



Learning Catalogue 2026 for GN5-2

Managing High-Performing Remote and Hybrid Teams

As hybrid and remote work become the norm, leading teams across distances, time zones, and cultures requires more than just technology - it demands **intentionality, clarity, and trust**.

In this interactive session, participants will explore what it truly takes to build connection, collaboration, and performance in distributed teams, while developing practical tools to lead with empathy and impact from anywhere.

Learning objectives

By the end of this workshop, participants will be able to:

- Shift their leadership mindset from **presence to performance**.
- Apply the **four key behaviors of successful global leaders** to enhance clarity, motivation, and alignment.
- Differentiate between **transactional and transformational leadership** and apply both effectively in remote settings.
- Build and sustain **trust** within virtual and hybrid teams through consistent and human-centered practices.
- Recognize how **cultural differences** shape communication and inclusion in a global work environment.

Content overview

- **The Evolution of Work:** From hybrid challenges to global collaboration.
- **The Four Global Leadership Behaviors:** Inspire across borders, set clear expectations, foster collaboration, and share the big picture.
- **Transactional vs. Transformational Leadership:** Finding the balance between structure and inspiration.
- **Building Trust Remotely:** Creating “micro-moments” of connection and authenticity in virtual spaces.
- **Interactive Breakouts & Reflection:** Applying behaviors and sharing practical trust-building actions.

Audience: Task leaders

Duration: 2 hours

Facilitation: Virtual

Participants: 12

Mastering Assertive Communication

Assertiveness is the balance between confidence and respect — the ability to express thoughts, needs, and boundaries clearly while valuing others' perspectives.

This workshop helps participants find their voice in professional situations, communicate with clarity and empathy, and handle challenging conversations using practical techniques such as the **P.A.C.E. model** (Probe, Alert, Challenge, Emergency).

Learning objectives

By the end of this workshop, participants will be able to:

- Understand the core principles of assertive communication and how it differs from passive or aggressive styles.
- Use the P.A.C.E. framework to navigate conversations that require increasing levels of assertiveness.
- Communicate clearly, confidently, and respectfully in professional settings.
- Apply assertive techniques to real-life scenarios, balancing empathy with directness.
- Strengthen self-confidence and composure when giving feedback, setting boundaries, or addressing sensitive issues.

Content overview

- **Defining Assertiveness:** The balance between honesty, respect, and clarity.
- **Communication Styles:** Passive, aggressive, assertive — identifying personal tendencies.
- **The P.A.C.E. Model:**
 1. Probe – Open the dialogue.
 2. Alert – Highlight importance and potential consequences.
 3. Challenge – State clear expectations and outcomes.
 4. Emergency – Communicate urgency and take decisive action.
- **Scenario Practice:** Applying assertive communication to everyday and high-stakes situations.

Audience: Project participants, task leaders

Duration: 2 hours

Facilitation: Virtual

Participants: 12

Facilitation Skills

Effective facilitation is more than leading a meeting — it's about creating an environment where ideas flow, collaboration thrives, and outcomes are achieved. This 3-session workshop helps participants strengthen their ability to guide discussions, engage groups, and manage challenging dynamics with confidence and composure.

Through interactive discussions, practical techniques, and real-life scenarios, participants will learn how to design, deliver, and facilitate engaging sessions — both in-person and virtually — that drive participation and shared ownership.

Who should attend

Leaders, project managers, trainers, and team members who facilitate meetings, workshops, or collaborative discussions and want to enhance their effectiveness and confidence as facilitators.

Duration: 6 hours (3 days, 2 h/day)

Facilitation: Virtual

Participants: 12

Content overview

Session 1 – Foundations of Facilitation

- What is facilitation and what it isn't
- The facilitator's role and mindset
- Key elements of effective facilitation
- Characteristics of successful facilitators
- Planning and preparing sessions using the **MAGIC** formula for objectives

Session 2 – Core Techniques for Facilitators

- **Active Listening:** understanding, reflecting, and responding
- **Questioning Techniques:** open, probing, and reflective questions
- **Brainstorming:** encouraging creativity and participation
- **Tell–Show–Involve Model:** structuring facilitation for engagement and retention

Session 3 – Managing Dynamics and Virtual Facilitation

- Identifying and managing conflict within groups
- Dealing with difficult or disengaged participants
- Adapting facilitation for **virtual environments**
- Tools and features in **ZOOM** for facilitators
- Crafting opening scripts and setting session ground rules

Cultivating Collaboration and Team Synergy

Collaboration is the foundation of effective teamwork — it fuels innovation, strengthens problem-solving, and builds trust across diverse teams. This 2-hour workshop helps participants understand what true collaboration looks like, recognize their role as contributors to a shared goal, and develop communication habits that foster openness and cooperation.

Through practical discussion, reflection, and group activities, participants will learn how to break down silos, lead by example, and create a culture of collaboration where every voice matters.

Learning objectives

By the end of this workshop, participants will be able to:

- Define collaboration and identify its key characteristics.
- Recognize their personal role in contributing to team success.
- Identify common barriers to collaboration and explore strategies to overcome them.
- Apply communication strategies that strengthen trust, openness, and inclusion within teams.
- Lead by example to inspire collaboration and shared ownership.

Content overview

- **Understanding Collaboration:** What it is, why it matters, and how it drives performance.
- **Barriers to Collaboration:** Identifying and addressing communication gaps, silos, and resistance to change.
- **Recognizing Your Role:** Becoming a proactive team contributor and creating an inclusive team environment.
- **Leading by Example:** Demonstrating collaborative behaviors that inspire trust and alignment.
- **Communication Strategies:** Building clarity and connection through transparency, active listening, and use of technology.
- **Interactive Activities:** “Barrier Busters” brainstorming and reflection exercises to translate concepts into daily practice.

Audience: Project participants, task leaders

Duration: 2 hours

Facilitation: Virtual

Participants: 12

Building an effective and efficient team

At its essence, a team is a system of human relationships. In the process of building a team, any leader or manager needs to understand not only the needs of individual team members, but also how those individuals are affected when working in groups.

Effective teams emerge from an understanding of these dynamics.

Who should attend

Task leaders who want to build efficient, high-performing project teams.
Aspiring leaders looking to understand team dynamics and leadership styles.

Duration: 2 hours

Facilitation: Virtual

Participants: 12

Content overview

How Leaders Prepare for Team Building

- Understanding your leadership style
- Assessing your leadership readiness

Stages of Team Development

- Forming stage
- Storming stage
- Norming stage
- Performing stage

Types of Teams

- Natural work teams and self-directed teams
- Cross-functional teams
- Virtual teams

Key Elements for a Team

- Establishing team mission and goals
- Evaluating team performance

Managing Team Meetings

- Tips for successful team meetings
- Engagement roles for team members
- Creating a team action plan
- How to reach consensus on a team