

Remote Series

Intuition Virtual Sessions on Business Skills

Globally, there is a renewed emphasis on remote work. Are organizations and employees prepared to work remotely?

In the age of innovation, as a topic of our future of work, we often envision remote work as an idealist scenario where you can achieve the ultimate work-life balance. Realistically, remote work is a conversation that needs to be explored in-depth, practised over time and embraced by every one of an organization.

Just like the coronavirus, in our future of work, remote work can present an **opportunity** for all of us to think about what it truly means to collaborate and how it can improve our organizations.

Learning Outcome:

- How to increase productivity while away from the office or under flexible hours scheme.
- How to communicate effectively on the phone/video conference, and in writing.
- How to manage a remote team and deal with pressures while teammates are on leave of absence.

Remote Working

Remote Productivity

**Remote Written Communication -
Emails & Messaging**

**Remote Communication –
Tele/Video Conferencing**

Remote Meeting Management

Remote Leadership

Remote Feedback

Remote Coaching

Prospecting & Selling Virtually

Building Psychological Safety

Remote Inclusive Hiring

**Equipping High-Performance Hybrid
Teams For Success**



Remote Working

This interactive, 2-hour session identifies the issues impacting employees who are now working from home, and provides practical tips and techniques for addressing them

The session covers:

- The recipe for successful remote working.
- Self discipline and motivation.
- Having clarity of purpose and clear objectives.
- Engaging with your work.
- Staying connected with your colleagues.
- Self care.
- Handling situations where colleagues are unavailable to respond due to illness.

Remote Communication – Emails and Messaging

This interactive, 2-hour session provides employees who are now working from home, with guidelines for communicating effectively with colleagues, customers and others through email and messaging.

The session covers:

Emails

- Structuring emails.
- Addressing your reader's needs.
- Using helpful and engaging Subject Lines.
- Tips for ensuring readability.
- Personalization.
- Using Headings and Sub Headings.
- Providing summaries, where the email is long and / or has attachments.

Messaging

- The “Do’s” and “Don’ts” of professional messaging.

Remote Productivity

This interactive, 2-hour session provides practical, productivity tips for employees who are now working from home.

The session covers:

- Self organization.
- Time traps and how to avoid them.
- Setting yourself realistic daily work goals.
- Scheduling your workload.
- Assessing time frames for replies where colleagues are involved.
- Prioritization.
- Switching off and balancing work and home life.

Remote Communication- Tele/Video Conferencing

This interactive, 2-hour session provides employees who are now working from home, with guidelines for communicating via the telephone or video call / video conferencing effectively with colleagues, customers and others.

The session covers:

Remote Telephone Techniques

- Compensating for the loss of visual communication.
- Voice techniques and tone.
- Engaging with the other person.
- Listening effectively.
- Acknowledging and encouraging.
- Being aware of your own impact.
- Opening and closing calls in an engaging way.
- Answering calls professionally and helpfully.

Video Calling / Video Conferencing

- Creating the impression that you want through what is seen.
- Being prepared.
- Tips for effectively sharing screen content.
- Using your non-verbal behavior to engage the other person.



Remote Meeting

This interactive, 2-hour session addresses how leaders can manage meetings effectively using tools and technology

The session covers:

- Pre meeting self-preparation.
- Preparing others for the meeting.
- Defining the purpose(s) of each meeting.
- Agreeing meeting guidelines with participants.
- Managing meeting dynamics and involving everyone.
- Discussion and decision-making techniques that involve everyone and leverage the expertise and experience of the group.
- Time zone considerations where your team is geographically spread.
- Post meeting follow up.

Remote Feedback

This interactive, 2-hour session addresses how leaders can give effective feedback to individual in a virtual setting

The session covers:

- The key basics of effective feedback and how to apply these.
- How to create a developmental “environment” through balanced feedback.
- Engaging the other party, so that they act as a result of your feedback.
- How to structure your feedback, both praise and where you are requesting a change or improvement.
- Anticipating and responding to reactions to your feedback.

Remote Leadership

This interactive, 2-hour session, provides leaders who are now working from home with practical strategies for leading others effectively.

The session covers:

Understanding what makes effective leaders in the remote situation,

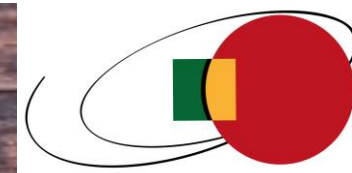
- Providing clear direction.
- Looking after your remote team.
- Establishing your remote “presence” and being “proactively available”.
- Applying the right “leadership style” to each individual.
- How to motivate others remotely.
- Establishing effective communication and decision-making processes.
- Creating a team that supports its members.

Remote Coaching

This interactive, 2-hour session addresses how leaders with can coach effectively out of the office and not meeting face-to-face

The session covers:

- What coaching is, applications for it and when to coach.
- The “every interaction is a coaching opportunity” mentality and creating coaching opportunities.
- “Formal” vs. “informal” coaching and how to conduct both.
- The skills involved in coaching and how to apply them.
- Coaching styles and how to assess which style to use.



Prospecting & Selling Virtually

This 2 hour, remotely delivered programme is designed for sales professionals, to enable them to reach out to prospective customers and to grow relationships with existing ones through video conferencing.

The session covers:

- Critical preparation that will ensure everything goes smoothly, including the equipment you need and set up.
- How to create the right visual impact through your non-verbal behaviour.
- Key questioning techniques for success when pitching virtually.
- Screen sharing tips to gain your customer's interest.
- Don't forget to close - agreeing next steps.

Equipping High-Performance Hybrid Teams For Success

Teams play a critical role in supporting an organisation's dynamic growth. This remotely delivered 2 hour session explores how to bring professionals from different functions, geographies and cultures together, forming them quickly into a high performing team.

The session covers:

- Gaining commitment to the end game and leveraging the talent within your team..
- Managing the team dynamics, politics, egos and diversity minefield.
- How to be an inspiring and respected leader.
- Monitoring progress, steering direction and managing pace.
- Making overcommunication the norm, rather than a response to problems.
- Removing road blocks before they occur.

Building Psychological Safety

Creating a working environment where people feel included, respected and able to share their ideas and concerns openly, without fear of criticism, is important for individual and organisational growth. This 2 hour, remotely delivered programme explores practical strategies for doing this.

The session covers:

- The role of balanced feedback in creating a growth environment.
- Making creativity and "blameless failing fast" the norm.
- Recognising and responding to everyone's uniqueness.
- Being an empathetic leader.
- Enabling communication so that everyone can have their say.

Remote Inclusive Hiring

This 2 hour remotely delivered session addresses the a – z of remote hiring. It explains how to prepare and conduct a focused, unbiased remote interview and make informed hiring decisions, whilst engaging professionally with the candidate.

The session covers:

- Defining clear, measurable selection criteria and deciding how to assess them during the interview.
- Structuring and conducting the interview remotely in an engaging way.
- Asking the right questions and evaluating responses - key questioning techniques.
- Being an ambassador for and promoting your organisation.
- Making objective selection decisions based upon the evidence gathered.