

MANAGING REMOTE TEAMS



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TRAINING CENTER



Introduction

Managing Remote Teams Training Course equips managers to lead people who are not in the same room, city, or time zone. Remote work removes the informal signals managers once relied on: casual corridor conversations, visible effort, and quick clarifications. Without deliberate practice, distance turns into disconnection. This program replaces assumptions with method. It covers operating rhythms, asynchronous communication, performance management at a distance, and team culture. As a result, participants learn to keep remote teams aligned, engaged, and accountable. Furthermore, the course covers hybrid arrangements, meeting discipline, and wellbeing.

Managing Remote Teams Course Objectives

- Define remote and hybrid working models and their implications.
- Build team charters and operating agreements for distributed work.
- Design communication rhythms for synchronous and asynchronous work.
- Run effective virtual meetings with clear agendas and outcomes.
- Manage performance at a distance with clear objectives and KPIs.
- Apply the RACI matrix to clarify ownership across locations.
- Build trust and psychological safety without physical proximity.
- Coach remote team members using the GROW model.
- Support wellbeing, boundaries, and burnout prevention.
- Measure engagement and productivity with practical indicators.

Course Methodology

- Facilitated sessions built around real remote management cases.
- Workshops in operating agreements and communication mapping.
- Role-play of virtual one-to-ones and performance conversations.

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- Group exercises in asynchronous documentation and handovers.
- Case studies from distributed and hybrid organisations.
- Simulation of a distributed team review meeting.
- Peer feedback, reflection, and a remote management action plan.

Who Should Take This Course

- Managers and team leaders of remote or hybrid teams.
- Operations and service supervisors in distributed settings.
- Project and program managers coordinating virtual teams.
- HR and people development professionals.
- IT and support team leads.
- Leaders managing multi-site or offshore teams.
- Newly appointed managers of distributed teams.

Managing Remote Teams Course Outlines

Day 1: Foundations of Remote and Hybrid Management

- Defining remote, hybrid, and distributed working models.
- What changes when the team is not co-located.
- The manager's role in a remote setting.
- Common failure patterns in remote teams.
- Remote maturity models and team readiness.
- Legal, security, and policy considerations.
- Workshop: assessing your team's remote maturity.





Day 2: Operating Agreements and Communication Rhythms

- Building a team charter for distributed work.
- Communication mapping: what goes where.
- Synchronous versus asynchronous communication.
- Documentation habits and single source of truth.
- Meeting discipline and agenda design.
- Response time expectations and focus time protection.
- Workshop: designing a team operating agreement.

Day 3: Performance and Accountability at a Distance

- Setting SMART objectives with measurable results.
- Managing by outcomes rather than presence.
- Tracking performance with KPIs and dashboards.
- Clarifying roles with the RACI matrix.
- Running remote performance reviews.
- Addressing underperformance remotely with improvement plans.
- Role-play: a remote performance conversation.

Day 4: Trust, Engagement, and Wellbeing

- Building trust without physical proximity.
- Psychological safety in distributed teams.
- Running effective virtual one-to-ones.
- Coaching remotely with the GROW model.

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- Recognition and inclusion in virtual settings.
- Wellbeing, isolation, and boundary management.
- Workshop: designing a remote engagement plan.

Day 5: Hybrid Teams, Collaboration, and Improvement

- Managing hybrid fairness between remote and on-site staff.
- Collaboration tools and platform discipline.
- Cross-time-zone coordination and handover practice.
- Building capability and succession remotely.
- Reviewing remote performance with structured checkpoints.
- Creating a personal remote management plan.
- Capstone: presenting a remote team operating model.

Conclusion

By successfully completing Managing Remote Teams Training Course, participants will have acquired the knowledge to set operating agreements, design communication rhythms, manage performance by outcomes, build trust and psychological safety at a distance, coach remote team members, protect wellbeing, and lead hybrid teams fairly. They will also understand how to measure engagement and productivity without relying on presence. Gentex Training Center delivers this program through applied workshops and expert facilitation, helping managers lead distributed teams with clarity and confidence.

FAQs for the Managing Remote Teams course





Q1 What is the "Managing Remote Teams" course about?

It is a training program that teaches managers how to lead people who work remotely or in hybrid arrangements. It covers operating agreements, communication rhythms, performance management at a distance, trust, wellbeing, and hybrid fairness.

Q2 What are the key benefits of the "Managing Remote Teams" course?

Participants gain clearer operating rules, stronger remote relationships, and better control of performance without watching people work. Organizations benefit from higher engagement among remote staff, fewer communication failures, less isolation and burnout, and teams that deliver across locations and time zones.

Q3 What skills will I gain from the "Managing Remote Teams" course?

Participants build remote operating agreements and communication design, outcome-based performance management, remote trust, coaching, and engagement building, and hybrid team coordination and wellbeing management.

Q4 What tools, methods, or standards are covered in the "Managing Remote Teams" course?

The course covers remote maturity models, team charters, communication mapping, asynchronous documentation practice, meeting agenda design, SMART objectives, KPI dashboards, the RACI matrix, the GROW coaching model, psychological safety frameworks, recognition practices, and handover protocols.



Q5 How is the "Managing Remote Teams" course applied in real-world practice?

Learners apply it by agreeing a team charter with response-time expectations, running structured virtual one-to-ones, tracking outcomes through KPIs, documenting decisions in a shared source of truth, coaching remote staff through obstacles, and reviewing hybrid fairness each quarter.