

Train Online. Maximise Returns.

Virtual Training Module Guide 2020

**TO KNOW HOW WE CAN CURATE A VIRTUAL SESSION FOR
YOUR ORGANISATION, CONTACT US :**

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HELPING YOUR TEAM ADAPT IN THE NEW NORMAL

In response to the unique challenges organisations find themselves in, we are offering a range of 2 to 5 hours virtual sessions to help support our clients and their teams who have recently moved to remote working from home or are returning back to the workplace.

Choose from our range of focused bite-sized training and mentoring sessions to build a programme that meets the needs of your leaders and their team members.



LEADING AND MANAGING VIRTUAL TEAMS

Module 1: Leading in a Remote Working Environment

As home and virtual working is becoming more necessary it is now imperative for leaders and managers to develop their skills in engaging a remote workforce. Virtual teams present a unique set of challenges, but also a unique set of opportunities: in this course we will review some common challenges and opportunities that face virtual teams and some suggested strategies for addressing those challenges and capitalising on the opportunities. You will leave with the skills and tools necessary to develop a plan for addressing challenges and opportunities on your own virtual and remote teams.

This course will:

- Enable you to understand the advantages and challenges facing your virtual team whilst assessing your own abilities as a remote manager.
- Provide you with a set of robust tools, models and techniques to achieve effective performance from your team.
- Allow you to explore and practice ways how coaching, autonomy and trust can lead to increased productivity, wellbeing and a more adaptable workforce.
- Provide you with a safe environment to practice remote coaching or feedback conversations.

Duration:

“Bite Size” 2 hours including break

“Full Programme” 4 Session x 2 hours



LEADING AND MANAGING VIRTUAL TEAMS

Module 2: Virtual Communication, Conflict Resolution and Collaboration

Conflict on a team is unavoidable and necessary. In this course, you will explore strategies to encourage constructive conflict and to discourage destructive conflict. You will explore recommended negotiation techniques for managing conflict. You will then identify threats to communication, explore strategies to overcome those threats, and use those strategies productively on your remote teams. One of the biggest challenges of a remote team is figuring out who has what information and how to get it. You will identify strategies to manage information to help make decisions. By the end of this course you will have a toolbox of tips and strategies for maximizing the team's communication.

On this course you will:

- Assess and rate the type of conflict on your remote team and reflect on ways to encourage positive and prevent negative conflict.
- Meet the motivational challenges of individuals and teams.
- Manage the impact of separation factors including distance, time zones and cultures.
- Proactively adopt a model that focuses on relationships, communication and tasks.
- Use a questioning technique to explore the root causes of a conflict facing your team and come up with a plan to fix it.
- Use negotiation to try to resolve an issue facing your team.

Duration:

“Bite Size” 2 hours including break

“Full Programme” 4 Session x 2 hours



LEADING AND MANAGING VIRTUAL TEAMS

Module 3: Decision Making and Accountability in Virtual Teams

In this course, you will take steps to create a more focused and results-driven remote team that reaches and executes smart decisions. You will examine common decision traps and biases that teams fall into to try to avoid them. Finally, you will explore strategies for building accountability into decisions so you can more effectively get teams to do what they say they will do.

On this course you will:

- Develop a plan for considering more options when making a decision affecting your team.
- Assess the biases on your team and develop an action plan for addressing the bias that's most negatively impacting decision-making on your team
- Assess the impact of group anomalies on your team and develop a plan to address those issues.
- Compare working together with working apart and plugging the gaps.
- Factor in the effect of trust amongst team members.

Duration:

“Bite Size” 2 hours including break

“Full Programme” 4 Session x 2 hours



LEADING AND MANAGING VIRTUAL TEAMS

Module 4: Managing Change in a VUCA World

The world we live in is often a confusing place that moves at pace and in ways that are unpredictable – frequently termed as a VUCA environment. This means that we are facing more than ever in our lives, Volatility – increasing rate of change, Uncertainty – less clarity about the future, Complexity – multiplicity of decision factors and Ambiguity – there is often more than one ‘answer’. This module also forms a comprehensive change management programme where of a series of three (individual, management & leadership) modules considers how to address change in a VUCA World from different perspectives.

