

Certified Courses



Working, Managing and Leading Remotely

Why Attend

- Working remotely has become a critical necessity across all industries. Managers and leaders alike need to keep track of their employees and follow up on assigned projects and tasks despite the restrictions on physical interactions and social distancing. They need to brainstorm new ideas and solutions despite the absence of a physical place to meet, and yet deliver brilliant work with outstanding results. This course is about developing new and effective managerial and leadership behaviors while maintaining highest levels of productivity and accountability in a remotely driven work environment.

Course Methodology

- This course relies on distance learning and facilitation. The course is delivered by leading experts with top skills in facilitating courses face to face and remotely. Facilitators will also employ electronic media in relation to course material (slides, workbooks), individual and team exercises/activities, session plans, and case studies.

Course Objectives

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

- Understand and develop the skills required to effectively manage teams and individuals remotely
- Effectively use technology and tools to support communication within the team
- Improve communication and feedback approach with remote team members and individuals
- Track task progress and performance management of remote employees to achieve success
- Keep employees and teams focused and build an engaging, inspiring and trustworthy virtual working environment

Target Audience

- Leaders, managers and supervisors who manage remotely during crisis or normal times.

Target Competencies

- Organization skills
- Communication skills
- Managing remotely
- Leading remotely
- Building teamwork remotely
- Remote coaching
- Remote Feedback Skills
- Managing performance remotely

Working remotely

- Managing your mindset
- Mental readiness
- Psychological readiness
- Physical readiness
- The home office setup
- Selecting the place
- The basics of a home office
- Important handy tools
- Organizing yourself
- Preparing and organizing for remote meetings
- The objective
- The agenda
- Pre-meeting material
- The technology
- One-on-one meeting essentials
- One-on-team meeting prerequisites

Managing remotely

- Critical skills to manage remotely
- Getting comfortable with technology
- Mastering remote communication challenges
- The language
- The pace
- The clarity
- The gaps
- Remote scheduling and planning
- Typical challenges with remote meetings
- The frequency
- The remote employee
- The remote team
- Acing expectations from a distance

- Minding the manners
- How to be crystal clear with goals and objectives
- Gaining the right level of commitment
- Achieving the desired performance
- Sharing the right levels of feedback
- Effective distance management
- Challenges with distance management
- Managing remote individuals and teams effectively
- Assigning roles and responsibilities
- Resolving performance issues remotely
- Holding fruitful conversations
- Elevating the quality of remote participation
- Remote problem solving
- Selecting the right tools
- Using the right platform
- Tracking progress
- Dealing with constraints
- Working with unfamiliar and urgent situations
- Enhancing the remote learning agility

Leading remotely

- Task Relevant Maturity (TRM) Framework
 - Leading with trust
 - Delegation and self-management
 - Extending emotional and technical support
 - Listening and communicating effectively
 - Commitment, accountability and results
 - Managing moral issues and feelings of isolations
 - Managing yourself and staying motivated
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