

Leading smarter working teams

As smarter working practices become more firmly embedded across the Civil Service, and their benefits become more apparent, the number of employees who work remotely or as part of a virtual team is likely to keep increasing. This does however create a number of challenges for leaders of teams that include people who work remotely or follow different working patterns to their colleagues.

There is the danger that such workers may become disconnected from their colleagues or feel that they are treated differently. To maintain productivity and morale and improve staff retention, leaders need to combat this by communicating effectively and building trust within a remote, fragmented groups in order to maintain productivity and morale, and to improve staff retention.

Description

This topic is aimed at leaders of all grades who want to develop the skills needed to establish, support and maintain smarter working practices within their teams. The intention is to develop credible, personable leaders who can inspire confidence in their teams to work flexibly and to embed smarter working practices. Learning how to manage by outcomes and outputs (rather than inputs) will help such leaders to improve the consistency and quality of performance among their team members.

The focus of the learning activities within this topic is on communicating in the right way at the right time. You'll learn about what your team members expect and need from their leader as they adopt smarter working practices. You'll be introduced to the techniques to build trust, ensure inclusion and help team members connect both personally and professionally, despite not being physically in the same room. By doing this you will create buy-in to

the team's objectives and develop the right behaviours for a high-performing, smarter working team.

What does it involve?

Your introduction to this topic includes a number of bite-sized online learning activities, including articles, videos and interactive tutorials. There's also a self-assessment exercise to gauge your existing strengths as the leader of a smarter working team and your areas for development. The results of this exercise will feed into a subsequent half-day workshop, featuring a range of practical exercises in which you and your fellow learners will have the chance to develop your skills and strategies for leading smarter working teams. Afterwards, you'll build a personal action plan for how you'll use the techniques you've learned to get the best performance from your team members.

continued overleaf...

Leading smarter working teams (cont.)


What's the outcome?

After completing this topic, you'll be able to define the benefits and challenges that smarter working brings, at both an individual and organisational level. You'll understand what team members need from their leader and how you're expected to behave when leading a smarter working team. You'll have developed the techniques required to get the best out of your team and will know how to maintain motivation, cohesion and team spirit. By setting realistic expectations and defining what accountability looks like in a smarter working environment, you'll be able to deliver consistently high performance from your team.

Learning activities



Delivery method:

F2F 

VLE 

Estimated learning time:

6 hours

How to book

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