On this course, as a manager, you will understand:

- Communication styles – your own and others;
- Dealing with resistance to change; and
- How to manage others through change in a VUCA World.

Course topics:

- Behavioural preferences
- Understanding the change equation; and
- Managing change effectively – Lewin’s 3 stages

Duration:

“Bite Size” 2 hours including break

“Full Programme” 4 Session x 2 hours



LEADING AND MANAGING VIRTUAL TEAMS

Module 5: Emotional Intelligence

This course will enable you to understand management using EI in a comprehensive and holistic way by looking how each component links to who we are, how we behave and how we manage. The practical skills that you will learn from the course will benefit both your personal and professional life as a manager of people. The course explores how we perceive ourselves, express ourselves as managers, develop & maintain relationships with our staff, as well as how we make wide impacting decisions and manage stress in ourselves and others.

On this course, as a manager, you will understand:

- Self-Perception Realm;
- Self-Expression Realm;
- Interpersonal Realm;
- Decision Making Realm; and
- Stress Management Realm.

Course topics:

- Mood Mapping;
- Assertiveness;
- Communication Styles;
- Conflict Stages;
- Conflict Styles; and
- Understanding and Managing Stress.

Duration:

“Full Programme” 4 Sessions x 2 hours



LEADING AND MANAGING VIRTUAL TEAMS

Module 6: Coaching through Changing Times

Given the current challenges and potential emotional strain on your leaders and managers, we offer '1 hour quick impact' coaching sessions with our highly effective and experienced Leadership Coaches. Here are some of them we can help you with:

The proactive leader:

- Leading your business remotely
- Maintaining your culture and values through change
- Communicating your interim vision with impact to stakeholders, customers and staff
- Communicating your successes with empathy to maintain staff morale and engagement
- Maintaining personal resilience and motivation
- Sending compelling emails to large audiences
- Facilitating collaboration across your leadership team

The proactive manager:

- The fundamentals of managing staff remotely
- Managing staff performance remotely
- Setting interim objectives for the remote employee
- Managing unplanned absence.
- Managing through change and uncertainty
- Managing the health and wellbeing of remote staff
- Managing staff motivation and engagement through 'Furlough'
- Managing staff health and wellbeing whilst working remotely
- Managing staff health and safety whilst working in the home
- Creating a remote work / life balance through continual change.

Duration: Series of 1 hour sessions (minimum of 4 sessions)



MANAGEMENT ESSENTIALS FOR FTM'S AND SUPERVISORS

For those new to first line management and team leadership or those without previous training in managing other team members at work, this virtual modular programme provides team leaders and junior managers with some basic techniques for getting the best out of their team members.

In this modular virtual training programme, participants will:

- Explain their role and responsibilities as a manager of team members and the likely expectations of the business and the team they manage.
- Provide clear and engaging direction to their team members in a remote and face-to-face environment.
- Give feedback to team members on their performance.
- Demonstrate their skills in coaching team members to motivate and enhance performance.
- Delegate tasks to team members in an engaging and supportive manner.
- Recognise the characteristics of high performing teams and identify ways to engender effective team and remote working.
- Recognise different styles of communication and how to adapt their communication style to create understanding and rapport with others.
- Identify and practice techniques for managing change and conflict in the workplace

The training will be supported with:

- A pre course Communication Styles and Conflict Styles questionnaire
- A participant workbook with tips, techniques and space for personal notes and a Coaching Guide that summarises the learnings

Duration:

“Full Programme” 6 Sessions x 3 hours



MANAGING VIRTUAL MEETINGS

In this course, you'll learn what the key elements are of virtual meetings, and how they differ from meeting in-person. You'll learn about the technologies available, how to set up meetings, ensure everyone participates, and how to manage the meeting towards the objective you have for the session. You'll leave with all the skills you need to set up your own virtual meeting and make it an engaging and productive event.

This course will:

- Teach you the key elements of any meeting, and how these need to be adapted to a virtual platform.
- Show you the technology options available to you as you schedule your virtual meetings, as well as the most useful features of each
- Help you to manage the personalities in a virtual meeting, even when you're not face-to-face
- Give you a real-life virtual meeting to take part in (or host) to put your new skills into practice.

