

# Managing remote teams

Hands-on course of 3 days - 21h

Ref.: DTS - Price 2024: CHF1 990 (excl. taxes)

The emergence of new work structures is leading a growing number of leaders to manage dispersed teams. This training will enable you to understand the unique features of remote management. It will show you how to manage and lead such teams, ensure their cohesion, and optimize professional communication.

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Understand your managerial positioning with respect to the unique aspects of remote working

Create delegation contracts that encourage employee autonomy

Set up information and communication relays suited to a remote team

Oversee and track individual and group performance using dashboards

## HANDS-ON WORK

Numerous exercises and filmed role-playing with individualized analysis. Individual and group brainstorming sessions. Feedback.

## THE PROGRAMME

last updated: 01/2023

### 1) Understanding remote team management

- Identifying unique features of remote work.
- Detecting distance-driven constraints and opportunities for the manager.
- Defining the characteristics of virtual teams and the challenges of distance.
- Understanding the needs of off-site employees.
- Evaluating the need for videoconferences and how frequent they should be.
- Identifying managerial challenges and key success factors.
- Finding areas to take action in.

*Exercise* : Work in sub-groups to exchange practices. Charting remote management challenges.

### 2) Your position as a remote manager

- Identifying different roles of a remote manager: Motivating, guiding, encouraging, unifying, negotiating, overseeing, evaluating.
- Clarifying everyone's role and tasks.
- Analyzing a remote employee's profile and adapting your management style.
- Practicing different styles based on context: From directive style to delegating style.
- Identifying the causes of motivation/demotivation due to remote work. Skills assessment.
- Setting realistic goals for remote employees that get them motivated.
- Delegating tasks: How to communicate, implement, track, and secure delegations despite the distance.
- Stimulating and developing the autonomy of remote employees: Reserved powers, delegated powers.
- Formalizing the action plan with the employee.
- Tactful management by setting goals.

## PARTICIPANTS

Team leaders, managers who want to develop their remote management and communication skills.

## PREREQUISITES

Experience in management desirable.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@ORSYS.fr to review your request and its feasibility.

- Conducting performance reviews.

*Exercise* : Self-diagnosis about your own remote management style and willingness to delegate. Filmed role-playing to highlight problems with communication and delegation. Collective debriefing. Group brainstorming about the performance review methodology.

### 3) Properly informing, communicating, and monitoring remotely

- Being present as a manager: Not too much, nor too little.
- Being double vigilant about the image conveyed by your written and verbal communication. Using constructive language.
- Making good use of the collaborative tools available: Instant messaging. Wikis, social media, etc.
- Adapting the means of communication to the type of message in order to streamline the flow of information.
- Benefits and limits of the various tools available.
- Leading a teleconference or videoconference. Helpful rules for writing emails.
- Field coaching with the employee.
- Creating a bond and avoiding the feeling of isolation. Getting news on a regular basis.
- Highlighting individual contributions. Giving regular, sincere signs of recognition.
- Maintaining an open-ended team climate conducive to dialog. Ensuring routine contact.
- Negotiating remotely: Using active listening and questioning techniques.
- Detecting and calming tensions. Defusing conflicts remotely.
- Refocusing with an employee.

*Exercise* : Group discussions: Overview of tools for remote management. Filmed role-playing to highlight problems with remote communication and conflict resolution. Group debriefing.

### 4) Organizing your team's work

- A team's stages of development. Identifying your team's stage of development.
- Setting specific operating rules.
- Contracting the rights and obligations of managers and their employees.
- Building the team. Acting like a leader to encourage others to commit.
- Organizing the team. Determining areas of responsibility. Highlighting individual skills.
- Developing expertise Promoting talents. Pooling best practices.
- Creating a formal and informal information network.
- Setting up suitable information-sharing and monitoring tools.
- Maintaining the feeling of belonging to a team. Developing and sustaining confidence over time.
- Remaining available and responsive when on the go.
- Implementing activity indicators.
- Agreeing on monitoring tools and dashboards for the employee, the team.
- Formalizing progress contracts.

*Exercise* : Individual brainstorming: Formalize a methodology for remotely monitoring your employees. Simulated teleconference. Case study involving an email conversation. Discussing practices

## DATES

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REMOTE CLASS  
2024 : 03 Jul, 02 Oct