



Virtual Leader Skills

Maximising people and performance via work-from-home or remote scenarios.

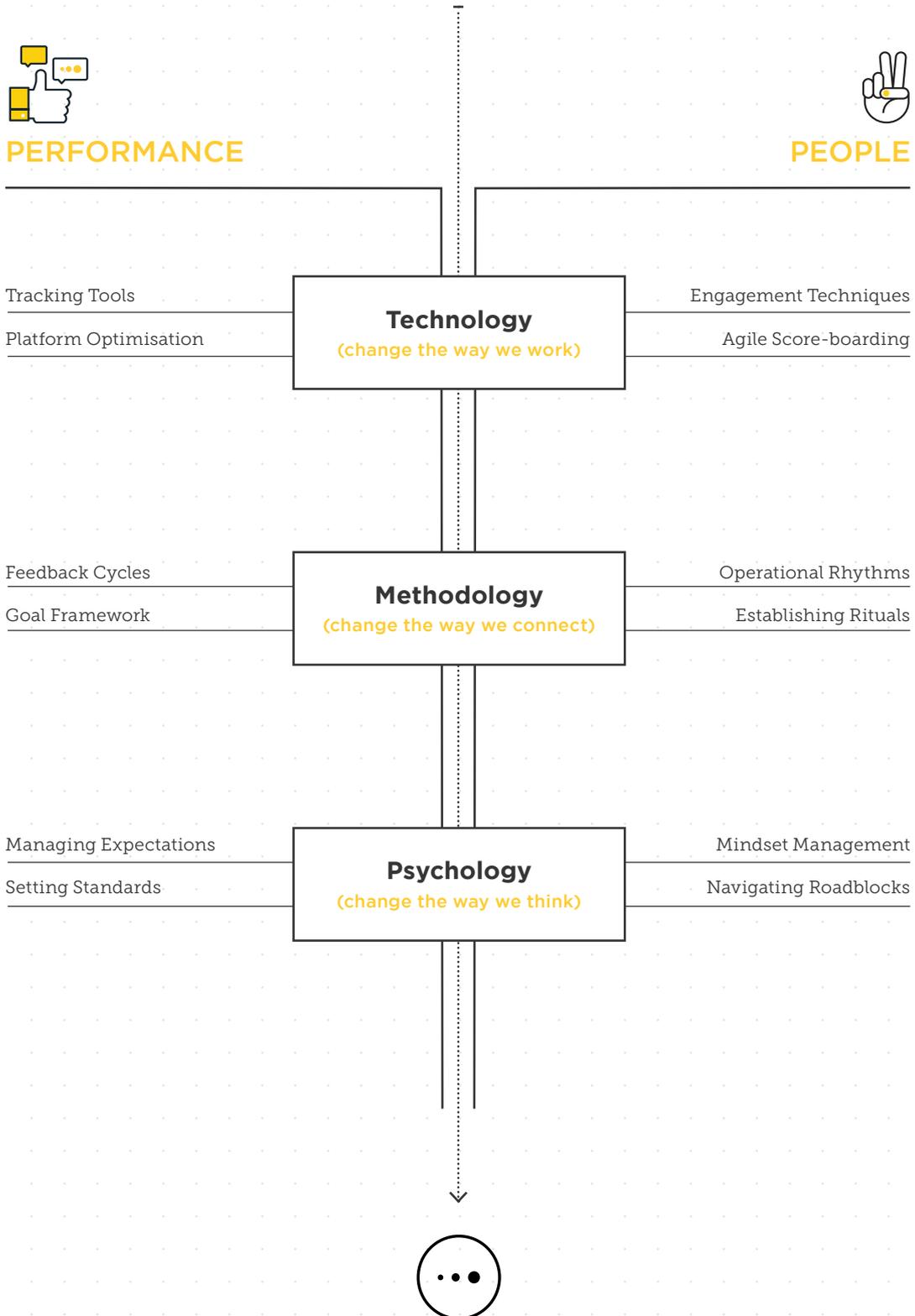
Despite the shift towards teams that aren't co-located in the same office, many of our approaches on how to effectively manage people and performance are built on old face-to-face work practices.

