

Academy of Training

Managing Flexible Working Arrangements

Overview

In recent years, and with our response to the COVID-19 pandemic, ways of working within many organisations have changed dramatically. Many employers have moved from the notion of the 9-5 and allowing more flexible work arrangements. Hot desking and flexible working hours with staff often working remotely have become more the norm rather than the exception.

Rather than working together in distinct units, work often is carried out by multi-disciplinary teams working remotely, selected on the grounds of expertise and skills most suited for the assignment.

This change in work methods has had major implications for the management role. Rather than relying on on-site availability and instant access, managers and team leaders must set ground rules, plan for interactions with their staff and focus more on outputs than attendance. They themselves must become more trusting while fostering team member self-management and accountability in the process.

Objective

The objective of this one-day programme is to assist managers and team leaders in developing all of the key skills for managing remote teams or teams operating in a mobile or flexible working environment.

Content

Topics covered in the workshop include:

- Challenges for managers of staff and teams working remotely or in mobile or flexible working environments
- Policies of our own organisation, especially health and safety guidelines
- Top tips for managing flexible working arrangements successfully
- Why planning and consistency become key
- Meeting your needs, staff needs and the needs of your organisation
- Responsibilities as a performance manager
- Cultural awareness and diversity
- Setting the ground rules for working together
- Setting clear outputs, goals and accountabilities
- Evaluating performance on outputs rather than attendance
- Establishing procedures for monitoring and controlling performance
- Planning for communications and delivering on interactions with staff
- Calendar management and awareness of movements
- How knowledge will be shared when conversations are no longer possible
- Making the best use of in-office time
- Performance management and difficult conversations.

Resultant Benefits

On completion of the workshop, participants will have developed all the key skills for managing remote teams and flexible working arrangements successfully. They will also be able to negotiate mutually acceptable terms and conditions and conduct the more difficult performance management conversations effectively.

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