

***Productive Practices  
for  
Great Remote Managers***

**Corralling Chaos, LLC  
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## **Market Situation**

Overnight, we've entered an era of mandatory remote working at scale. This abrupt, unimaginable transition is uncomfortable for many people – and many managers are simply not prepared. They need new skills, very different than those needed for co-localized staff, to help their remote reports adapt to maintain engagement and productivity. The need is urgent and must be addressed quickly.

Your organization's future depends on managers who can continue to deliver on current objectives and quickly adjust to these new conditions. They can empower remote employees by:

1. Being compassionate: Actively listening and addressing employee concerns
2. Running daily ops: Adjusting deliverable priorities across teams to stay productive
3. Being courageous: Caring, staying authentic, and maintaining trust in uncertain times

It is now mission-critical for managers to increase confidence and lower stress levels. Your company's mission, vision and culture are going to be tested. Your managers' language and behavior with their teams have been reduced to a thin electronic thread of email, telephone & video calls. But your company can seize this moment and emerge intact – or even improved – if your managers rapidly become great remote managers.

## **Program Deliverables**

At the conclusion of this program, upstream executives and HR will receive a report including:

- Attendance Record
- Engagement observations
- List of key concerns and needs voiced by participants

## **Attendee Requirements**

This program is designed for any manager and their teams who are now working remotely, due to the current environment.

## **Session Format**

All sessions will be organized with the following agenda

1. Review of Objectives
2. Presentation of Session Topic
3. Group Q & A Activity
4. Session Summary
  - a. BFO – Blinding Flash of the Obvious
  - b. What will you do differently – Start Doing / Stop Doing

## **Program Sessions**

### **Productive Remote Meetings**

Remote meetings have increased to unprecedented levels overnight, while employees are under a personal stress unimagined a few weeks ago. To lead productive remote meetings, managers have to change and simplify meeting structures.

Managers will be able to engage their staff in productive meetings by modeling how to prepare, participate, and run effective meetings, while being alert for emotional stresses.

This session will share practical behaviors for managers to be their sharpest in remote meetings. This program will help them and their teams create simple meeting plans that keep everyone engaged and informed.

To be discussed:

- Meeting Pre-wires planning and Agenda Objectives
- Managing Key Deliverables
- Hearing and Addressing Key Concerns

### **Responding to Stressful Emotions**

News reports are scary and emotions are fragile, as individuals in all levels of the business are monitoring current health issues. No one knows where they will be in the next month or two as the business situation adapts to unmatched conditions.

In these stressful times, individual managers need to feel safe to express concerns upstream as well as be supportive to staff downstream and make good decisions. It will take deliberate awareness, determination and disciplined focus to help manage emotions and deliver on business goals.

In this workshop, participants will learn about emotions: how to understand their own, and how to read them in others.

To be discussed:

- Basic Human Emotion Basics
- How to Deal With and Control Your Emotions
- Managing Fear and Uncertainty

### **Remote One on One's**

Managers must check on their employees to help them feel safe and understand their personal situation. Flexible work hours during this period are critical, as team members have different working conditions. Managers need to accurately evaluate and support staff's ability to be productive. Effective remote one on one's are vital to have a pulse on the company's systems during turbulent times.

This session will cover the things that matter most in a one-on-one: psychological safety, give and take, and collaboratively creating clear alignment on what's best for everyone.

To be discussed:

- Meeting Format and Frequency
- Ask, Listen, and Listen Some More
- How to Prepare and Follow up

### **Difficult Discussions**

Everyone has different perspectives and priorities. Those plus the challenges unique to remote workforces means that miscommunication and misunderstandings will inevitably occur. Difficult conversations have to happen, or things will only get worse. How can a remote manager deal with these issues respectfully and productively?

Participants will learn the challenges lurking in difficult conversations and how to address them. Managers will become better equipped to discuss difficult situations and improve outcomes.

To be discussed:

- The Challenges
- Understanding Difficulty and Impact
- How to Raise, Discuss, Move Forward
- Actions Before, During, and After Meeting
- Applying the Above

### **Program Logistics and Pricing**

- Length of Program: 4 - 8 Sessions (depending on group size, needs & availability)
- Length of each session: 40 minutes
- Sessions delivered: Weekly or biweekly
- Start Date: Within a week
- End Date: 2 - 3 months after start date (depending on frequency)
- Location: Virtual
- Participants: Minimum of 4, maximum of 20
- Price: Free, to support your businesses in this challenging time
- All materials will be supplied digitally

## About Corraling Chaos

### Mission

We help our clients increase profits by realizing human potential and optimizing total cost of workforce. We equip teams with practical processes to fix problems through continuous learning and self-assessments. This applied learning agility is the gateway to building healthy communities and sustaining success.

### Strategies to Deliver Your Vision

#### We help you to






**Align** culture and behavior to P&L

**Increase** retention and productivity

**Develop** your potential leaders



### Cracking the Code of Human Potential™

-  **Exploring:** Situational awareness interviews with key client stakeholders
-  **Targeting:** Intentionally design solutions to align intangibles to program goals and P&L
-  **Activating:** Launch project, promote objectives, establish participant viewpoints
-  **Experiential Training:** Deliver blended learning via 1:1 coaching and group workshops
-  **Reporting:** Participants present their learning & improved outcomes to key stakeholders

We'd be happy to schedule a meeting to discuss with you how Corraling Chaos can help your business optimize your workplace costs by helping your team realize their human potential.

Please reach out to Ted Benson or Jerel Bonner to take the next step.