

Changing Leadership Practices Post Covid-19

Duration: 5 Days

Language: en

Course Code: MG2-117

Objective

Upon completion of this course, participants will be able to:

- Be familiar with remote working policies and procedures.
- Understand the differences between office and remote working.
- Develop an action plan to move forward with remote working.
- Manage performance and stay in touch with your employees remotely.
- Assess the best systems and processes to increase productivity while homeworking.
- Create reporting initiatives that help you monitor performance remotely.

- Understand the right person for the role, delegate and motivate from a distance.

Audience

This course would benefit anyone in a leadership role who is required to deal with post-COVID adjustments or is responsible for a remote working team. It would be particularly beneficial for:

- Operations Managers
- Directors
- Team Leaders
- Supervisors
- HR Personnel
- Business Owners
- Aspiring Managers

Training Methodology

This course supports a range of adult learning styles to develop an understanding of remote communication methods. You will experience role-playing scenarios to increase your skills in remote performance management and be involved in group discussions to create future planning frameworks to future-proof your own business.

Summary

Throughout the global COVID-19 pandemic, many businesses have had to adjust to new ways of working to ensure that they stay afloat while managing sickness and isolation. This has sparked a huge increase in remote working, meaning businesses can thrive while staff are home.
This remote setup has had many benefits, including reduced costs for office space and leaps forward in technology and system usage to keep up with customer demand.
However, as these changes have been incredibly reactive, management and leadership teams have been left floundering, trying to catch up with new working methods.
Remote management harbours a wealth of benefits for both leaders and employees. It’s essential that you, as a leader, understand the aftershock of COVID-19 and the changes that

need to be made to move forward. You should consider the technology updates, performance management adjustments, and the emotional needs of your employees to push forward in motivating a successful and productive team from home.

Course Content & Outline

Section 1: The Benefits Of Remote Working

- Homeworking benefits and what they might mean for your business.
- The 6 basic post-Covid management necessities.
- Distanced working - spreading your talent pool.
- Setting KPIs and SMART targets.

Section 2: Remote Working System Development

- Planning your working strategy.
- Discovering the best systems to keep your team's communication alive.
- Project management and the best collaborative systems.
- Virtual training opportunities.
- Maintaining your excellent customer service from home.
- Monitoring results using analytics.

Section 3: Recruitment, Training & Development

- Remote interviews and assessing compatibility.
- Running group assessments.
- Training a self-managing team.
- Creating a remote training programme.
- Role definition and review.
- VUCA - Volatility, uncertainty, complexity, and ambiguity.
- Pushing diversity.

Section 4: Understanding Your Employee’s Needs

- Avoiding social exclusion when working from home.
- The importance of regular catch-ups and staying in touch.
- Team development and collaborative performance mapping.
- Catering for different personality types.
- The Honey and Mumford learning styles test.

Section 5: Dealing With Behavioural Issues Remotely

- Visible performance management strategies.

- The struggle to maintain professionalism when employees are at home.
- The 3 A’s - Attitude, Ability, and Activity
- Managing difficult conversations.
- Conflict resolution.

Section 6: Emotional Intelligence And Adaptable Communication

- Body language and empathy through a screen.
- Driving positivity and supporting change.
- Well-being meetings and regular check-ins.
- Identifying knowledge gaps and handling staff insecurities.
- An open-door policy to invite feedback.
- Understanding your emotional intelligence.

Section 7: Building Service Resilience

- Changing priorities and rebuilding your post-Covid processes.
- Effective time management.
- Eliminating single points of failure.
- System resilience and building a technological plan B.
- Your personal action plan.
- gaining buy-in from stakeholders.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Assessment Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

Healthcare & Pharmaceutical, Management & Leadership

Tags

Leadership, Covid-19, covid, Post Covid-19

Related Articles



Enhancing Your Leadership Skills in Remote Work Environments

Discover valuable tips and strategies to improve your remote management skills. Learn how to set clear expectations, foster communication, build trust, and prioritise team engagement. Explore the importance of proper meeting etiquette in remote work environments to enhance collaboration and productivity.

YouTube Video

https://www.youtube.com/embed/IJu9zDDisz8?si=AXc3apIStuok_65Q