Overview

This standard is about supporting people who work remotely or at different locations to communicate effectively and feel part of a team.

This standard is relevant to managers and leaders who manage people working at a distance.

This standard links closely to *CFAM&LBA3 Lead your team*, *CFAM&LDB1 Build teams*, *CFAM&LDB5 Manage team communication* and *CFAM&LFA5 Manage projects*.

Performance criteria

You must be able to:

P1 Identify with stakeholders the key challenges for remote/virtual workers.

P2 Identify and review with stakeholders the resource requirements for providing communication tools and processes for remote/virtual working.

P3 Identify, develop and maintain effective tools and processes to support remote/virtual teams.

P4 Identify networks, processes and systems that allow people to connect to information and knowledge from wherever they are working.

P5 Provide guidelines, training, coaching and support to facilitate and encourage effective use of tools and processes.

P6 Monitor processes and tools for remote/virtual working and identify improvements.

P7 Provide guidelines to facilitate interactive collaboration between internal and external stakeholders.

P8 Ensure that team members understand and adhere to regulatory, professional or commercial requirements.

P9 Ensure that remote/virtual workers have access to knowledge and information and the tools to help them record knowledge and experience.

P10 Ensure that the records management issues arising from remote/virtual working are addressed.

Knowledge and understanding

You need to know and understand:

General knowledge and understanding

K1   The organisation's working practices and how these affect teams, virtual teams and remote workers.

K2   Regulatory, professional and commercial requirements that apply to working remotely and in teams.

K3   The principles of team working and how these impact on your organisation's issues and needs.

K4   The range of tools and techniques available to support remote/virtual working, including face- to-face and technology-enabled techniques.

K5   How to enable the management of information resources for remote/virtual teams.

K6   How remote/ virtual working interfaces with core business processes.

K7   The records, information and knowledge management issues arising from team and virtual working.

Behaviours

When performing to this standard, you are likely to demonstrate the following behaviours:

1 Encourage, generate and recognise innovative solutions
2 Try out new ways of working
3 Find practical ways to overcome obstacles
4 Identify people's information needs
5 Identify people's preferred ways of communicating
6 Use communication media and styles appropriate to different people and situations
7 Encourage others to take decisions autonomously, when appropriate
8 Comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes make appropriate information and knowledge available promptly to those who need it and have a right to it
9 Develop systems to gather and manage information and knowledge effectively, efficiently and ethically
10 Encourage others to share information and knowledge within the constraints of confidentiality
11 Model behaviour that shows, and inspires others to show, respect, helpfulness and cooperation

Skills

When performing to this standard, you are likely to demonstrate the following skills:

- Communicating

- Decision-making

- Empowering

- Innovating

- Monitoring

- Networking

- Obtaining feedback

- Problem solving

- Team building

- Thinking creatively

- Valuing and supporting others

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Support remote/virtual teams

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