



Managing Flexible Working Teams

2 Morning Sessions

Aim

The introduction of the new Flexible Working Bill, means it is paramount for our managers and leaders to be equipped to manage the additional challenges of hybrid and remote working teams. Our one-day workshop, held as two half day online sessions, will provide managers with the skills, tools and techniques to maintain team connectedness and the feeling of being valued, whilst achieving optimum results for themselves and the organisation. There is so much more complexity to take into consideration when we don't meet people face to face on a regular basis, however when managed well, it can create infinite opportunities for growth and high performance.

Objectives

At the end of these workshops, delegates will be able to:

1. create environments within their team to build trust and collaboration so that everyone can support one another, learning from what is going well and what would make it even better
2. use some pragmatic tools and techniques to encourage engagement from everyone
3. have open discussions that debate and continually improve ways of working, especially as some processes may work better for some than others
4. set clear expectations to help all their team work towards achieving individual goals without losing accountability for maintaining the purpose of the team objectives
5. continue to build the cultural ethics by using the values and expectations of their organisation to set and debate standards for success with their teams so that everyone is committed to what needs to be achieved and the role they play in making it happen
6. build confidence and competence to have sensitive discussions when performance isn't where it should be and help their people to get back on track
7. have greater clarity of where they, as managers and leaders, get in the way of their teams achieving their best results so that they can make concerted efforts to enable and support them to achieve

Description

Intended for managers and leader who wish to improve their management of hybrid and remote working teams to increase trust, collaboration and performance. Since the pandemic remote working is the norm and we are less likely to be all in the same room at the same time. This can provide us with challenges to managing the wellbeing of our people as well as the results of the organisation.

Delegates will focus on how their own style, including their communications and management of meetings, is having an impact on the productivity of their teams.

Suitable delegates would include anyone who manages a team, project planners and managers, consultants and facilitators.

Programme

DAY ONE

09.30 Welcome and introductions

Welcome to course, overview, introductions and domestic arrangements

09.45 Creating environments that build trust and psychological safety

Identify the key ingredients that get the best from you and your people when you don't meet face to face on a regular basis. Understand the importance of developing a strong foundation of trust and how it impacts on whether you get to know what is really happening on your watch. Find out what happens when your people trust you versus when they don't and how this can affect your longer terms working relationships. And when your trust is low, how it affects the way you treat others.

10.45 Break

11.00 Setting clear expectations

In the same way we set goals and expectations in the physical workplace, it's essential that these are in place in the virtual workplace. It enables us to have clearer expectations of the direction for the team, providing us with the guidelines necessary to achieve high standards whilst maintaining individual and group accountability. From the development of best ways of working for your whole team, to the acknowledgement of those working in different time zones and setting response timescales for emails, this element will form the foundations for your team to work at its best.

12.00 Facilitating online engagement and involvement from the whole team

Understand the importance of proactive communications and how they achieve more engagement than passive or reactive ones. Find out what currently gets in the way of having better communications and learn some hints and tips to improve. Identify ways to create and encourage communications between team members to help develop better understanding of one another and ability to leverage the strengths of everyone. Develop excellent meeting techniques and standards that facilitate better outcomes with the involvement of everyone concerned.

13.00 End of Day One

DAY TWO

09.30 Reflections on Day One

Review elements of the previous day struck a chord and which elements will be adopted.

09.40 Building confidence and competence

Often new ways of working can make people feel anxious and their levels of self-esteem can reduce. This session will focus on enabling your people to develop a growth mindset to achieve what is expected of them. The way we build regular one to ones with our people will help us to understand the whole person which in turn will find their intrinsic motivators. The more we understand people, the more likely we are able to see opportunities that help them fulfil their potential. Listening and empathy are two key resources.

10.45 Break

11.00 Managing to support and challenge rather than micro-manage

In this final part of the workshop, we will focus on how we empower our people to achieve more rather than telling them what they have to do. The way in which we share knowledge and encourage others to try new things will develop more resilient teams in the longer run. However, there are times when it's essential for us to steer team members back on track. Rather than knocking confidence, we want to build the persons sense of efficacy and self-esteem through feedback that enables the person or team to identify what has worked well and what they can do to improve it mor the next time.

12.50 Summary and one thing

The final element of the session will review the objectives and what individuals are taking away to incorporate into their day-to-day routines back in the workplace

13.00 End of Workshop

How do I book?

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