COURSE BROCHURE

Managing Remote and Hybrid Teams

An applied course that enables managers to lead remote and hybrid teams through managing by results, organizing communication channels, sustaining cohesion and trust, and setting a clear team working agreement.

Code	HT-MGT-118
Category	Management & Leadership
Duration	1 week
Level	Intermediate
City	Amsterdam

Introduction

Teams split between the office, home and different sites and cities are now a reality in many organizations, and methods that depend on seeing people at their desks no longer show what is being delivered or build team spirit.

Objectives

- Compare remote and hybrid work models and choose what suits the nature of the team
- Manage performance on the basis of agreed results and deliverables
- Design a communication system that sets the right channel for each type of message
- Sustain trust, belonging and wellbeing among members of a distributed team
- Draft a team working agreement that sets expectations and availability hours

Who should attend

- Managers of geographically distributed or hybrid teams
- Project managers and team leaders in multi-site organizations
- HR officers responsible for flexible work policies
- Managers of shared service and technical support centers

Skills you will develop

- Managing by results
- Asynchronous communication and documentation
- Running virtual and hybrid meetings
- Building trust at a distance

Learning Outcomes

- Turn team tasks into trackable deliverables on a shared task board
- Prepare a communication charter that sets channels and expected response times
- Run a hybrid meeting in which in-room and remote attendees take part on equal terms
- Plan the onboarding of a new employee who joins the team remotely

Course Outline

Day 1: Remote and Hybrid Work Models

- Common models: fixed office days, full flexibility, teams spread across several sites

- Analyzing jobs and tasks for their suitability for remote work
- Elements of a hybrid work policy: eligibility, core hours, equipment

Day 2: Managing by Results

- From monitoring attendance to agreeing deliverables and their acceptance criteria
- Objectives and key results (OKRs) and weekly reviews
- Proximity bias and its effect on appraisal and promotion

Day 3: The Communication System

- Synchronous and asynchronous communication and when to use each
- The communication charter: channels, response times and shared working hours
- Recording decisions in writing and cutting unnecessary meetings

Day 4: Trust, Belonging and Wellbeing

- Regular one-to-one meetings and onboarding a new joiner remotely
- Signs of isolation and burnout, and clear boundaries between work and personal time
- Basics of information security and data protection when working away from the office

Day 5: Tools and the Team Working Agreement

- Kanban boards and shared documents that make work visible
- Facilitating the hybrid meeting: roles, equipment and participation rules
- Applied project in which each participant drafts a working agreement for their team and a 90-day implementation plan and presents both

Training methodology

Laptop exercises building a shared task board and team workspace
Simulated hybrid meeting in which participants swap in-room and remote roles
Cases from multi-site organizations and shared service centers
Drafting the team working agreement and reviewing it with peers

Certification

Participants receive a Harbor Training Center certificate of attendance on completing the course.

Upcoming dates

City	Dates	Language	Fee
Amsterdam	10 – 14 May 2027	AR	EUR 5,500

Fees are per participant.

Contact us

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To register and for details, scan the code or visit:

https://harbor4training.com/en/courses/remote-hybrid-team-management