Strategic Performance Management for Hybrid Teams Training Course

21 - 25 Dec 2026

Cape town

4600 € (Per Person)

Ref: #PRO7142_279576

Course Introduction / Overview:

The global shift towards hybrid work models presents both unprecedented opportunities and significant challenges for modern organizations. Effectively managing performance in an environment where employees are split between the office and remote locations is paramount to sustaining productivity, engagement, and competitive advantage. This course provides a comprehensive framework for designing and implementing a robust performance management system tailored to the unique dynamics of a hybrid workforce. Drawing on principles from leading thinkers like Tsedal Neeley, author of "Remote Work Revolution", we will explore how to move beyond traditional evaluation methods. Participants will learn to foster a culture of trust, accountability, and continuous feedback, regardless of physical location. This program, offered by BIG BEN Training Center, is meticulously designed to equip leaders with the strategic tools needed to set clear expectations, measure outcomes effectively, and eliminate proximity bias. We delve into the nuances of digital communication, team collaboration, and employee well-being, ensuring your organization can not only adapt but thrive in the new world of work. This is not just a course on policy; it is a strategic guide to building a resilient, high-performing, and engaged hybrid team for the future.

Target Audience / This training course is suitable for:

- Human Resources Managers and Directors.
- Team Leaders and Supervisors.
- Department Heads and Line Managers.
- Operations Managers.
- C-Level Executives and Senior Leaders.
- Organizational Development Professionals.
- Change Management Specialists.
- Talent Management Professionals.
- Project Managers.

Target Sectors and Industries:

- Information Technology and Services.
- Financial Services and Banking.
- Healthcare and Pharmaceuticals.
- Consulting and Professional Services.
- Telecommunications.
- Education and E-Learning.
- Retail and E-commerce.
- Government Agencies and Public Sector Organizations.
- Manufacturing and Engineering.
- Media and Entertainment.

Target Organizations Departments:

- Human Resources.
- Operations Management.
- General and Executive Management.
- Project Management Office.
- Information Technology.
- Strategy and Corporate Planning.
- Training and Development.
- All departments with team leadership responsibilities.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop a comprehensive hybrid work strategy aligned with organizational goals.
- Design and implement fair and effective performance metrics for hybrid teams.
- Master techniques for providing continuous and constructive feedback remotely.
- Identify and mitigate proximity bias in performance evaluations and promotions.
- Enhance communication and collaboration protocols for a distributed workforce.
- Foster a strong, inclusive organizational culture that transcends physical location.
- Utilize technology to support performance management and employee engagement.
- Lead change initiatives to ensure a smooth transition to a hybrid model.
- Develop policies that support employee well-being and work-life integration.
- Analyze performance data to make informed decisions and drive continuous improvement.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply their learning to real-world challenges. This course moves beyond theoretical lectures, employing a blended learning approach that includes expert-led presentations, in-depth case study analyses of successful hybrid organizations, and dynamic group discussions. Participants will engage in collaborative workshops and role-playing scenarios to practice new skills, such as conducting remote performance reviews and managing difficult conversations. We emphasize experiential learning, where participants work on practical exercises to develop their own hybrid work policies and performance management frameworks. Facilitated brainstorming sessions will encourage the sharing of diverse perspectives and solutions. Throughout the course, there will be ample opportunity for Q&A sessions and personalized feedback from our experienced instructors. This hands-on, participant-centered approach ensures a deep understanding of the concepts and builds the confidence needed to lead and manage high-performing hybrid teams effectively.

Course Agenda (Course Units):

Unit One: Foundations of the Modern Hybrid Workplace

- Defining the hybrid work model and its variations.
- Analyzing the benefits and challenges of hybrid work.
- The impact of hybrid models on organizational culture and employee experience.
- Understanding the psychological shift for employees and managers.
- Key legal and compliance considerations for a distributed workforce.
- Case studies of successful and unsuccessful hybrid transitions.
- Assessing organizational readiness for a hybrid work strategy.

Unit Two: Designing a Strategic Hybrid Work Framework

- Developing a clear and comprehensive hybrid work policy.
- Establishing communication protocols and norms for hybrid teams.
- Selecting the right technology stack for collaboration and connectivity.
- Redesigning physical office spaces for a hybrid purpose.
- Creating equitable access to resources and opportunities for all employees.
- Onboarding and integrating new hires in a hybrid environment.
- Defining roles and responsibilities for remote and in-office work.

Unit Three: Reimagining Performance Management for Hybrid Teams

- Moving from activity-based to results-based performance evaluation.
- Setting clear, measurable goals and OKRs for hybrid roles.
- Implementing a system for continuous feedback and regular check-ins.
- Techniques for conducting effective remote performance reviews.
- Identifying and overcoming proximity bias in evaluations and promotions.
- Using data and analytics to track performance without micromanaging.
- Aligning individual performance with team and organizational objectives.

Unit Four: Leading and Engaging a Distributed Workforce

- Essential leadership skills for managing hybrid teams.
- Building and maintaining trust in a virtual environment.
- Fostering psychological safety and open communication.
- Strategies for promoting collaboration and innovation across locations.
- Managing team dynamics and resolving conflicts remotely.
- Promoting employee well-being, mental health, and work-life integration.
- Recognizing and rewarding contributions in a hybrid setting.

Unit Five: Optimizing and Sustaining a High-Performance Hybrid Culture

- Measuring the effectiveness of your hybrid work strategy.
- Gathering employee feedback to drive continuous improvement.
- Managing the change process and overcoming resistance.
- Future-proofing your workforce for the evolution of work.
- Developing career paths and growth opportunities for all employees.
- Building a resilient and agile organizational culture.
- Final project. creating a hybrid performance management action plan.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can organizations effectively measure and reward 'contribution' over 'presence' to eliminate proximity bias in a hybrid workforce?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a deeply strategic, rather than purely operational, approach to hybrid work. While many programs focus on the tools and logistics of remote collaboration, this training delves into the fundamental redesign of performance management, leadership, and culture required to succeed in a hybrid environment. We move beyond surface-level tips to provide a robust, integrated framework that aligns hybrid work policies with core business objectives. The curriculum is built on a foundation of academic research and real-world case studies, ensuring that participants learn proven strategies, not just passing trends. A key differentiator is our intensive focus on mitigating proximity bias, a critical and often-overlooked challenge that can undermine fairness and engagement. Participants will not just learn to manage hybrid teams; they will learn how to lead them, fostering an inclusive and high-performance culture where every employee has an equal opportunity to thrive, regardless of their physical location. The emphasis is on building sustainable systems and leadership capabilities for long-term success in the evolving world of work.