

# Training Technical People to Manage Satellite Teams

A PROVEN METHODOLOGY TO HELP TECHNICAL PEOPLE ACHIEVE  
"COLLECTIVE ACTION" FROM DIVERSE SATELLITE TEAMS.

DISCOVER THE RIGHT BALANCE BETWEEN MICROMANAGING AND  
EMPOWERING SATELLITE TEAMS AND BUILD TRUST IN REMOTE  
RELATIONSHIPS

Technical leaders sometimes misfire by trying to solve important team problems with proposed technology-focused solutions.

This course was designed to give technical experts an understanding of what difficulties often arise when leading satellite teams. Technical people often like order and structure. However organising satellite teams is seldom straightforward. Your technical people will discover proven methods to get satellite teams to complete tasks more seamlessly. They will also learn the benefits of being more flexible and tailoring their communication styles. This course works best with groups of technical people as they discover that they have similar personality styles and are easier to win over in a group

Gunnar K. A. Njalsson postulates that technical experts are primarily geared by their cognitive "problem-solution mindsets" and only in part by occupational group interests.

**TECHO** is an acronym which captures a series of events that can occur when satellite teams are being poorly managed by technical people

**Too many processes** – Satellite teams often break under the pressure of following too many processes

**Endless reporting** – Satellite teams fracture when too many reports are required. The information becomes less reliable. Short cuts are taken and mistakes covered up as satellite teams strive to meet time deadlines

**Control type personalities** are prevalent among technical people. If satellite teams experience too much control and micromanagement, it erodes levels of trust which is disastrous

**Hopelessness** – Behavioural scientists identified "satellite hopelessness". It occurs when the satellite teams feel that nobody listens or cares

**Out of Control** – At this point there is chaos within the satellite team and it is not uncommon for the head office to be unaware. The relationship is dysfunctional and real productivity levels fall even though the reports may paint a far rosier picture



# Key learning outcomes

Your **Training Technical People to Manage Satellite Teams** program will give participants the skills to:

- Profile different organisational thinking styles
- Practice situational leadership techniques
- Substitute problem solving terminology when listening to a perceived workplace injustice
- Understand the psychology of what motivate your satellite teams
- Rid your organisation of the #1 cause of dysfunctional satellite teams
- Conduct effective performance management discussions with satellite teams
- Reframe problem solving sessions as team building sessions since technical people usually offer solutions prematurely
- Understand right and left brain cognitive heuristics
- Critique the lifecycle of satellite teams
- Expand your organisation role and break away from myopic perception of your role only being “technical”
- Feel comfortable without all the answers
- Accept deadlines and priorities will always change
- Discover a methodology to build trust in remote relationships
- Increase project clarity and identify and label management issues
- Critique the pros and cons of coaching
- Celebrate diversity
- Understand the motivations of different cultures and generations
- Focus on building stronger cultural relationships

## Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size:** 4 – 9 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** This program can be conducted as a one day or half day program.
- **Cost:** Price on request.
- **Target Audience:** Employees, Supervisors, Team Leaders, Senior Managers or CEO's based in either head office or in satellite offices

If you would like more information on this training program, please contact:  
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