



LEADERSHIP AND TEAMS

Leading a Hybrid Team in Business Services

DURATION

1 day

AUDIENCE

Managers

LANGUAGE

Polish or English

FORMAT

On site or online

Managing a team that partly works remotely: work rhythm, visible results without micromanagement, engagement at a distance. Grounded in the reality of business services, not generic leadership.

WHAT WE COVER

- What hybrid breaks: the informal signals you lost and what replaces them
- Work rhythm: meetings, focus time and the week structure that hybrid teams need
- Visible results without surveillance: outcomes, agreements and check-ins that respect people
- Engagement at a distance: belonging, recognition and the quiet team member
- Fairness: office presence, promotion signals and the two-class-team trap
- Practice: participants redesign one week of their own team's rhythm

YOU LEAVE WITH

- A redesigned weekly rhythm for your own team, built during the workshop
- A results agreement format that replaces activity monitoring
- A checklist for spotting disengagement early in remote team members

WHO IT IS FOR

Managers and team leaders of hybrid or partly remote teams in business services: SSC, BPO, IT and back office. Grounded in service reality, not generic leadership theory.



BOOK THIS TRAINING

Write to michal.krauze@krauzeadvisory.com with the subject "Training: Leading a Hybrid Team in Business Services". Add preferred dates and group size. Closed programs are tailored to your organisation.