

## **American Management Association's Successfully Managing Hybrid Teams**

### ***The Hybrid Team: Onsite and Online Challenges and Opportunities***

- Understand the Characteristics and Perceived Value of Hybrid Teams
- Describe the Unique Challenges of Managing Team Members in a Hybrid Team Environment
- Identify the Characteristics of Effective Teams with Hybrid In-person and Online Members
- Set and Communicate Your Team's Objectives
- Recognize That Value Is Demonstrated Differently in Virtual and Onsite Work Environments
- Ensure Strong Presence of Both In-person and Online Team Members

### ***Communication Between In-person and Online Team Members***

- Create a Strong Message to Influence Others
- Leverage Channels of Communication for Members of Hybrid Onsite and Online Members
- Ensure Both Onsite and Online Team Members See and Value Each Other's Effectiveness and Reliability
- Use Best Practices for Communicating in Hybrid Meetings
- Assess Team Member Communication in the Absence of Visual Cues (i.e., Body Language and Facial Expressions)

### ***Building Relationships in a Hybrid In-person and Online Environment***

- Connect with Team Members, Individually and in Meetings
- Forge Strong Relationships with Your Team Members, Both Onsite and Online
- Build Credibility and Trust
- Give and Receive Feedback from Onsite and Online Team Members
- Manage Conflict Among Team Members
- Understand Cross-Cultural Communication—Best Practices
- Recognize Your Organization's Culture and Its Accepted Behaviors
- Understand and Navigate Cultural Differences and Language Barriers

### ***Building a High-Performing Hybrid Team***

- Recognize the Differences Between the Stages of Building Virtual, Co-located Teams and Hybrid Teams
- Strengthen Team Networks for Improved Performance
- Recognize Levels of Engagement
- Increase Engagement in a Virtual Team
- Drive Performance in a Hybrid Team Environment