Reliability
- Intimacy
- Self-orientation

4 Communication methods
- Technology options
  - Why
  - When
  - What
- Developing an individual communication strategy

5 Communication styles
- The DISC model of communication preferences
- Adapting your style to different preferences
  - Dominance: get it done
  - Influence: get recognition
  - Steadiness: get harmony
  - Compliance: get it right

6 Supporting people to deliver
- Setting tasks and projects
- Monitoring and maintaining
- Motivating and inspiring
- Influencing

7 Coaching and mentoring
- Coaching moments
- How?
  - The media richness model
  - The GROW model

8 Forming remote teams
- The Tuckman model
  - Forming
  - Storming
  - Norming
  - Performing
- Identifying and working with attitudes, language and behaviours of remote teams
- Matching management style to different team stages

9 Delegating to remote team members
- The challenges
- Using the DISC model

10 Actions and next steps
- Review
- Personal action planning
- Next steps

WHAT DO YOU GET?	One-day workshop	Half-day workshop	Bite-sized workshop	Webinar
Your choice from 30+ trainers across the UK and 140+ internationally	✓	✓	✓	✓
Online pre-course survey	✓	✓		
A5 printed workbook	✓	✓	✓	
PDF handout				✓
Further reading / resources	✓	✓	✓	✓
Managers' guide	✓	✓	✓	✓
Online evaluation survey	✓	✓	✓	✓
Mindmarker 'top-up' toolkit app	✓	✓		
Two-month follow-up survey	✓	✓		
Certificate of attendance (download)	✓	✓		
Maximum group size	12	8 *(up to 12 subject to supplement)*	8 *(recommended)*	20 *(recommended)*
Timings	9.30-5.00	3 hours	90 minutes	45 minutes

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Programme outline				
What's so different about managing remote workers?	✓	✓	✓	✓
Creating the right environment	✓			
The trust equation	✓	✓	✓	✓
Communication methods	✓	✓	✓	✓
Communication styles	✓			
Supporting people to deliver	✓	✓	✓	✓
Coaching and mentoring	✓			
Forming remote teams	✓			
Delegating to remote teams	✓			
Action planning	✓	✓	✓	✓