Foundation

VIRTUAL TEAM COLLABORATION

COURSE OVERVIEW

Techniques and tools for maintaining culture and productivity in dispersed teams.

COURSE OBJECTIVES

- Build "Virtual Trust" without physical proximity.
- Facilitate engaging remote meetings.
- Select the right collaboration tools (Async vs. Sync).

SKELETON OUTLINE

- Synchronous vs. Asynchronous Communication.
- Virtual Meeting Hygiene and Etiquette.
- Building Culture Remotely.
- **Action Plan:** Creating a "Team Charter" for Hybrid Work.

HR SERVICE DELIVERY & HRBP MODEL

COURSE OVERVIEW

Understanding how HR organizes itself to deliver value to the business.

COURSE OBJECTIVES

- Differentiate between COEs, Shared Services, and HRBPs.
- Define Service Level Agreements (SLAs).
- Understand the Ulrich Model and its modern evolutions.

SKELETON OUTLINE

- The Ulrich Model: Then and Now.
- The Role of the HRBP: Strategic Partner vs. Generalist.
- Defining the Service Catalogue.
- **Exercise:** Auditing Your HR Delivery Model.

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