



COLLAB-LAB

MS TEAMS REMOTE WORKER

VIRTUAL WORKSHOP

CGA Management In Partnership With Merrill Consultants

CGA Management - Working Together To Achieve More

Why Might You Want To Improve Your Remote Working Experience?

- Our twenty years of experience tell us that **remote working can be an effective and efficient part of your operation.**
- The current climate has **accelerated the need** for some organisations to rapidly adapt to remote working.
- In these situations we have found that the remote working experience **can be less than satisfactory** for several reasons. We have drawn together **some specialist tools from our Collab-Lab system to enhance your communication and instill your people with confidence in this way of working.**



Do You Want To Get More From MS Teams? - We Have Partnered With Merrill Consultants To Provide Greater Support



MS TEAMS TRAINING

- Explain what Teams is
- Access and Navigate Teams
- New ways of working
- Manage your Notifications
- Creating and Managing Teams & Channels
- Chat
- Conversations
- Meetings with colleagues and external partners
- Working with Files
- How Teams works with SharePoint



REMOTE WORKER

SESSION 1 : Experience better remote meetings

- Understand how the challenges of virtual communication impact remote meetings and learn some powerful ways you can overcome them
- Leverage MS Teams in a way that enhances rather than confuses communication
- Learn how to conduct valuable meetings using MS Teams

SESSION 2: Have better remote relationships

- Gain 10 simple techniques to build rapport in a virtual environment
- Understand the three types of empathy and why you are not strong in all three
- Understand how to rapidly increase trust and develop your on-line relationships even in the face of conflict

Improving Your Remote Working Is An Affordable Three Step Process

1. You have MS Teams installed

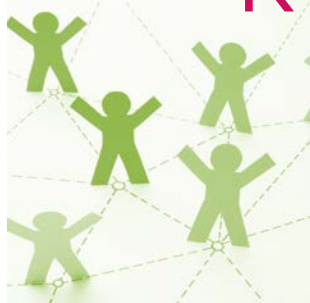


2. Merrill Consultants will show you how to use and navigate the essential MS Teams Features



3. CGA Management will work with team leaders/coordinators and their team to help get best use of these tools

Other CGA Workshops To Improve Your Remote Working Experience



Collaborator

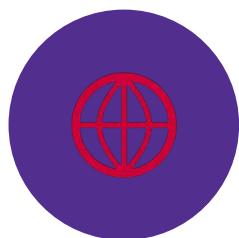
- 2 x 90 min for up to 10 people
- This is a fun, educational and interactive first level workshop for **anyone who needs to work with others**. It is a prerequisite for the two Collab-Lab programmes
- **Understand the principals and key concepts of collaboration**
- Practice getting **a task done using state of the art virtual tools**
- Understand **different workflows connected to different methods of collaboration**
- Learn **effective collaborator behaviours and mindsets**



Global Worker

- 2 x 90 min for up to 10 people
- Aimed at virtual workers who need to work in **multi-cultural teams**
- You will gain an understanding of the key barriers to **cross-cultural communication** and the types of challenges you will face
- Use the four **cultural dimensions** to understand how to **build better relationships, get decisions** made and tasks complete easily with team members from different cultures

What Can You Expect To Gain?



Complete package and support to get you up to speed, and help you feel comfortable with working remotely



