
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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