INTUITION

Remote Working and Communication

INTRODUCTION

As momentum gathers around a Coronavirus vaccine, a full reopening of the economy seems possible in the not-too-distant future. Despite this, the long-term effects of COVID on working life remain unknown.

Since the pandemic began, the global workforce has evolved to a working day without commutes, based at home and with frequent video calls and meetings. While many have reported increased productivity and efficiency, others have felt remote working has brought with it an onslaught of challenges.

As a company, we have been working with our clients throughout 2020 to help them transition to new modes of operation.

Common to each successful engagement is an acknowledgment that virtual working is not a quick switch; it requires carefully planned rewiring.

In this document, we have outlined some of our most popular workshops designed to help firms cultivate the methods and mindset needed to succeed in a remote environment. As with the race for a vaccine, winners and losers will emerge. By partnering with Intuition, you ensure your teams have the best possible head start.

Click for a collection of free webinars covering an array of topics from industry leading experts.

Make Your Future Work.

CONTENTS

Communication Essentials

- Remote Networking
- Virtual Collaboration
- Virtual Presentation Skills
- Powerful Writing

Grasping Your Audience

- Selling with Influence
- Sales Mindset
- Engaging Millennials
- Pitching Skills for Bankers

Remote Working 101

- Managing Dispersed Workgroups
- Conquering Adversity
- Remote Working and Productivity
- Effective Virtual Meetings and Briefings

Make Your Future Work.

Click on a course title to view.

COMMUNICATION ESSENTIALS

○●○○

REMOTE NETWORKING

Humans are social animals, but we have also shown we can adapt to extreme environments. In a world where we face constant change, the ability to adapt accordingly requires a variety of different connections and the establishment of effective relationships.

In this session, participants will learn to improve their remote networking skills. They will learn about how to set up networking conversations, add value consistently, and build solid relationships with internal and external stakeholders. Core content includes:

- Understand who you want to connect with
- Build your ideal network list
- Find ways to reach out to them remotely
- Make a positive first impression virtually
- Cultivate trust quickly while working from home
- Establish a strong relationship with others
- How to foster new relationships and expand your network with managers and peers
- Ask yourself 3 questions to help you create rapport with anyone
- Pivot a contact into a client

COMMUNICATION ESSENTIALS

● ○ ○

VIRTUAL COLLABORATION

Collaboration is key to delivering shared goals and a shared vision. Traditionally, collaboration was often regarded as a natural function of a shared time and space. As teams become more specialized, however, and with individuals now working from home and to their own routines, aligning teams towards a shared objective can become more difficult.

In this session, the audience will learn how to establish a collaborative culture with their colleagues. From the 10 different types of meetings to the core principles and practices of consistent collaboration, participants will learn how and why to stay on the same page as the rest of their team. Core content includes:

• Discover the importance of consistent collaboration
• Identify shared goals and strategies
• Understand how to communicate effectively with different colleagues
• Building engaging relationships with others
• Building trust and transparency
• Establish a clear communication structure
• The 10 different types of meeting and what they are for
• The 3 meeting mistakes made when we go virtual
• How to know who to invite
• Tools of Collaboration
• Manage Conflict Effectively

Make Your Future Work.

VIRTUAL PRESENTATION SKILLS

Virtual presenting can be a disconcerting experience for both the speaker and audience, both of whom may struggle to gauge the mood and atmosphere of the discussion.

When presenting in person we have live interaction, with speakers often being spurred on by murmurs of agreement, nods from the crowd, and questions that could be asked without the stilted delay of weak internet connections. However, virtually, we do not receive the same levels of engagement, therefore, we must carefully plan and structure our delivery.

