

# Managing Remote & Hybrid Teams

FOR FRONT-LINE LEADERS — Manufacturing • Construction • Utilities • First Responders

Remote is a leadership problem, not a technology problem. The best remote leaders manage outcomes — not presence.

Remote and hybrid work is now a permanent feature of the workforce. Gallup research shows that 70% of the variance in team engagement is determined by the manager — and that gap is even wider for remote and hybrid teams, where the leader is the primary — often the only — source of culture, clarity, and connection. Organizations that invest in remote leadership training see **42% higher engagement and 35% lower voluntary turnover in their distributed teams compared to those that treat remote work as a technology deployment problem.** This 45-minute class gives your front-line supervisors the frameworks, practices, and tools to lead distributed teams with the same effectiveness they bring to an in-person room.

## THE BUSINESS CASE FOR THIS TRAINING

**70%**

Of the variance in team engagement is determined by the manager — a gap that widens significantly in remote and hybrid settings

**42%**

Higher engagement in distributed teams where managers receive structured remote leadership training

**35%**

Lower voluntary turnover in organizations with strong remote management practices vs. those treating it as a technology problem

**3x**

More likely to report feeling unsupported and disengaged for remote employees with no structured one-on-one cadence

Sources: Gallup State of the American Workplace • Harvard Business Review • MIT Sloan Management Review • SHRM • McKinsey Global Institute

### WHAT YOUR LEADERS WILL LEARN

- ✓ Shift from presence-based to output-based performance thinking — the most critical mindset change in remote leadership
- ✓ Build trust with remote team members through consistency, follow-through, and responsiveness — without requiring physical proximity
- ✓ Run effective virtual meetings with standing agendas, camera-on norms, and documented outcomes that people actually use
- ✓ Set expectations with four explicit elements — what, when, quality standard, and why — so deliverables are never ambiguous
- ✓ Identify and compensate for proximity bias in hybrid teams — ensuring remote employees have equal access to recognition, information, and opportunity
- ✓ Conduct weekly one-on-ones that build relationship, not just track status — with a 50/50 agenda split
- ✓ Address performance issues virtually using video, specific behavior, and documented follow-up
- ✓ Support remote employee development so they don't feel overlooked for growth or advancement

### What Changes Immediately:

- ✓ Supervisors establish or strengthen a protected weekly one-on-one cadence with remote team members
- ✓ Proximity bias is named and actively compensated for in hybrid team decisions
- ✓ Performance conversations shift from hours and presence to deliverables and outcomes

### THE REACH FRAMEWORK

#### Five foundations. Every distributed team.

#### ROUTINES

Predictable rhythms replace the hallway conversation. Daily check-ins, weekly one-on-ones, monthly retrospectives.

#### EQUITY

Remote employees get equal access to information, recognition, and opportunity. Compensate for proximity bias deliberately.

#### ACCOUNTABILITY

Clear deliverables, specific deadlines. Outcome-based performance. 'Did it get done?' replaces 'Are they at their desk?'

#### CONNECTION

Weekly one-on-ones. Team rituals. Peer recognition. First 5 min of every call: not business.

#### HEALTH

Remote work blurs work/life boundaries. Check in on sustainable pace. Normalize logging off. Model the boundary.

#### The Hybrid Non-Negotiables:

- Document everything said in person in a shared digital channel

*"Distance is a test of leadership. The best remote leaders don't manage presence — they manage outcomes."*

*"The impact of their work has been incredible — fostering a new generation of capable leaders. Their curriculum is remarkably specific, addressing our unique organizational needs with precision. I wholeheartedly endorse Rising Tide Solutions."*

— Jim Rhodes, SVP, Wayne Brothers Companies

*The best remote leaders don't manage where people are. They manage what people accomplish — and ensure no one feels alone doing it.*

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"A rising tide lifts all boats."

### SESSION AT A GLANCE

- 🕒 45 Minutes
- 📍 In-Person or Virtual
- 👤 Front-Line Leaders
- 🏢 Up to 20 per Session

#### Package Includes:

- Slide deck
- Student handout & worksheets
- Remote leadership trust-building guide
- Communication barrier & solution table
- Four-element expectation framework
- Sync vs. async decision guide
- Virtual meeting rhythm template
- Proximity bias recognition & compensation guide
- Hybrid equity checklist
- Results-based vs. presence-based performance guide
- Remote development conversation framework
- Virtual performance issue protocol
- Action planning guide
- Complete instructor delivery guide

#### ★ Group, Law Enforcement & First Responder Discounts Available

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#### 🏠 RTS In-Person or Virtual

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Every package includes a full instructor guide built on our Train-the-Trainer methodology — your team delivers independently.

#### 📁 Add All 20 Classes

Bundle the complete 20-class Lunch & Learn Series for comprehensive front-line leader development.