Get more done in less time



Present a professional face to your clients

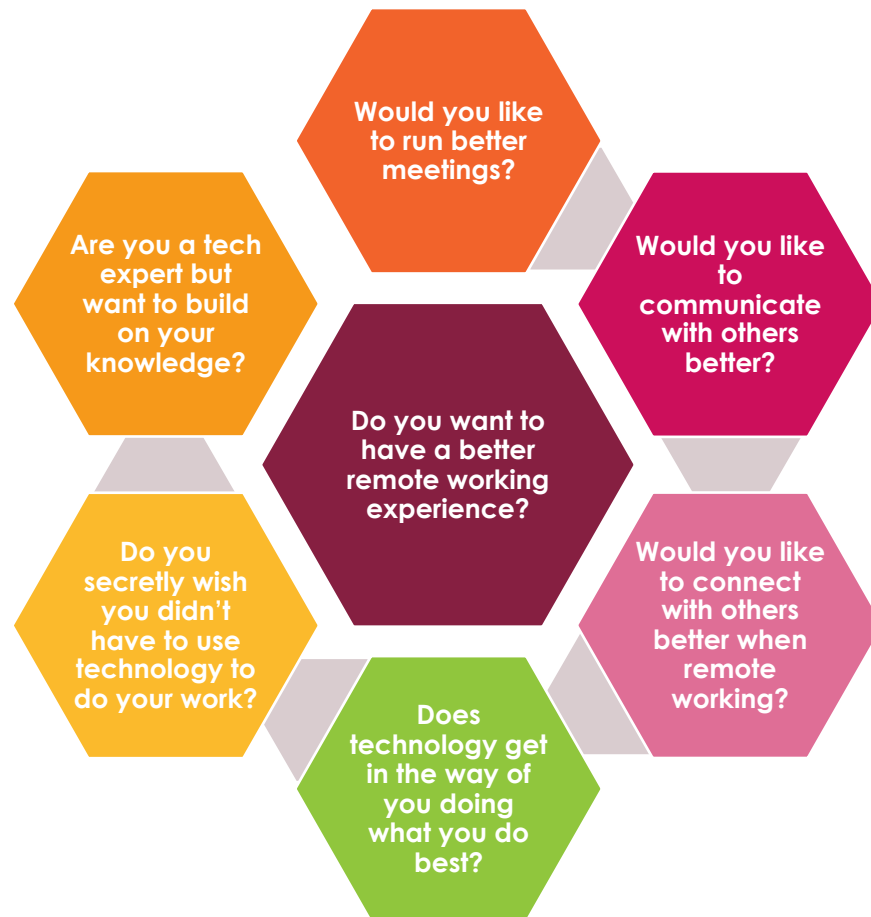


Focus on what you do best rather than letting the tech/remote working get in the way



Engage your people and clients in ways that allow you to get your work done even better than when you work face to face

Who Is This Programme For? – What Do You Want To Achieve?



About Christina Griffiths

"I have a reputation as an occupational psychologist, business coach and human capital expert who **empowers leaders** to build a better remote and office-based workforce capability to **meet the demands of their clients now and in the future.**

I help leaders **create flexible, thriving, well-adjusted and fair organisations** that benefit their clients, workers, suppliers, and their communities. I am on a mission to help **organisations raise their performance and build on their workforce capability by enabling their people to work better together.**

After over two decades of working in the people performance business, with over a **thousand people** and **hundreds of teams**, both in a **face to face** and **virtual capacity**, I was faced with two tricky questions. First, **'Why is it so difficult to diagnose, predict and measure team and group performance?'** and secondly **'Why are the usual models interesting but not useful into today's workplace?'**

I had the opportunity to work with **Birkbeck University** and **global commercial insurers and industry leaders Catlin** and **XL Catlin in 2012**. Together we built and tested a model of **high performing Underwriting teams** that was then rolled out across **business support functions and with senior executives.**

This was a fantastic opportunity to **create the Collab-Lab model**. A model that was **scalable and worked with remote and office-based workers who are part of global, virtual, cross-functional, multi-cultural teams and groups.**

Since then, Collab-Lab has evolved into a **methodology** that provides a wider variety of integrated solutions that encompass **'working together'**, or 'collaboration' in its different forms to a wider audience. We now have a **series of virtual workshops aimed at improving the remote working experience for B2B service focused organisations.**



About Valerie Merrill

I specialise in bespoke system implementation projects e.g. document management, asset knowledge, CRM and grant making. I also train the Microsoft suite where the software interfaces with these products.

I am an IT Trainer extraordinaire. I help businesses and people use their chosen software or upgrades.