In this session, participants will learn the three essential components of a compelling virtual presentation:

Preparing
• Know your subject and your audience
• Tailor your content
• The power of three

Engaging
• Background and foreground
• Unscripted
• Nobody's perfect

Delivering
• Primacy and recency
• Protect your structure
• Portable memory

COMMUNICATION ESSENTIALS

● ○ ○

POWERFUL WRITING

Writing is the primary basis on which ability and intellect will be judged, especially in a virtual environment. By enabling your reader to easily comprehend your message, you allow for correct solutions to be found efficiently.

This webinar series is composed of three online sessions and is the equivalent of a one-day classroom workshop, blending personalized and group feedback with practical exercises. The content is broken into three main sections:

Writing Clearly
This element covers Gunning's Ten Principles of Clear Writing. Participants will learn how to make their writing attractive and easily readable.

Structure Your Writing
This element focuses on writing to inform and persuade. Participants will learn how professional communication uses a robust structure to underpin arguments, opinions, and recommendations.

Developing Your Style
This element includes work on adapting writing for specific readerships, communicating effectively by email, and avoiding common mistakes in writing.

Make Your Future Work.

REMOTE WORKING 101

○ ● ○

MANAGING DISPERSED WORKGROUPS

Leading in the time of remote work has presented many new and unfamiliar challenges. To meet the needs of people in a variety of locations and maintain a successful operating model, you must ensure a connected team, no matter the distance.

This workshop, through trainer input and directed tasks, brings together new research-based knowledge on the principles and practice of managing dispersed teams effectively. Core content includes:

- Attitude and "mindset" for remote management
- Management style(s) that get the best results from remote workers
- Sustaining focus on results/deliverables
- Recognizing *success* and *failure* factors in individuals who will work remotely – targeting support for them appropriately
- The importance of familiar routines and procedures
- Best practices in managing communication and virtual meetings
- Monitoring performance using the "C-Zone" concept
- Dealing with performance problems remotely
- Characteristics of a high-performance virtual team
- Reviewing our relationship with time – *what is a working day when you are not in the office?*
- Recognizing and responding to, pressure and stress among those you manage.

Make Your Future Work.

REMOTE WORKING 101

○ ● ○

CONQUERING ADVERSITY

Anxiety, stress, and burnout have become all-too-familiar side effects of life during the pandemic. When a crisis hits, nobody feels safe and negative energy manifests in an insecure workforce. Managing these experiences is critical to performing effectively.

In this session, participants will learn the difference between stress, burnout, anxiety, and fear, and develop skills which will enable them to tackle these issues before they take root. The session will cover powerful strategies to help at both an individual and team level. Lastly, we will learn how to be more resilient and 'antifragile', using adversity to make us stronger. Core content includes:

- Why we feel anxious and how it manifests
- Critical mindsets for taking charge of how you deal with adversity
- How to handle uncertainty
- Building balance to prevent burnout
- How to deal with stress and worry
- How to switch off
- Mindfulness strategies to promote calmness
- Developing resilience and becoming antifragile

REMOTE WORKING & PRODUCTIVITY

This year, millions of people have experienced remote work for the first time. Pre-coronavirus, home working was often considered a perk, or something to be used for emergencies only. Post-coronavirus, it will be one of the key tenets of working life. While home working has its benefits, it is easy to become distracted and disconnected. If we are to incorporate remote working long-term, it is important that we learn the necessary skills to do so efficiently.

In this session, we explore the most important mindset shifts, tools, and techniques needed to work from home. Participants will learn structure and self-motivation as well as the essentials of productivity that are relevant wherever you work from. Core content includes:

- Build a strong structure and skill of working remotely
- Learn core strategies to prioritize effectively
- Understand how to stay focused and get work done
- Master the art of organizing your work through the 2 forms of to-do lists
- Develop the disciplines of scheduling and self-creating rules to work to
- Overcome the 5 biggest mistakes people make when working remotely
- Time traps and how to avoid them

Make Your Future Work.

