

LEADING REMOTE & HYBRID TEAMS

AUDIENCE

FL Front-Line Leaders

LL Leaders of Leaders

FORMATS

Virtual: 1.5 hrs. X
2 sessions

“Virtual team management is one of the most critical capabilities for leaders in our organization. The ‘old’ assumptions, practices and expectations just aren’t adequate to effectively create and lead a high performing team in today’s environment.”

Brenda Rivera
COO, Clarity Media

COURSE OVERVIEW

This course for leaders of virtual/remote and hybrid teams focuses on strategies for addressing the challenges and capitalizing on the opportunities of these working environments. You will learn practical approaches for building trust, clarifying accountability, encouraging engagement, and establishing commitment within your teams.

A remote/virtual/hybrid working environment often reveals the gaps in our communication patterns or management practices that in the past may have been casually filled through informal face-to-face interactions. You will learn strategies to tighten up and formalize your communication and accountability practices. You will also learn how to build and maintain a cohesive team culture characterized by high trust within and between groups.

A remote/virtual/hybrid working environment can also sometimes amplify the negative impact of even minor team conflicts. In this course you will explore strategies to encourage constructive conflict resolution.

You will learn to create a more focused and results-driven virtual/hybrid team that reaches and executes smart decisions. You will examine common decision traps and biases that teams fall into while exploring strategies for building accountability into decisions.

Virtual teams are often also multicultural teams, so you will explore structural strategies for managing cultural issues along with best practices for improving a team's cultural intelligence and ability to capitalize on your team's full potential.



BUSINESS IMPACT

- 1** Enhance remote/hybrid team efficiency and productivity by clarifying roles, accountabilities and business priorities.
- 2** Improve ability of leaders to drive virtual team achievements through engagement and alignment of team activities.
- 3** Increase connectedness of virtual team members to drive engagement, innovation and creative problem solving.
- 4** Reduce wasted time, resources and lost productivity caused by lack of accountability and intra-team role clarity.
- 5** Increase retention of high-performing remote employees through greater team cohesion and sense of connection to the organization mission.
- 6** Improve the customer experience when engaged with remote team members through more effective virtual communication.

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LEARNING JOURNEY (2 VIRTUAL SESSIONS)

Pre-Learning

- Self-paced reading (approx. 5 minutes)

Optional Enhancement

- Brief video, internal leaders sharing their perspective on best practices for remote team productivity.

Curriculum Highlights

Virtual Session 1

Virtual/Hybrid Work Benefits and Limitations

- Managing boundaries and transitions
- Design your most productive and sustainable work pattern

Managing Your Remote Work Wellness

- Isolation and loneliness
- Resilience and positive stress

Virtualize Your Socializing

Attend Fewer, Better Meetings

- Hybrid and remote meeting etiquette
- Facilitate and contribute to virtual meetings
- Ensuring inclusion during hybrid meetings

Look Good and Sound Good on Video

Hybrid Team Best Practices for Success

Intersession Activity**

Virtual Session 2

Staying “Visible” When Working Remotely

- Avoiding “out of sight, out of mind.”
- The perception of individual effectiveness

Avoid Motivational Decay for Your Team

Leading Others Remotely

- Balance trust and control
- Positive remote performance conversations
- Deliver remote coaching + empowerment

Creating Psychological Safety

- Diversity and inclusion in remote teams
- Creativity and innovation in remote and hybrid teams

Learning Outcomes

- Learn best practices and refine acceptable team standards for virtual meetings, audio conference calls, emails and other communication platforms/tools/systems.
- Learn the unique challenges of hybrid teams and best practices for success
- Review and adapt workflow, calendars and meeting protocols to optimize virtual team coordination.
- Establish individual roles, responsibilities, and outcome clarity for virtual teams.
- Facilitate basic team communication, operating agreements, and collaboration protocols.
- Learn how to keep virtual teams engaged and connected across time and space.
- Practice virtual leadership competencies to strengthen teams.
- Learn to optimize the customer experience when engaged in virtual meetings and communications.
- Learn to create a sense of place and belonging for remote team members, improving retention of high-performers.
- Manage remote team performance, deliver effective individual virtual coaching and generate successful results.
- Develop cross-team cultural, generational and social sensitivity to enhance cohesion and productivity.
- Learn to reduce errors and wasted time/resources by improving the clarity of team communications and ensuring alignment with business priorities.