

Introduction to Managing and Working Remotely

Duration: 1 – 2 days

Increasingly, both managers and their teams are working remotely from their head office or base branch. In some cases, team members may even be in a different country from their manager. This method of working can bring great advantages to the organisation, in terms of flexibility, local response to customer needs and the ability to recruit from a wider pool of talent. Often there can be considerable cost savings to the organisation too.

However, managing and working remotely has its challenges, and requires a particular set of skills and behaviours. This course allows delegates to reflect on their own existing skill levels, as well as those of their team, and explore alternative ways of ensuring that the remote team performs to their full potential.

The course is interactive and makes use of case studies and the real experiences of the delegates. Some role play is also included. However, in order to fully develop skills such as coaching and communication, it is recommended that the course should be run over 2 days, to allow time for more practice.

Who should attend this course?

This course is designed for anyone who manages one or more remote workers.

Course Objectives

By the end of this course participants will be able to:

- Outline the challenges and benefits of remote working
- Identify the skills required by the manager of a remote team
- Explore the needs of those who work at a distance from their manager
- Compare methods of communication and use them effectively
- Build trusting relationships through empowerment and self-sufficiency
- Manage performance and motivation in a remote team

Course Outline

The impact of working remotely

- Challenges and benefits
- The home office

Remote Management Skills

- Personal organisation
- Planning
- Forming the link between the team and 'head office'
- The right mindset
- Dealing with isolation

Effective Communication

- Creating a team communication strategy
- Review of communication tools
- Dealing with difficult situations remotely

Building Trust

- Delegation and empowerment
- Getting the team to work together
- Reporting mechanisms

Managing Performance Remotely

- Making time for meetings
- On-the-job coaching
- Setting realistic objectives
- Meaningful personal development plans

Motivating the remote team

- Building a sense of team
- Making the team visible to office based staff
- Celebrating success

Further Development

- Effective Communication
- Influencing, Persuading and Negotiating
- Motivation