Duration:

"Bite Size" 2 hours including break

"Full Programme" 3 Sessions x 2 hours



THE ART OF VIRTUAL COMMUNICATION

Just like any skill or talent, it has to be worked on and there is no substitute for practice and experience. Understanding the reasons why we are not always effective in our communication – whether face-to-face, in writing, on video or telephone calls and conferences – helps us to reduce the pain and frustration that can be experienced, both for ourselves and those around us.

It takes time, effort and commitment to develop a range of effective communication techniques to maximise how we communicate with others, build stronger relationships and deliver better results. We focus on the key skills during this module, such as effective questioning, active listening and connecting through rapport.

At the end of this course, participants will:

- Consider what effective communication is.
- Understand the different behavioural types that influence how we communicate.
- Have a toolkit of techniques to effectively question, listen and build rapport through communication.
- Demonstrate ways to communicate your message effectively using body language, tone of voice and words.

Duration:

“Bite Size” 2 hours including break

“Full Programme” 4 Sessions x 2 hours



PRESENTING IN A VIRTUAL WORLD

Even as a seasoned presenter, moving into the world of virtual meetings provides us with additional challenges and potential communication barriers to overcome, to ensure our messages land clearly with our clients. Learning Presentation Skills virtual course will help you communicate your message with authority and influence when presenting over an on-line meeting platform.

We will provide you with feedback on your current presentation style and build on your confidence as a presenter over the virtual platform.

On this course, you will:

- Build on your skills as a presenter.
- Practice projecting and varying the pitch, pace and tone of your voice.
- Use posture and movement to give additional impact.
- Prepare presentations to be interesting, persuasive and to communicate key messages.
- Interact with the virtual audience, and manage challenging questions.

This course can be followed up with group and/or one-to-one coaching. We can deliver two different levels of programme to cater for presenters with basic to advanced levels of presentation skills and knowledge.

Duration:

“Full Programme” 3 Sessions x 3 hours



DELIVERING ENGAGING VIRTUAL TRAINING

In this virtual bite-size training course, you'll not only learn, but take part in best-practice virtual training. Thinking about your own training, you'll consider what changes you need to make to really bring out the best in your learners, and experience virtual training as a participant. Attend the "Full Programme" to have the opportunity to take over as host, present material and get feedback from the trainer and other participants.

This course will:

- Show you how virtual training can be as good as, or better than, face-to-face
- Help you to meet this standard in your own training
- Guide you through the entire learning journey, from pre-course, to training delivery, to post-course reinforcement
- Give you the skills and confidence to deliver an engaging training experience

Course topics:

- The key objective with engaging virtual training
- Getting the basics right
- Planning the learner journey
- Delivering a virtual training course
- Selling the idea of virtual training to customers and participants

Duration:

"Bite Size" 2 hours including break

"Full Programme" 4 Sessions x 2 hours



REMOTE SELLING TECHNIQUES AND ACCOUNT MANAGEMENT

The whole world of selling has changed temporarily with sales interactions being by telephone or video. We may find that the transformation is more permanent as companies and individuals recognise the benefits financially, environmentally and productively of travelling less.

In this workshop we will review the challenges of running sales meetings virtually and identify strategies, tools and techniques for overcoming them.

On this course you will:

- Refresh your knowledge of and skills for sales meetings and how these need to be adapted for a virtual meeting.
- Explore some of the technology challenges and how to overcome them
- How to make a great first impression when you can't shake hands
- Apply a structure for your meeting to achieve the best outcome
- Put your skills into practise.

This workshop can be followed up with group and/or one-to-one coaching.

Duration:

“Bite Size” 2 hours including break

“Full Programme” 4 Session x 4 hours



YOUR WELLBEING MATTERS

Your Wellbeing Matters is a virtual 90-minute orientation session to support clients who want to provide employee wellbeing resources in these unprecedented times.

This virtual experience takes small groups of employees into a safe and welcoming space to collaboratively acknowledge their helpful and destabilising reactions to the current situation. Creative stimulus and proven techniques allow participants to boost their own resourcefulness and raise their own wellbeing through the lenses of Mind, Body, Heart and Purpose.

