

Managing People From a DistanceSM

Empower Employees Working in Remote Locations

PROVEN TECHNIQUES FOR LEADING CRITICAL SUPERVISORIAL CONVERSATIONS



PROGRAM DESCRIPTION

Managers get things done through others. They spend time delegating, problem-solving, and giving feedback. All too often,

managerial conversations by phone or online leave both the manager and the employee feeling disappointed, uncertain about what to expect next, even discouraged.

One of the best ways for managers to influence employee performance is to guide managerial conversations in a way that produces satisfying outcomes for both the manager and the direct report.

Designed by ZOOM Collaborate, **Managing People from a DistanceSM** provides a user-friendly framework and tools for holding managerial conversations with people in remote locations—conversations that yield clarity, commitment, and greater trust.

HOW PARTICIPANTS LEARN

Program leaders deliver short content presentations and skill demonstrations. Then students practice the tools and skills on real-life work challenges.

This standard process is supplemented by self-assessments, small group exercises, exploratory discussions, and demonstration videos.

After skill practice, participants receive feedback from peers and instructors.

LEARNING OBJECTIVES

After completing the **Managing People from a DistanceSM** workshop, participants will be able to:

- Develop relationships based on shared responsibility for success.
- Define and set expectations with employees working remotely.
- Hold conversations that increase mutual understanding and agreement.
- Delegate responsibilities in a way that boosts the likelihood of execution.
- Provide meaningful, timely performance feedback.
- Coach others through a problem-solving process.

WHO SHOULD ATTEND

- Leaders and Executives
- Learning Professionals

KEY COMPETENCIES

- Developing People
- Virtual Collaboration
- Managing Performance
- Coaching
- Building Trust
- Strategic Thinking
- Emotional Intelligence

BENEFITS FOR YOUR TEAM OR ORGANIZATION

When managers apply the skills and conversation frameworks from the **Managing People from a DistanceSM** program, here is the impact you can expect:

- Better alignment of project goals and performance expectations.
- Employees feel more trust and connection with their managers.
- More consistent remote employee performance.
- Lower employee turnover rates and dissatisfaction scores.
- More candidates for your high-potential leader pipeline.

PROGRAM DELIVERY OPTIONS

VIRTUAL, INSTRUCTOR-LED VERSION

- Three, 2.5-hour, highly engaging and interactive sessions over two days with skills practice (Option: 3 sessions spaced over 3 weeks)
- Up to 12 people per group

SAMPLE SCHEDULE

SESSION 1

- Critical Supervisorial Conversations
- How to Set Clear Expectations
- How to Hold a Delegation Conversation

SESSION 2

- How to Develop a Win-Win Conversation Strategy
- How to Hold a Collaborative Problem-Solving Conversation

SESSION 3

- How to Hold a Feedback Conversation
- How to Hold a Development Conversation
- Your Personal Practice Plan

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ZOOM

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