

## Civil Service College Training Agenda

<b>Title</b>	<b>Managing Hybrid &amp; remote teams</b> How to support teams and keep them focused when managing remotely or in hybrid fashion
<b>Duration</b>	<b>10.00 – 16.00</b>

Many teams are now working in a remote or hybrid fashion. Managing a hybrid or remote team successfully is a mixture of art and science. Most of the face to face management skills still apply, but need to be adapted for this new world.

This course will introduce some best practice tools and techniques, but will also allow time for you to discuss specific issues that you are facing as a manager of a hybrid/remote team, and get the support to handle them confidently. We will:

- help you to plan for - and deal with - the realities of leading a hybrid/remote team
- provide you with tools and techniques to achieve effective performance from your team
- deal with the challenges and opportunities of hybrid/remote working
- help you to keep hybrid/remote teams engaged
- provide you with a safe environment to raise issues that you would like to resolve

<b>10.00</b>	<p><b>Setting the scene</b></p> <ul style="list-style-type: none"> <li>• Introductions &amp; expectations</li> <li>• Brainstorm around current challenges for delegates in leading hybrid &amp; remote teams</li> </ul>
	<p><b>Leading and managing a remote/hybrid team</b></p> <ul style="list-style-type: none"> <li>• What makes a good remote/hybrid team leader? (behaviors, skills &amp; qualities)</li> <li>• Understanding the emotional, psychological and physical requirements of remote/hybrid workers</li> <li>• Social interaction vs professional boundaries</li> </ul> <p><b>The realities of hybrid/remote working</b></p> <ul style="list-style-type: none"> <li>• Planning and negotiating remote/hybrid working</li> <li>• Team building for new and remote/hybrid workers</li> <li>• Honesty, openness and support in remote/hybrid working</li> <li>• How to make it work – the new realities of remote/hybrid working</li> </ul>

	<b>Break</b>
	<p><b>Communicating, supporting and staying in touch</b></p> <ul style="list-style-type: none"> <li>• Identifying and overcoming the barriers to effective remote/hybrid team communication</li> <li>• Planning when and how often to communicate</li> <li>• Selecting the right communication method</li> <li>• Building trust and openness</li> <li>• Technical challenges and opportunities</li> </ul>
<b>12.30-13.30</b>	<b>Lunch</b>
	<p><b>Managing team engagement, &amp; having difficult conversations</b></p> <ul style="list-style-type: none"> <li>• Supporting and developing a hybrid/remote team</li> <li>• Providing effective feedback to the team and individuals</li> <li>• Preparing for and managing appraisals online</li> <li>• Having difficult conversations online</li> </ul>
	<b>Break</b>
	<p><b>Surgery</b></p> <ul style="list-style-type: none"> <li>• We will look at real life challenges for delegates (on a confidential basis), and how they can be improved, particularly related to hybrid working</li> <li>• This will be through coaching from the tutor, peer support and role play where suitable</li> </ul> <p><b>Learning Review</b></p> <ul style="list-style-type: none"> <li>• Next steps and actions</li> </ul>
<b>16.00</b>	<b>Close</b>