As leaders manage the new world of disparate teams, working from wildly different platforms and workspaces, the requirement to understand how to lead a remote team has never been more important than now.

This program will equip team leaders with skills to lead both their people and performance in a virtual/remote/work from home setting more effectively. Designed specifically with your leaders in mind, we'll explore;

- communication strategies to engage your team
- practical tools to help set and manage performance
- methods to build strong cultures even in remote settings

Virtual Leader Framework



Technology - changing the way we work

Technology is an often-misunderstood word. It's not an 'app' or a screen, but rather a tool to help us get something done. And the tools we'll require to lead performance in a virtual team are unique; but they'll help you find clarity and connection.



Tracking Tools -

Progress is both our great motivator and our lifeline to reducing ambiguity. By employing intelligent progress-enhancing tools we can stay abreast of workflow and also share in each other's success.



Platform Optimisation -

Using the chosen platforms your team has at their disposal, we'll help you set up a matrix to understand how you can effectively use zoom, slack, email, screen sharing, social media and even text together to provide a dynamic virtual network.



Engagement Techniques -

Just looking at each other on a screen (with Barry in his pyjamas) unfortunately won't keep people engaged. If your team is on a video conferencing platform we'll show you ways to keep all parties in the game and on the same page.



Agile Score-boarding -

Given the increased need for frequency of communication, it can get confusing as to what constitutes success for the team when operating in a virtual environment. We'll work with you to create a simple, at-a-glance scoreboard for your team to rally around.

Methodology - changing the way we connect

Just because a team doesn't sit in the same office together doesn't mean they can't be a high performing group achieving great things. But to be a great team remotely, the way we connect in with each other as a group and individually, will require a considered approach.



Feedback Cycles -

Establishing more frequent micro feedback processes is not simply handy, its an absolute must. As you start to establish a regular rhythm of work, you'll require both the tools and techniques to do feedback virtually and over the phone.



Goal Framework -

Under self direction the power and importance of goals becomes vitally important. Helping your team clearly establish daily goals and weekly goals helps drive feedback cycles and reporting mechanisms.



Operational Rhythms -

Frequency of contact is critical within remote teams. The general rule of thumb is to increase the amount of communication in response to the absence of contact, but reduce the amount of time in which this occurs. We'll show you how to achieve this.



Establishing Rituals -

Culture can and does exist in virtual teams and you can set the tone. Choosing intelligent and fun rituals can be the bedrock of your virtual team's cultural expression. In this module we explore the power of social, cultural and operational rituals.

Psychology - changing the way we think

Any successful and long-term change starts with making sure our mindset is in a good place; both our people and ourselves. Getting on the same page as far as expectations and then helping your crew handle the hurdles that come from remote work is critical.



Managing Expectations -

Virtual environments provide a challenge to the creation and maintenance of trust because we can't see first hand the presence or effort within a typical workplace. Having clear expectations and checking in on these are crucial early steps.



Setting Standards -

Along with communicating expectations we have the chance to establish key measures that give both parties clarity and confidence. The early setting of team and individual standards around work practice and task completion helps all parties ultimately function more effectively.



Mindset Management -

Working virtually is not all coffees and bagels at your local cafe. It can be isolating and frustrating after the honeymoon period is over. It also can be an added strain as there are blurred lines between work and home. Our simple psych-based frameworks help with this.



Navigating Roadblocks -

For any advantages, there will be an equal or increased chance of barriers to progress and performance. We'll assist by helping remove the roadblocks before they even occur, giving all parties a greater chance of success in their new environments.

