The Remote Manager

Overview

For managers new to leading in a virtual world, or those who simply want a refresher, the Remote Manager provides an opportunity to get the best from your remote teams and manage with confidence irrespective of where your teams are based.

Module	Content
The Remote Manager	• The psychology & logistics of managing remote teams • Challenges of remote working & how to overcome them • Setting direction & managing expectations of your team
Time & Tasks	• Prioritising your time • Effective delegation & timely task completion • Running effective team meetings
Constructive Conversations	• Managing performance in a virtual world • Providing timely & effective feedback • Develop others with conversational coaching
Motivation & Well-Being	• Keeping yourself & your team engaged & motivated • Identifying signs of stress • Boosting adaptability & resilience
Leading Change	• Planning for change conversations • Communicating change & gaining buy-in • Managing resistance to change
Logistics	Sessions are interactive & require full audience participation. Participants will need a webcam & microphone on a laptop or mobile device. The session will be run in Zoom (or equivalent platform) and a PDF of all slides will be made available following the session.

Embed the Learning

1. The Remote Manager

Overview

This interactive virtual instructor led training is designed to support managers who are themselves, working remotely and/or managing remote teams. Whilst this session will tackle the challenges of managing remotely during this unprecedented time of global change, the course will also prepare managers for the future to be able to successfully manage their staff remotely. It will provide a safe space for managers to share their challenges with their peers, explore top tips and strategies for success & construct clear goals to overcome those challenges and manage with confidence.

Purpose	To upskill existing managers to successfully manage remote teams and overcome challenges of remote working
Key Objectives	- To understand & manage the psychological & logistical impact of managing remote teams - To recognise the top 3 challenges of remote working & how to overcome them - To set clear direction & successfully manage the expectations of remote teams in order to achieve organisational outcomes
Content	- Share existing challenges & anxieties around managing remotely - Identify the top psychological & logistical elements that impact remote management - Adapt the fundamentals of great management to the virtual space - Setting clear direction & aligning organisational strategy to individual objectives - Managing staff expectations to ensure great outcomes - Explore themes of trust, purpose & communication - New ways of working for the virtual world: including check-ins, technology & personalities - The top challenges of remote working: switching off, isolation & collaboration, and how to overcome them - Conducting conversational 1-2-1s to aid on-going people development - Insights & action planning

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2. Time & Tasks

Overview

This Virtual Instructor Led Training (VILT) is designed for managers and supervisors who want to prioritise their workload effectively when working remotely whilst also ensuring they are maximising the time and productivity of their teams. This interactive session will provide a simple strategy for prioritisation of tasks, tips on effective delegation & strategies on running efficient virtual team meetings.

Purpose	To enable managers to get the best from theirs and their teams time
Key Objectives	- To prioritise tasks based on urgency & importance - To structure & conduct effective delegation conversations - To run effective team meetings
Content	- Identify main issues that impact productivity when working remotely - The importance of do lists - Prioritisation tool ABC, 123 - Plotting tasks in alignment with energy levels - Overcoming procrastination - Preparing to delegate - Unconscious biases that impact effective delegation - Evaluating who best to delegate to - Conducting a delegation conversation - Virtual communication & matching medium to task - Running effective virtual meetings: - Logistics & technology - Content, structure & people

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3. Constructive Conversations

Overview

This Virtual Instructor Led Training (VILT) is designed for managers and supervisors who need to effectively manage performance remotely and have crucial conversations to ensure employee engagement & productivity. This session will cover some of the fundamentals for effective performance management including delivering timely feedback & conducting coaching conversations.

Purpose	To enable managers to successfully manage staff performance when leading remote teams or individuals
Key Objectives	- To effectively manage performance in a virtual world - To provide timely & effective feedback - To develop others with conversational coaching
Content	- Identify how remote performance management may differ from face to face - Highlight potential performance management issues & concerns - Psychological tips for successful performance management - Checking assumptions, reviewing delegation & managing the chimp - Reading others when managing remotely - Importance of regular 1-2-1s to engage staff & avoid performance issues - Benefits & barriers of providing effective feedback - Types of feedback & their purpose - Top tips for providing constructive feedback - Using the AID model to deliver reinforcing and developmental feedback - Developing others with conversation coaching - Using a coaching approach in performance 1-2-1s to set SMART objectives

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4. Motivation & Well-Being

Overview

This interactive session is ideal for managers who want to keep their remote teams engaged and motivated whilst also being on the lookout for any signs of stress that may impact performance and mental well-being. It will provide tangible techniques that can be used personally or to help facilitate boosting levels of adaptability & resilience in others.

Purpose	To enable managers to improve levels of motivation & well-being in themselves and their teams
Key Objectives	• To keep yourself & your team engaged & motivated • To recognise signs of stress, even in remote teams • To use proven techniques to boost levels of adaptability & resilience
Content	• Identify factors that impact onto motivation & mental well-being • Ideas for self-motivation as a remote worker • Intrinsic vs. Extrinsic motivators • How to tap into the Deci's basic needs of Intrinsic Motivation: *Competence, Relatedness & Autonomy* • Identifying signs of stress in self & others – including virtually • Recognising adaptability & resilience • The adaptability toolkit to increase levels of adaptability • **Uncertainty Filter -** deal ambiguity & change • **Positive Reframing -** bounce back & see the positive in things • **Energy Levels -** maintain energy levels to stay focused & on track • Covey's Circle of Influence to alleviate stress & regain control • The practice of gratitude for mental well-being

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5. Leading Change

Overview

As change is a constant factor in our lives, now more than ever, this VILT session will help managers to prepare for these inevitable changes, appreciate the impact that may have on themselves & their teams and be able to plan for and execute successful change conversations. They will also have an opportunity to practice on real-world situations with their peers; reflect on the potential resistance to change they may encounter & how to address it and gain buy-in from their staff.

Purpose	To help managers successfully pre-empt & prepare for organisational change and successfully communicate those change initiatives to their teams
Key Objectives	• To plan effectively for change conversations • To successfully communicate change & gain buy-in • To help manage resistance to change
Content	• Strategies for tackling change when managing remote teams • Planning for change conversations • Success rates for change initiatives • Explaining the 'why' of change • PESTLE analysis to pre-empt and explain the purpose of change • Communicating change & gaining buy-in • Tailoring change messages to differing audiences • Change conversation practice & feedback • Managing resistance to change • Change reactions – Who Moved my Cheese change types • The rollercoaster of the change curve • Strategies to cope with change

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