REMOTE WORKING 101

○ ● ○

EFFFECTIVE VIRTUAL MEETING & BRIEFINGS

Zoom fatigue is a new problem, sweeping the remote workforce. Studies, conducted throughout the pandemic, have shown that, if not managed appropriately, the platform can be more draining than face-to-face equivalents. Since remote work became the norm, calendars have filled up with meetings which lack the creativity of in-person communication and can reduce productivity.

In this session, participants will learn how to maximize a team meeting to ensure that it achieves its objectives in the most efficient way possible. Core content includes:

- Plan effective team meetings
- Conduct effective meetings
- List two major types of meetings
- List the benefits of being an effective chairperson
- Describe the main components of a meeting
- List the key objectives in conducting team meetings
- Demonstrate techniques to achieve key objectives in conducting team meetings

Make Your Future Work.

GRASPING YOUR AUDIENCE

○ ● ○
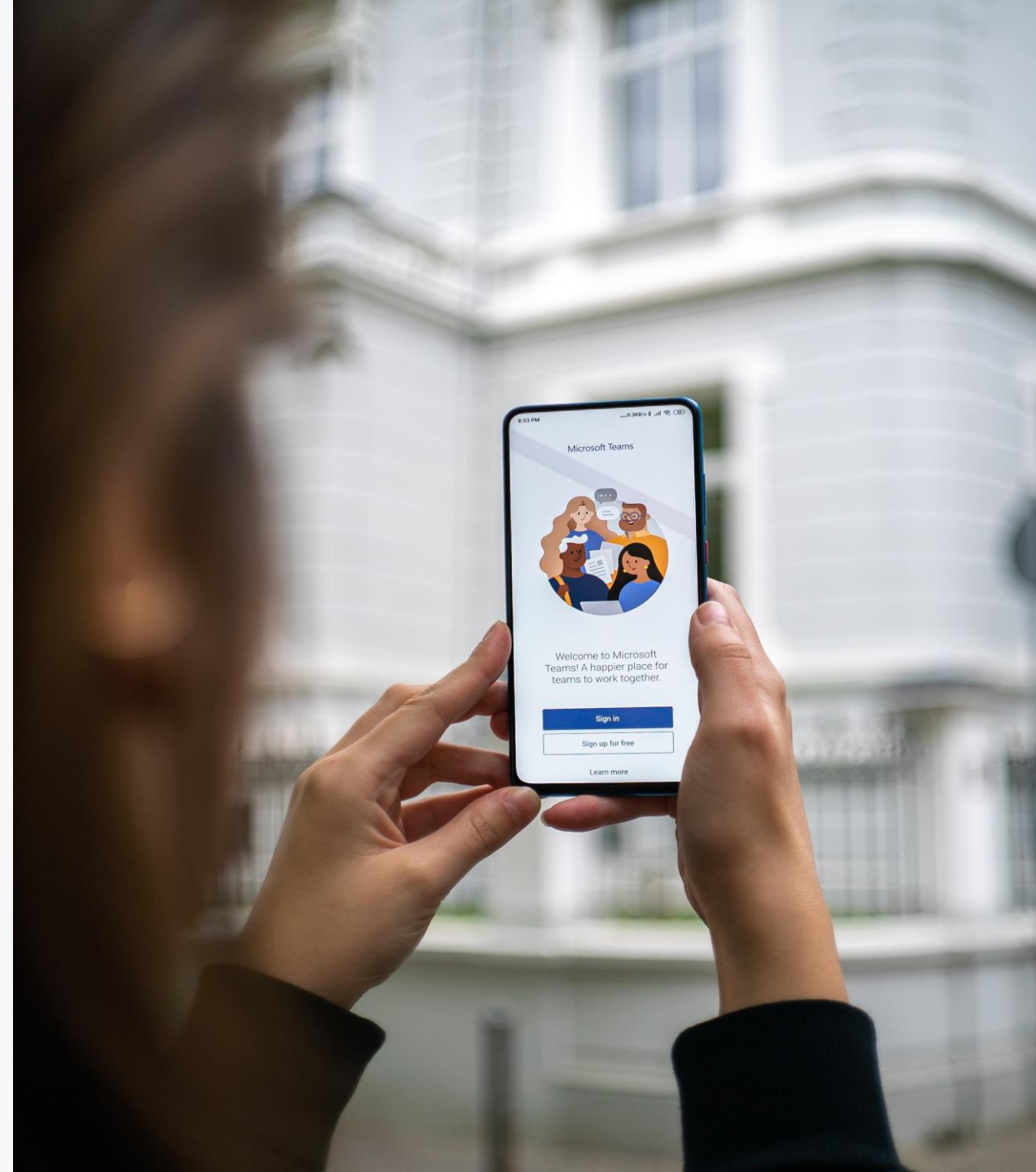
SELLING WITH INFLUENCE

In an increasingly competitive and uncertain world, one of the biggest challenges we face today is selling our products or services. In the banking sector, there are a wealth of offerings, making it crucial for sales teams to stand out in the market and consistently secure deals.

This session will help participants structure and design what to say and when to say it. They will learn how to prepare for any sales conversation with a client and easily establish trust and connection. They will learn how to remove obstacles to the sale and create a relationship with the client that opens opportunities for further business. Core content includes:

- Learn the mindset of successful selling
- Become a more persuasive person
- Understand your client more easily
- Adapt the sales process virtually
- Build long term client relationships
- Overcome objections and client concerns
- Develop consultative conversations
- Pitch persuasive proposals
- Close the deal effectively
- Follow up and maintain engagement

Make Your Future Work.

GRASPING YOUR AUDIENCE

SALES MINDSET

Sales has always been a profession that requires tough skin. In this age of remote working, it has become even more important to develop the right attitude towards selling. The ability to excite, motivate, and handle adversity has become essential as we work across dispersed environments.

The reality of the job is that it can be difficult to stay motivated and enthusiastic day after day. The ability to handle rejection and setbacks is an essential skill.

