

# Participant Guide

# Remote Leadership Skills

**Fictional Company  
Logo Here**



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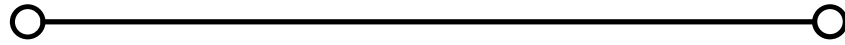
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# What to Expect



## Preparation

This is a Virtual Instructor Led training, meaning it will be conducted entirely online - a format you are probably getting quite familiar with! This means you do not have to travel or do much prep work, but you will need a stable internet connection with a camera and microphone. Be prepared to participate in discussions, answer questions, and reflect on your own performance as a remote manager. It would also be helpful to have this document open in a separate window to take notes, or you can even print a hard copy. This guide will be useful to keep on hand as you navigate your new leadership journey.

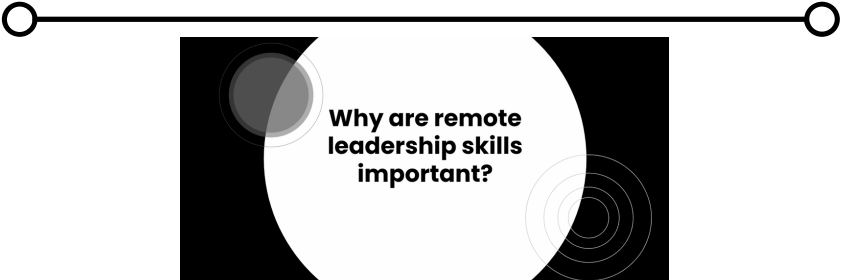
## Training Goal

With the recent shift in our work environment, the goal of this training is to equip sales managers with some basic skills for leading their teams virtually. When put in action, these skills will help engage employees and keep productivity high while working from home.

## Training Objectives

- Discuss why remote leadership skills are important
- Identify and provide examples of 3 skills:
  1. Performance Management
  2. Communication
  3. Team-Building
- Practice these skills in scenario activities
- Reflect on our own performance as remote leaders

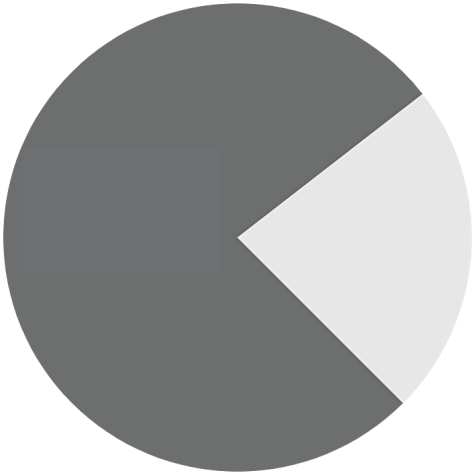
# The Importance of Remote Leadership Skills



Slide #3

*Brainstorm your response here:*

*Fill in the pie chart and blanks with the data as seen on slide 4:*



\_\_\_\_\_ extra days worked per year.  
\_\_\_\_ vs \_\_\_\_ average minutes spent chatting.

**PARTICIPANT NOTES**

# Performance Management



Slide #7

Use the boxes provided to take notes on each of the 5 strategies.

1.

2.

3.

4.

5.



## Scenario

You have an employee who has not been meeting their call metrics since transitioning to the remote workplace. How would you handle this?

| <i>What do you currently do well?</i> | <i>What could you improve on?</i> |
|---------------------------------------|-----------------------------------|
|                                       |                                   |

# Communication

○ ————— ○  
Slide #

*Use the boxes provided to take notes on each of the 5 strategies.*

1.

2.

3.

4.

5.



## Scenario

You've had something come up during your regularly scheduled team meeting. How would you handle this?

| <i>What do you currently do well?</i> | <i>What could you improve on?</i> |
|---------------------------------------|-----------------------------------|
|                                       |                                   |

# Team Building

○ ————— ○  
Slide #

*Use the boxes provided to take notes on each of the 5 strategies.*

1.

2.

3.

4.

5.



## Scenario

You are leading a (virtual) team meeting when you hear a baby crying. How would you handle this?

| <i>What do you currently do well?</i> | <i>What could you improve on?</i> |
|---------------------------------------|-----------------------------------|
|                                       |                                   |

# Self - Evaluation



*On a scale of 1-5, please evaluate yourself based on the following statements:*

1. I have set and communicated clear expectations.

Strongly Disagree      1      2      3      4      5      Strongly Agree

2. I have established key performance indicators (KPI) that are specifically related to output and work product.

Strongly Disagree      1      2      3      4      5      Strongly Agree

3. I interpret and use KPI data to maximize team performance.

Strongly Disagree      1      2      3      4      5      Strongly Agree

4. I provide consistent, quality feedback.

Strongly Disagree      1      2      3      4      5      Strongly Agree

5. I provide incentives and celebrate achievements

Strongly Disagree      1      2      3      4      5      Strongly Agree

6. I establish regular, frequent check-ins with my team and individuals.

Strongly Disagree      1      2      3      4      5      Strongly Agree

7. I am consistent with my meetings.

Strongly Disagree      1      2      3      4      5      Strongly Agree

8. I have set up ways for team members to not only connect with me, but with each other.

Strongly Disagree      1      2      3      4      5      Strongly Agree



# Self - Evaluation



*continued*

9. I identify causes of communication breakdown and address them.

Strongly Disagree      1      2      3      4      5      Strongly Agree

10. I am an engaged listener and empathize with others.

Strongly Disagree      1      2      3      4      5      Strongly Agree

11. I include time for informality.

Strongly Disagree      1      2      3      4      5      Strongly Agree

12. I establish bi-weekly or monthly special events.

Strongly Disagree      1      2      3      4      5      Strongly Agree

13. I've created team traditions.

Strongly Disagree      1      2      3      4      5      Strongly Agree

14. I introduce and sustain empathy.

Strongly Disagree      1      2      3      4      5      Strongly Agree

15. I project optimism to my team.

Strongly Disagree      1      2      3      4      5      Strongly Agree