

Develop your people for successful Hybrid & Remote working



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Hybrid and Remote Working: our new reality

First **you found ways** to keep people working without going to work. That was a challenge, but **you did it**.



Now things are changing again, and you have a new challenge, one called **Hybrid & Remote** working. And it could be a long term arrangement.

Your challenge

To get the performance you need from teams and managers, there are questions you need to ask and answer:

- ? How do I get the team to feel and work like a team, in a hybrid environment?
- ? How do I manage the team when they aren't all together?
- ? How do I make sure everyone contributes?

Get this right and you can **attract and keep the talent** you need. You can improve engagement and performance. These are just some of the advantages of **successful** Hybrid & Remote Working.

Some companies are already **failing at hybrid**. Employees are leaving, customer base is falling and the innovation pipeline is

drying up as people feel isolated and dis-engaged. You do not want to fail.

You want to succeed. We can help you succeed.

At CLS, we partner with you to deliver:

- ✓ Practical **training for hybrid & remote** teams and managers
- ✓ Learning to **change** the way people work
- ✓ Immediate impact with **measurable results**
- ✓ All training tailored to your specific challenges

Our training is tried and tested. We only use **international subject experts**. All our trainers are expert at training and expert in their own field.

Take a look at our training programs on the following pages. Everything we do is **tailored to your needs**. If one workshop isn't exactly what you want, don't worry. We will change it to fit your reality, precisely.

At CLS we build personal **relationships with our clients**. Your training, coaching, and facilitated solutions are designed to deliver the solutions you need.

How can we **help you on your journey?**

“ *Don't feel guilty about working from home. I learned techniques for taking my home office seriously.*



“ *I am amazed at the shifts I made. There is a significant difference in my outlook and approach.*

Workshops for individuals and teams

Our **series of 8 workshops** can be delivered as they stand or tailored to fit your unique organizational needs. Participants will be invited to complete the Organisational Engagement Questionnaire[®] as pre-work. The OE Questionnaire can be used at intervals after delivery to **measure impact**. All workshops are limited to 12-16 people to ensure effective participation and learning.

 Hybrid reality	Combatting isolation 
<p>Our current reality includes people working from a range of locations, countries and sites. Few teams are all in the same place, all of the time.</p> <p>This practical engaging session uses exercises, break out rooms and whiteboards to:</p> <ul style="list-style-type: none"> ✓ Identify what is good right now ✓ Name potential pitfalls ✓ Draw up a plan to improve your hybrid working 	<p>Even if you enjoy working from home, isolation from your colleagues is a genuine issue.</p> <p>Using creative techniques, large and small groups, this session helps you explore:</p> <ul style="list-style-type: none"> ✓ How different people react to remote working ✓ Understand issues of emotional isolation & hypervigilance ✓ Consider the impact on your team of the organizational approach ✓ Examine the impact on individual performance



Useful ideas for engaging team members. I will share hosting in formal meetings, in future.

 <h3 style="text-align: center;">Inclusion in a hybrid world</h3>	<h3 style="text-align: center;">Speak Up</h3> 
<p>Bias and exclusion make remote and hybrid working difficult. It damages teams and leads to poor performance.</p> <p>Using simulations and small group work, you will:</p> <ul style="list-style-type: none"> ✓ Identify practical ways of improving inclusion and equity ✓ Practise tools you will use with your colleagues and teams ✓ Create a practical action plan for your team ✓ Find ways to work with other teams to improve inclusion 	<p>Psychological safety has the single biggest impact on team performance. How do you make it work in hybrid & remote teams?</p> <p>This very practical session helps you:</p> <ul style="list-style-type: none"> ✓ Understand psychological safety ✓ Find ways to promote it ✓ Put systems in place to enable teams and individuals to do their best work. ✓ Build on learning from the Inclusion workshop

 <h3 style="text-align: center;">Healthy disagreement</h3>	<h3 style="text-align: center;">Position yourself</h3> 
<p>Practical training for dealing with disagreements and conflict in remote & hybrid environments. Your colleagues will benefit from your calm, clear and practical approach.</p> <p>You will use games and group work to:</p> <ul style="list-style-type: none"> ✓ Spot potential conflict, even when you aren't involved ✓ Find ways to make the conflict healthy and even creative ✓ Develop the confidence to become the problem solver ✓ Practise your skills and plan how to use them 	<p>When you can't be seen by everyone all the time, you may worry about being invisible or missing out on career opportunities.</p> <p>Develop your skills to:</p> <ul style="list-style-type: none"> ✓ Position yourself with your colleagues wherever you are ✓ Improve your hybrid & remote communication and visibility ✓ Leave with a focused, personal approach to developing yourself and your opportunities so everyone benefits

