

# Virtual Masterclass Series



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Challenging People to Think Differently

# Re-Energising Your Team For 2021

Understand how to be  
a great virtual team  
player

Identify the different  
teams we belong to

Apply the 5 key  
attributes of  
successful teams

Identify how you can  
influence the success  
of your team in 2021

## Agenda

Introduction and Objectives

Review learning from 2020

What makes a great team player?

Share the different types of teams and our roles in them

High performing Teams framework

Review of your team effectiveness

How to keep your focus for 2021

Individual and team action planning

Close

# Refreshing Your Leadership Style In A Virtual World

What is your default leadership style under pressure? – when to tell, when to coach?

The key communication skills that will get you into coaching conversations

The challenges of leading remotely

Reflection on your current leadership style and to consider what your people need from you now

## Agenda

Introduction and Objectives

Leadership Styles - The challenges of leading virtually

What styles do we prefer to use and actually use when under pressure?

The difference between leadership and management

The benefits of using coaching

Key Skills

Live Demonstration of a 5-minute coaching conversation

Tips and techniques to help create a coaching conversation

Reflection

Key Messages

Questions and Close

# Managing Your Team Remotely

To share tips and techniques on how to lead virtual teams

To share best practice on running effective team meetings and 1-1's

To be able to flex your style to meet the different needs of your team members

To get the balance right between task and wellbeing

To understand how to manage in a potential "hybrid" model going forward

## Agenda

Introduction and objectives

Feedback on 1-1 conversations

What challenges are you facing running virtual meetings?

Running virtual meetings

Why are individual 1-1's so important now?

Connecting 1-1

Communicating in a virtual world

The future

Close

# Being A Virtual Coach

To enhance your role as a virtual coach

Be able to apply the GROW model as a useful framework

What is coaching and when is it the right approach to use?

Share the challenges of coaching leaders in the current climate

Be able to apply key skills that will move you into coaching conversations

Agree strategies for becoming a virtual coach

## Agenda

Introduction and objectives

When to move from expert to coach?

What do your leaders need from you now?

A coaching framework - GROW

Live demonstration - 5-minute coaching conversation

What stops you providing coaching to your leaders

Tips and techniques

How can you develop better coaching conversations with your leaders?

Sharing of action points

Questions and close

# Courageous Conversations

To explore what stops us having courageous conversations

To introduce tools and techniques to build your confidence and competence in having more courageous conversations

To consider your approach to addressing conflict – using Perceptual positions

To understand the six key mindset shifts to enable better conversations

To review your learning and commit to putting it into action

## Agenda

Introduction and objectives

Courageous conversations – what stops us?

How to overcome barriers

The importance of thinking assertively

Using a positive mindset and overcoming assumptions

Perceptual positions

Empowerment dynamic

Group work to review own strategies for successful conversations when under pressure

Action planning

Close

# Working Balance And Resilience

Explore the benefits and challenges of working remotely

Share tips and tricks for managing competing demands

The key skills of managing work/life balance in your home environment

How to build your resilience and support network

How to manage your working day

Create a 30 day action plan

## Agenda

Introductions and Session Objectives

The challenges and benefits of remote working

Key tips and tricks for balancing competing demands

Are you a segmentor or an integrator?

Maintaining resilience in the face of uncertainty

Building your support network -where else to get support?

Setting your 30 day plan

Sharing Action Plans and tips for success

Close

# Personal Impact And Brand

To raise awareness of personal brand and the impact you make on others using EI

To define your personal brand and how you want to be seen by others

To plan how you can develop your personal brand with your key stakeholders

## Agenda

Welcome and introduction

Objectives

Why is brand important?

Using EI to understand the impact you have on others

Critic and advocate feedback exercise

What is your current brand in the organisation?

How do you want to be known by others?

Develop your personal brand statement

Online Brand

How do you develop and maintain your brand?

Key take aways

Questions and Close



# Managing Productivity – Delegation And Feedback Skills

To recognise how you can raise productivity in your team

To introduce tools and techniques to build your confidence and competence in giving feedback

To be able to delegate to people in a way that ensures engagement and successful delivery

## Agenda

Welcome and introduction

Objectives

Productivity – your role in maximising profitability - who should do what?

Giving feedback

Difficult conversations – barriers & enablers

Practising feedback conversations

Delegation

The Manager's Dilemma

Skill/Will Matrix

6 Steps of Delegation

Delegation Practice

Questions and Close

# Career Conversations

The skills of holding effective career and performance conversations

How to hold an effective 1-1 review meeting

Developing effective personal development plans

## Agenda

Introduction and objectives

Motivating people to develop their performance

How to hold an effective 1-1 review meeting

Developing your high/low performers

Creating development plans that work

70/20/10 principle of development

When to mentor and when to coach your people