

Managing Remote Teams

Target Audience: Leaders of geographically dispersed teams, regardless of territory size: nationally, internationally and globally. Appropriate for all job types where the team is not all co-located.

Key Learning Outcomes

- Learn how to manage and develop your remote workers.
- Explore methods of keeping the team focused on the local operational job whilst remaining loyal to the strategic intent of the global organisation.
- Discover how to improve the team's communication effectiveness.
- Confidently manage the challenges associated with multi-cultural teams and different personality styles.
- Use this opportunity to address key remote management difficulties in your organisation.
- Leave with tools and approaches to help you succeed as a distance manager.

Course Experience

- ✓ Theory: Latest best practice
- ✓ Team discussions
- ✓ Self and team assessments
- ✓ Group exercises
- ✓ Case studies
- ✓ Business problem solving
- ✓ Personal action planning

Course Outline

DAY 1

Remote Management Challenges

- Challenges in Working Together Apart
- Factors for Assessing Remote Management Complexity

Assessing Your Team's Performance

- Anatomy of a High Performance Remote Team
- Establishing a Code of Cooperation to Collaborate Across Time and Space
- Tracking Performance with a Performance Dashboard

Getting the Most from People that are Out of Sight

- Recruiting Remote Workers
- Leading People that do Not Report to You
- Distance Coaching
- Managing Underperformance
- Delegating from Afar

Remote Management in Practice

Remote Management Simulation Exercise

DAY 2

Keeping the Remote Team Purposeful

- Balancing your Efforts between Task, Team and Individuals
- Applying the Situational Leadership Model to Remote Management
- Ingredients of a Purposeful Remote Team

Communication Effectiveness in Distributed Working Teams

- Communication Channels and Media Richness
- Developing a Team Communication Plan

Cultural Considerations

- Different Cultures and Different Personality Styles
- Hofstede's Cultural Dimensions
- Key Considerations for the Remote Manager

Keys to Success

- Building and Maintaining Trust in the Team
- 10 Pillars of Successful Remote Team Management

Pre-Course Work: Completion of Pre-Course Questionnaire

Course Material: Includes facilitator's slides, exercise worksheets, background reading/articles and recommended books

Ideal Number of Participants: 9

Maximum: 12

Minimum: 4