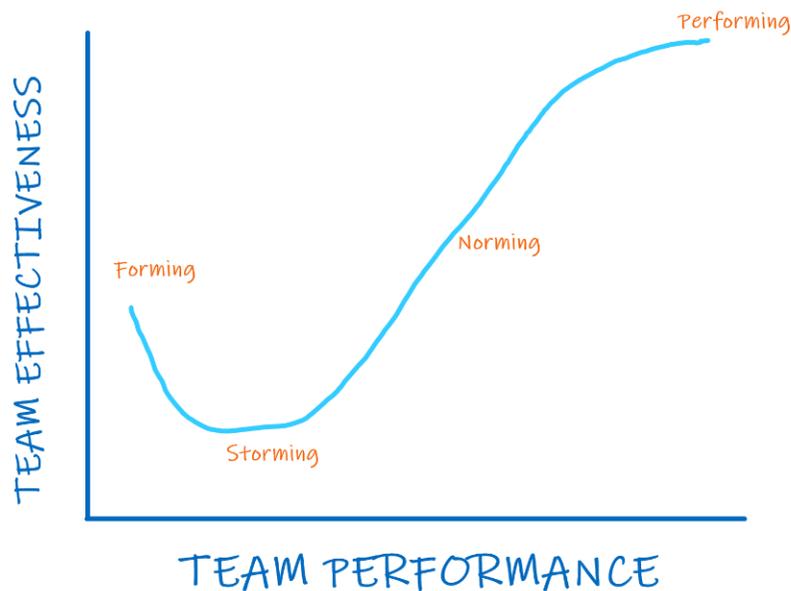
I can now evaluate what I can control and influence. Plus, I learned how to relax.

<p>IOIO IOIO</p> <p>Effective cross-cultural communication</p>	<p>Inclusive meetings, inclusive training</p> 
<p>We all think and work differently. When you work remotely with different cultures, mistakes can be made. Hybrid & remote makes this even more challenging.</p> <p>This practical focused session will help you:</p> <ul style="list-style-type: none"> ✓ Find ways for everyone to be heard, understood and participate. ✓ Examine your communication style for strengths pitfalls ✓ You will practice your skills and learning, improve your confidence in communicating appropriately, across cultures 	<p>You can't become an expert on every aspect of inclusion. You <i>can</i> develop your approach to enable participation.</p> <p>Using discussion, simulation, and engaging exercises, you will:</p> <ul style="list-style-type: none"> ✓ Learn how to set a style which actively enables inclusion ✓ Create energy and engagement at work ✓ Improve team performance ✓ Create an environment where everyone is positive about meetings and training



I am confident now using online tools to engage the team and create a logical flow to the meeting.

High Performance Team Development



The pandemic **changed your teams**.

To get your hybrid & remote team to where you want it to be, help them develop so they can perform in new ways, for a changing work reality.

Our **High Performance Team Development Program** works with one team or many in parallel. This dynamic program starts in the same place for all teams and is quickly tailored to each separate team's needs.

This program helps teams take their **performance** up a couple of levels.

A specialist team coach and facilitator work with each team leader, to develop each stage of the program.

Every team's journey will be unique to the people, culture and responsibilities of that particular team.

1. **Benchmark** current hybrid team performance. Your team leader works with our team expert to create a snapshot of how the team is working now, what works well and what needs to change.
 - Now we have the snapshot, we agree and design stage 2, the Team Workshop.

2. [Team workshop 1](#) Where is the team right now? What are your opportunities in hybrid arrangements? What can your team achieve now? What are the risks of being hybrid? How can these risks be turned into positive performance?
3. [Leader debrief](#) After the workshop your team leader works with our team expert. There is a debrief and time to identify opportunities for improving team performance. What does this team need to focus on now, to fulfill their potential?
 - Now we know how to help this specific team fulfill their potential, we design a workshop to take them there.
4. [Team workshop 2](#) The tailored workshop is run to develop the skills, attitude and approach needed so this team can really achieve.
 - This workshop is unique to the team. It gives them clear, practical steps to improve their performance.
5. [Accountability coaching](#) The team leader is responsible for leading, managing, supporting, encouraging and developing the team.
 - 1 to 1 leadership coaching is provided so they can support their team to deliver excellent performance.
6. [Facilitator development](#) We can help you develop sustainability by upskilling team leaders to continue team development, support each other, create cross-functional working and break down silos.



This closeness with colleagues is making it possible to support one another, learn from one another and support one another

About our team

CLS has been delivering training, facilitation and coaching to change people and behaviour **since 2007**. We have a small core team and a large team of delivery experts, based around the world, working in many languages and cultures.



We believe in the **personal touch**. You will have **one single point of contact** for all your needs. Whatever you want to discuss, that person is there for you.

We believe in **building relationships**, so we genuinely understand your culture, your future ambitions and your needs. Whatever it is you want to achieve, **we will support you**.

If you have a complex range of delivery across teams, countries and languages, we can take care of all the details. We do that for our largest clients.

If you want to build in **evaluation to measure the impact of learning**, we can do that as standard. If you need a partner who can move fast, we can do that, too. Some of our most successful programmes have gone from conversation to delivery of a pilot in just a few weeks.



Our learning is very **practical**. It builds on the skills and experience of the people in the room, gives them opportunity to practise their skills in session and it is **exciting and engaging**. Online training is just as engaging as face-to-face; we design specifically for the platform you need us to deliver in.

All our learning is delivered by **subject experts**. Not only are they expert at learning, but they are also expert in a range of business areas. They understand your world because they work in it. Our people are qualified, experienced in international and global business, they are authors and linguists, accredited coaches and multi-cultural specialists.

Everything starts with a conversation. To see if we are the right people to partner with you, do get in touch.



The work of the trainers is imperative for making this programme a success. Your contribution, especially this year, with all the challenges we have encountered, has been immensely appreciated.

Let's talk

For a conversation about your current reality and what you may wish to change, do get in touch. How can we **help** you?



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