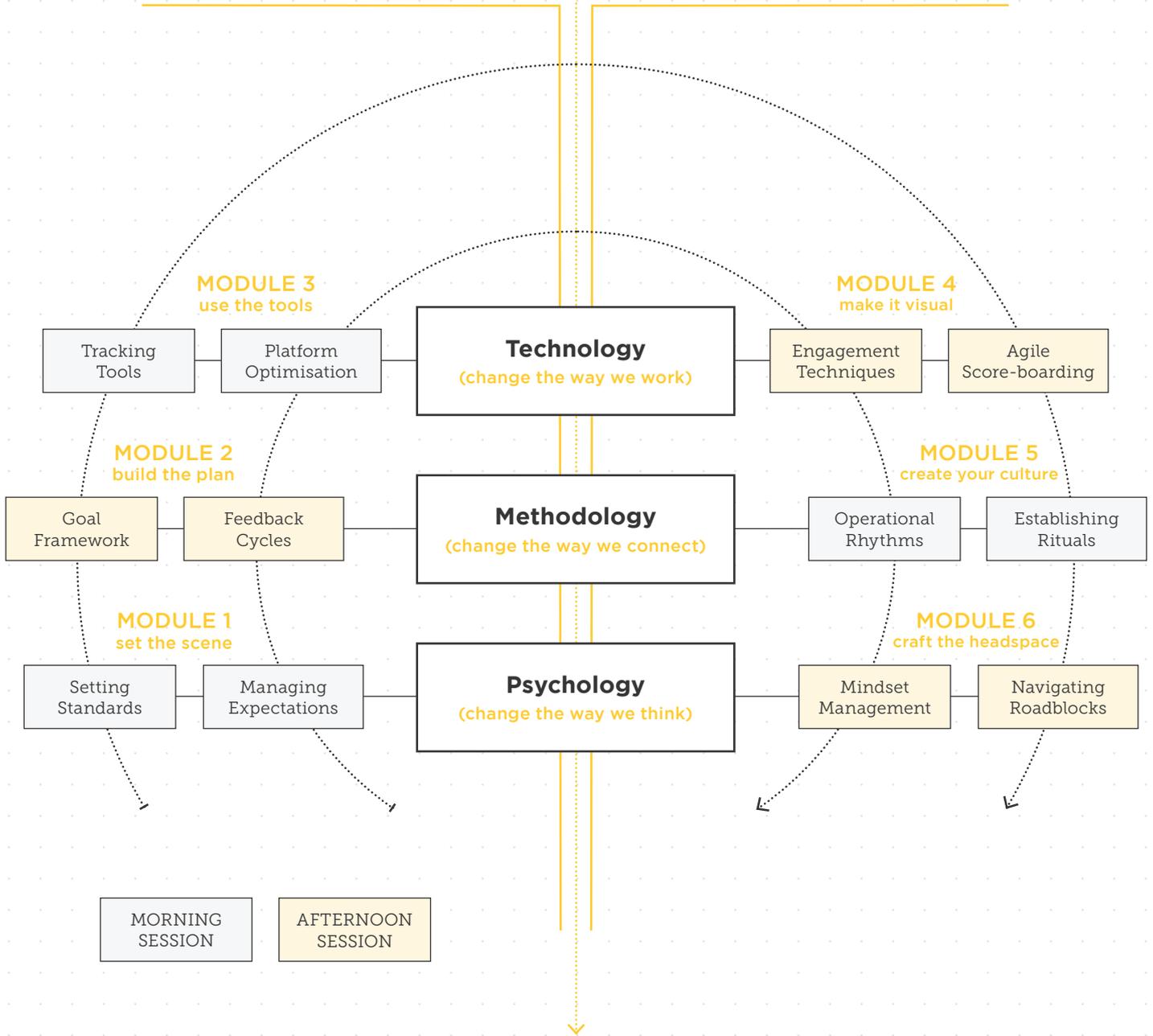
Virtual Leader Skills Program Delivery



PERFORMANCE



PEOPLE



6x90min virtual modules delivered over 3 days

Purposefully designed to minimise disruption and maximise productivity*

*We'll have your leaders driving high-performance within a 72hr window, while still performing their jobs.



While there are many advantages in remote and work from home teams, there are also obvious challenges.

How do I keep my team connected?

How do I keep my team productive?

Upskill your leaders to handle the transition with science-based tools and learning from Australia's fastest-growing Behaviour and Motivation Strategy Company

Once we understand your platforms and the number of leaders requiring these unique skills we can custom-build a learning experience to suit your specific work requirements to ensure disruption is minimised and teams are refocused on meaningful work.



To learn more, contact Alison on +61 427 912 919 or alison@pragmaticthinking.com