Sustainable remote working in 2021

GLOBAL INTEGRATION™

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Sustaining remote and hybrid working

Most organizations consider that remote working will be a bigger part of their working patterns in the future. Probably as part of a hybrid model where we spend some time in the office and some time working from home (WFH)

Many have given initial support to people new to WFH on how to get set up and overcome the initial challenges

Now their attention is moving to how to make remote and hybrid ways of working sustainable for the long term

This presentation outlines the likely skills priorities in this area into 2021

Who are Global Integration

We developed the world's first remote teams training over 25 years ago and have trained over 150,000 people in more than 400 major organizations around the world in these skills

We have been running interactive web seminars for 15 years and bring deep expertise and global capability to both the content and delivery of remote learning

During 2020 we trained many thousands of people new to WFH and supported dozens of organizations in implementing new ways of working

You can sample our ideas in our books and free videos and webinars on remote, matrix and agile working at www.global-integration.com

Bite-sized programs for individuals and managers

- We packaged our most relevant and popular content into ready to run bite sized 90-minute modules available as webinars or face to face
- You can choose just the ones that are relevant to your people today, or offer them as a ready made curriculum
- All are highly interactive and full of well validated, practical tools and techniques
- The following pages show 2 learning paths - Managing yourself - for all people who are working remotely for at least part of the time, and Managing others - for people managing teams and individuals who work remotely
- You will find details of the content of each of these modules below
- We can also tailor programs to your specific needs

Programs on leading yourself remotely

Designed for all individuals working partly or wholly remotely (including managers)

| 1. Virtual Essentials | 2. Sustainable productivity and balance WFH | 3. Building trust remotely | 4. Staying visible when working remotely | 5. Fewer, better virtual meetings | 6. Hybrid team working | 14. Working across cultures |

The following pages will give more details on each of these

Programs on leading others remotely

Designed for people managing others who are working remotely

1. Virtual Essentials	**6. Leading Hybrid teams**	**7. More inclusive virtual meetings**	**8. Building a heartbeat of communication**	**9. Positive remote performance conversations**
10. Facilitating engaging virtual meetings	**11. Empowering people remotely**	**12. Remote coaching**	**13. Staying creative when working virtually**	**14. Working across cultures**

The following pages will give more details on each of these

Remote working modules 1-4

1. Virtual Essentials
Overcome distance through stronger community, communication and trust

- Explore the key challenges and pitfalls of working virtually
- Discover the importance of managing virtual community decay and the heartbeat of communication that prevents this
- Understand when we need to be a team and when we don't - and what that means for collaboration and communication
- Learn how to find the right balance of control and trust when working remotely
- Apply the tools and insights to make your virtual team more successful

2. Sustainable productivity and balance WFH
How do we stay productive and sustain positive and healthy WFH practices

- Design a pattern of work that leads to both productivity **and** positive work life balance
- Discover how to mange transitions and healthy boundaries between home and work
- Design a rhythm of work that works for you combining productive and sustainable WFH practices with regular renewal
- Learn to manage distraction
- Set new habits and manage the expectations of others

3. Building trust remotely
Trust makes everything better, but how do we build trust when we rarely meet?

- Understand why trust matters in virtual teams
- Learn what trust is, where it comes from and how remoteness has an impact
- Explore how to build, maintain and repair trust virtually
- Share practical tips for building trust when bringing in a new colleague or joining a new team
- Discover how to build swift trust to get a flying start

4. Staying visible when working remotely
Avoid "out of sight out of mind" by actively managing your visibility

- Understand the 3 reasons why some people are seen as more effective than others
- Explore how remoteness has an impact on this and how to manage this perception
- Discover the principles behind communicating your value and when others should involve you
- Understand the digital footprint you create and how this shapes perceptions
- Apply the principles to develop your visibility strategy

Remote working modules 5-8

5. Fewer, better virtual meetings
Avoid bad virtual meetings and cut out unnecessary content

- Learn techniques for declining meetings and offering alternatives, without offending
- Explore which topics require a meeting and which don't
- Discover how to spot unnecessary meetings, topics and participants, and how to manage them
- Understand how to design a meeting around relevance
- Create a plan to reduce the number of meetings you attend

6. Hybrid team working
Working together when we combine WFH and office working

- Understand the advantages and disadvantages of hybrid working
- Explore the best hybrid working pattern for your team
- Discover how to organize your work to take the best of both working contexts
- Learn how to manage communication and collaboration best practices for hybrid working
- Develop and communicate new team norms - being explicit about how we will work together

