



## Leading and managing remote workers and virtual teams

### PROGRAMME OUTLINE:

Leaders are increasingly responsible for managing the performance of those who are not based in the same location. What most people don't realise is that the *virtual* leader requires a fundamentally different set of skills than those required for leading *face-to-face*. Many leaders experience challenges with engaging, empowering, developing and holding remote employees to account, resulting in unfulfilling relationships for both themselves and their teams. Leading in the virtual context is a new discipline that needs to be recognised in its own right.

This programme comprises four modules covering the key competencies required to lead and manage in a virtual environment. The programme can be run as illustrated or adapted to suit specific requirements.

### Module 1 – Foundations of virtual leadership (90 mins)

- Understand the fundamental differences between leading virtually and face-to-face
- Understand the critical factors that contribute to an effective virtual team
- Learn how to apply the '5C' model for leading virtual teams
- Explore what makes a great virtual leader

### Module 2 – Leading through change (90 mins)

- Understand how uncertainty and change can impact themselves and others working remotely
- Understand the difference between planned and unplanned change (and crisis)
- Learn practical tools and techniques for supporting people through change in a virtual environment

### Module 3 – Essential skills for leaders with virtual teams

#### a) Listening and coaching for virtual teams (90 mins)

- Understand how coaching can be used to enhance performance of virtual teams
- Learn practical ways of improving listening skills in a virtual environment
- Learn a simple model for coaching in a virtual environment

#### b) Mastering difficult conversations and emotions in a virtual environment (90 mins)

- Understand how the dynamics of virtual conversations differ from face-to-face conversations
- Learn how to create a psychologically safe environment in a virtual setting
- Learn practical ways to turn potentially difficult conversations into effective conversations
- Understand how to manage emotions and respond more positively to challenging situations

### Module 4 – Managing performance in virtual teams (90 mins)

- Understand how to develop collective purpose in virtual teams
- Understand how to focus people working remotely onto key priorities
- Learn how to create individual and collective accountability in virtual teams

### PROGRAMME FORMAT & DURATION:

Up to five 90-minute sessions across four modules.

Run as virtual sessions – participants can join from any location.

### GROUP SIZE:

For up to 10 participants.

**For more information, send an email to [info@designed4success.co.uk](mailto:info@designed4success.co.uk) or call us on +44 (131) 357 0369**