In this session, participants will gain an understanding of how to implement key strategies for cultivating the empowered mindset needed to handle adversity. Core content includes:

- The 5 CORE Mindsets that every salesperson needs to succeed
- Immediate strategies necessary to bounce back from a rejection
- How to stay motivated day after day
- Developing an impenetrable mindset
- Building strong emotional intelligence

ENGAGING MILLENNIALS

The greatest wealth transfer in history is taking place, as baby boomers pass the torch to the millennial generation. To stay relative, financial professionals need to understand how this cohort think and work.

This workshop provides bankers with insight into how to effectively engage with millennials and capitalize on the generational difference to enhance their clients' experience and drive results. Core content includes:

- Why generational differences are important
- Why millennials matter so much
- Avoiding the generational blind spot
- Qualities that millennials value

Make Your Future Work.

GRASPING YOUR AUDIENCE

○ ○ ●

PITCHING SKILLS

In banking, the pitch is often the make or break to winning a new client or mandate. The pitch can often be an in-depth overview of the banks offering, but "Death by PowerPoint" is a phrase that has passed into our language for good reason.

Used sparingly, and wisely, it can be a useful medium for focusing people on specific topics. Used badly, too many slides, too much data of different types on slides, presenter reading verbatim from slides, connection with the audience lost, means the effects can be deadly – to the audience and to the pitcher's prospects.

This session focuses on the creation of a client focused pitch that delivers key messages. Core content includes:

- How to engage your audience, maintaining attention and credibility
- How to use pitch books, written materials and audio/visual elements effectively
- Managing your physical presence and controlling your "body language"
- Managing your vocal delivery to command attention and interest
- How to maximize impact through use of visualization, personalization, "less is more", shorter sentences, no jargon, positive and affirmative language etc.
- How to let your personality shine through to give a relaxed and confident impression
- How to deal with the all-important Q&A

Make Your Future Work.

IT PAYS TO PARTNER WITH A DIGITAL NATIVE.

If you need any further information, please directly or contact us here.

INTUITION®