Your Wellbeing Matters gives participants personal clarity and practical options on how they can 'weather the current storm' and 'drop an anchor' of stability for themselves, their colleagues and loved ones.

At the end of this course, participants will:

- Feel more supported by their employer in this time of crisis
- Develop a greater appreciation of their holistic mind/body system
- Create their own resources for supporting their wellbeing now
- Acknowledge their resilience-undermining and resilience-enhancing thoughts and feelings
- Be able to improve the fundamentals of their physical vitality
- Identify how to optimise their social support networks
- Explore and action their drivers to create personal meaning

Duration:

"Bite Size" 2 hours including break

Upto 3 sessions per day can be scheduled for groups of 12-15 pax each



BUILDING RESILIENCE

Now more than ever, teams may well be appearing to cope with the 'new normal', when in fact they might be struggling. Many organisations wait until stress has taken hold before offering development that, if provided too late, can act as only a sticking plaster.

In this module we work together to identify whether the resilience we have is through nature or nurture. A pre-module questionnaire encourages people to reflect on their personal resilience levels before debating opportunities during the module to build our 'bounce-back-ability'.

At the end of this course, participants will:

- Understand what resilience is and where it comes from.
- Consider stressors and current healthy and unhealthy coping mechanisms.
- Take stock of personal resilience levels.
- Identify resilience thresholds.
- Take control of personal resilience to identify opportunities for development.
- Reflect on ten ways to build resilience and identify areas of action.

Duration:

“Bite Size” 2 hours including break



MANAGING OUR MINDSET

A team who are developed in nurturing a positive and proactive mindset look after themselves and look out for each other. Suddenly, conclusions aren't jumped to, previously negative and destructive thought patterns are more powerfully managed and the team learn to focus on what they can control and influence.

At the end of this course, participants will:

- Have an appreciation of how our brain does its best to help us, often with the opposite impact.
- Understand the importance of switching off our 'auto-pilot' mode in terms of our automatic thought, feeling and behavioural reactions and triggers.
- Begin to revise previously negative thought patterns.
- Work towards developing a growth mindset rather than a fixed mindset.
- Demonstrate the power of positive affirmations to quieten our inner critic and manage Imposter Syndrome.

Duration:

"Bite Size" 2 hours including break



PERSUASION AND INFLUENCE

A powerful skillset in any business is being able to view a situation from a variety of perspectives, understanding whilst not necessarily agreeing, and then working together to achieve the desired outcome.

During this module we practice core influencing skills which lead to a win-win outcome and honest, open and respectful communication. This focus develops the ability to successfully collaborate with others at different levels, demonstrating a positive impact through a strong personal brand as a powerful and confident communicator.

At the end of this course, participants will:

- Develop effective influencing skills in a variety of situations.
- Consider how others may currently view their personal impact and style of influencing.
- Improve their ability to overcome resistance in others.
- Leverage current strengths and opportunities for development to define actions that will create greater and more effective influencing impact.

Duration:

“Bite Size” 2 hours including break



VIRTUAL TRAINING

Empower your remote working team with our bite-size virtual training courses

WHY VIRTUAL TRAINING PROGRAMMES CAN HELP

At Learngage, we have helped several clients optimize their virtual learning experience and save costs with the following:

An interactive and engaging experience-

- breakout rooms to enable small group discussions and practice sessions
- polls with questions and facts to get participants talking, sharing and testing their knowledge
- whiteboards for both the participants and trainer to capture and build on discussion points and ideas, just like a flipchart
- written chat where participants can benefit
- slides for the trainer to share key messages and learning points
- some solo reflection work will also be encouraged to help participants plan their application of learning to work.

Bite-sized Learning-

Our 'bite size' virtual training sessions with short weekly pre and post learning engagement activities helps to build realistic training programmes for your participants. They are then provided with a Participant Guide to help facilitate their application of learning after the training.

Learning Engagement and Measurement-

To align the training to real world challenges, participants are encouraged to identify workplace situations before the training so that they can relate the tools and techniques covered to solving these in the best way. We also provide a Manager Coaching Guide to support their team-members and measure their application of learning after the training.

Get in touch to discuss how we can best support you and your team



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