7. More inclusive virtual meetings
Amplifying and including diverse voices in virtual meetings

- Understand the new opportunities that virtual meetings bring for more inclusive conversations
- Learn how to engage with differences using multiple channels in online meetings
- Discover questioning and facilitation techniques to amplify and include different views
- Understand the key principles in running more inclusive virtual meetings
- Managing your meetings for equality of contribution

8. Building a heartbeat of communication
Build the right rhythm of communication to engage your people and deliver results

- Understand the cadence or rhythm you need to keep your virtual team connected
- Explore the different options for creating engagement in your 1-2-1 and collective virtual communication
- Improve your live communication events – equalize contribution both face to face and online
- Plan your spontaneous one to one communication
- Put it all together into a virtual team heartbeat communication plan

Remote working modules 9-12

9. Positive remote performance conversations
Lead positive conversations about goals, performance and development

- Learn the difference between traditional performance management and positive performance conversations
- Explore what goals work best when evaluating remote performance
- Discover the preconditions for autonomy and how to set expectations
- Understand the content and outcomes of effective performance conversations
- Dealing with difficult conversations

10. Facilitating engaging virtual meetings
Plan and run high energy, participative online meetings

- Understand the challenges and possibilities of engagement in virtual meetings
- Explore using voice and questions to create participation
- Experience the tools you can use to create participation (tailored to the virtual meeting platform you use)
- Discover the mindset and golden rules of planning for engagement
- Avoid "death by PowerPoint"
- Explore practical tips for improving the participant experience

11. Empowering people remotely
A systematic approach to empowering people and giving them more control

- Understand the journey to full empowerment and where your people are in the process
- Discover how to turn escalation into empowerment
- Explore and overcome the critical factors that stop people taking on more autonomy
- Learn the key mindset and skill for driving empowerment
- Complete the process by giving them more control where you can
- Design the next step for the individuals in your team

12. Remote coaching
Learn and get feedback on how to coach remotely

- Understand what types of coaching work best in a remote context
- Explore when to use coaching and when it does not help
- Learn a non-directive coaching technique adapted to remote working
- Practice coaching in virtual breakout groups
- Get feedback and improvement ideas from your colleagues and trainer

Remote working modules 13-14

13. Staying creative when working virtually
Explore creative processes and techniques you can deliver virtually

- Understand the creative process
- Learn what is different about doing this remotely
- Identify the specific creativity challenges we need to overcome - separate the myths from the reality
- Explore and practice creativity techniques reimagined for remote and hybrid delivery - generate and evaluate ideas virtually

14. Working across cultures
*Learn to understand, manage and enjoy cultural differences at work*

- Understand what culture is and where it comes from
- Discover how to avoid stereotypes and understand what "they" say about you
- Explore a model of the 5 major areas where national cultural differences have an impact on work behaviours – with a deeper dive into each dimension
- Use the model to create a gap analysis of the key differences between your own culture and others
- Learn how to navigate the five choices for managing the differences in some real business situations

2 x 90 minute webinar series

Next steps

Schedule a conversation with one of our content experts to tell us about your situation. Our modular approach means we can quickly tailor a solution that meets your specific needs

We are used to working with diverse and demanding audiences globally
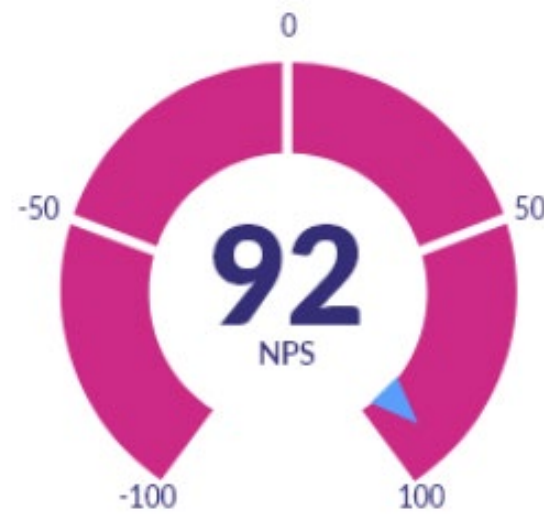
We are passionate about customer service, with a current Net Promoter Score of +92 (with no detractors) and +95% CES (how easy we are to work with)

Call us and find out why

Find out more

We inspire and enable people to succeed in increasingly connected organizations

- Matrix Management
- Remote & Virtual Teams
- Agile & Digital Leadership

See more about our training, our books and free videos, webinars and blogs at our website

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