Experienced computing professional with a solid hands-on technical background.

This includes project management, business consultancy, systems analysis/design, the management of large and small software development projects and IT Training/Floor walking/End User Support.

About Stuart Merrill

Collab-Lab Programmes & Workshops To Help Your People Work Better Together – What Do You Need To Do?

Improve Your Remote Working Experience

Remote Worker

Collaborator

Global Worker

Create A Better Team Climate

Destress Express

Team Builder

Resilience Builder

Build Better Capability

Agents For Change

Crisis Manager

Next Level Customer Services

Build Better Performance & Gain Better Productivity

Virtual Team Coordinator

Virtual High Performer

How Else Can CGA Can Empower You To Work With Others Better In These New Working Conditions?

DIAGNOSTICS
 Do you need to understand a gap in individuals, team or group, organisational performance?

EMPLOYEE BRANDING/ JOURNEY
 Do you need to improve how you attract, engage and retain talent ?

CONSULTANCY
 Do you need help thinking through how your people and clients will work together better? Or need something bespoke?

Contact Us To Book Your Free Consultation

SUPER COACHING
 Available for leaders, managers and their teams who want better results and less struggle

RECRUITMENT
 Do you need support finding, sifting and selecting key talent for your executive/ revenue critical team?

MASTERMIND GROUPS
 Do you want to leverage the power of likeminded people ?

COMMUNITIES & NETWORKS
 Do you need to engage and improve the performance of your community or network ?



What Are People Saying About The Collab-Lab Workshops & Programmes?



'This is better than going paintballing! We had fun, got people working together who had never worked together before and professionally developed all at the same time.'

- Operations Director , Systems Integrator



'Slick, professional, I took a lot away from this session. I will be recommending this workshop to others.'

- Account Manager and Trainer, Consultancy



'What this is, is a useful 'how not to be annoying workshop'. I like that it works around my busy day.'

- Software Engineer, Systems Integrator



'Its been such an eye opener. For the first time ever we have people working together, making decisions, solving problems, all without input from me. I can't believe how much time this has freed up and how much more we are going to get done.' - COO, Software House



'Do it, (collab-lab programme) it's an eye-opener and very valuable for groups and teams working under "urgency"-mode'

- Chief Underwriting Officer, Global Insurance Organisation



What Are People Saying About The Collab-Lab Solutions?



'This is about getting the right people in the right teams for the right results for the business. What's not to like, everyone is a winner.'

- Programme Delivery Manager, Investment Bank



'Ingenious. This has to be the biggest move forwards in team dynamics in a decade!

- Delivery Lead, Global Management Consultancy



'The executive reporting and feedback we received was professional and useful, providing insights we are now actively following up on. This project was made understandable and our questions were handled with professionalism and care'.

- Chief Actuary, Global Insurance Organisation

Collab-Lab Principals For Helping You Work Better Together In Today's Future Organisation

- 1. Align to a common vision and or objectives and do your best to ensure that everyone wins.
- 2. Ensure that peoples' capability outweighs the demands placed upon them.
- 3. Empower not control, so that you teach your people how to get something done, not do it for them.
- 4. Use the appropriate structure to get stuff done.
- 5. Embrace a range of diversity rather than similarity.
- 6. Where connections are important build relationships not do transactions.
- 7. Have a 'continuous improvement' rather than 'a once and done' mindset.
- 8. Look for the learning opportunity not the criticism.
- 9. Use guidelines not rules.
- 10. Create draw not drag so that people don't need to be told what to do to get stuff done.
- 11. Use 'ends' not 'means' to allow people to use their capability to get stuff done.
- 12. Use explicit appropriate communication that connects everyone.
- 13. Allow people to play to their strengths and understand the part they play in relation to others.
- 14. Last but not least, be kind, but not a push over!



**Are you a leader who is ready to improve
your people performance in new and
challenging times?**

**Contact us now on 0203 355 4006
support@cgamanagement.co.uk**

CGA Management - Working Together To Achieve More