



**4 and 20 Million.**

# SUPPORTING HYBRID AND REMOTE TEAMS

Helping hybrid and remote teams to maximise productivity, collaborate effectively, foster a supportive team community and strike a healthy work/life balance



## OUR WORKING WORLD HAS EVOLVED

When lockdown forced us all to become remote workers overnight, we were all compelled to quickly reinvent our own ways of working.

As we emerged to a 'new normal', expectations and preferences differed - perhaps the only common ground being that a 5-day office-based week now seems unlikely to return for most of us.

With each of us having developed our own preferences and working patterns, the impact on teams is increasingly a cause for concern.

## A NEW SET OF CHALLENGES

Without clear shared expectations, individuals risk overwork and burnout, often overestimating what is expected of them whilst attempting to respond instantly to every meeting invite, email, IM and notification.

With less time spent together, interpersonal relationships are more distant, leading to greater isolation, heightened stress and reduced 'learning by osmosis'.

Yet mandated office days can lack purpose, feeling unproductive and costly.

Something needs to change!

**4AND20MILLION ADDRESS THESE CHALLENGES. THIS BROCHURE DETAILS HOW!**

## FOUR CHALLENGES

## IMPACT ON TEAM

## 4 AND 20 MILLION SOLUTION

PRODUCTIVITY

VARIABLE PRODUCTIVITY, CONFLICTING WORKING STYLES, INCREASED BURNOUT



SUSTAINABLE EXCELLENCE  
TECHNIQUES TO BOOST TEAM-WIDE PRODUCTIVITY

CONNECTION

UNAWARE OF COLLEAGUES' STRENGTHS, PERSPECTIVES AND COMMUNICATION STYLES



COLLECTIVE BRILLIANCE  
BUILD MUTUAL UNDERSTANDING AND RAPPORT,  
COMMUNICATE EFFECTIVELY

COMMUNICATION

LIMITED OPPORTUNITIES TO GATHER FEEDBACK ON PERFORMANCE, IDEAS AND CHALLENGES



CREATING A FEEDBACK CULTURE  
CREATE A CULTURE WHERE PEOPLE ARE ABLE TO GIVE AND RECEIVE FEEDBACK TO ENABLE IMPROVEMENT AND INSIGHT

ISOLATION

INCREASED ISOLATION AND HEIGHTENED STRESS DUE TO REDUCED CONTACT WITH COLLEAGUES



ONLINE COACHING  
ONGOING SUPPORT WITH EXPERIENCED COACH TAILORED TO INDIVIDUAL NEEDS

## SUSTAINABLE EXCELLENCE

TECHNIQUES TO BOOST TEAM-WIDE PRODUCTIVITY

### ESTABLISH SHARED PRACTICE AND ALIGN EXPECTATIONS, WHILST COMBATING THE CAUSES OF BURNOUT AND POOR WORK/LIFE BALANCE

The risk factors of remote working - less oversight, communication barriers, opportunity for miscommunication, poor team working - are met with a plethora of tech solutions; Teams, Skype, virtual meetings, email, even WhatsApp and good old fashioned phone calls. Yet the reality of this is that we are often inundated with interruption throughout the day, with little clarity on how to prioritise important tasks over an IM notification or the politics of Skype statuses.

While the freedom to structure our own days is universally welcomed, many of us feel overburdened by the competing priorities of growing to-do lists, unending inboxes, packed diaries and fast-paced days.

Our **Sustainable Excellence** training course empowers remote and hybrid teams to develop the skills and behaviours needed to work smarter, create high quality outputs and collaborate effectively.

This course is not *just* about increasing productivity and work output. It's about being more engaged and purposeful with our time - inside work and out. Participants will learn techniques that help them to focus their energy, manage their attention and establish behaviours and habits that prevent them from living in a constant state of overload and stress.

**Sustainable Excellence** brings teams together to find more effective ways to work productively. It prompts much-needed debate amongst teams and culminates in agreed priorities and actions to drive collective improvement.

# SUSTAINABLE EXCELLENCE

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## COLLECTIVE BRILLIANCE

BUILD MUTUAL UNDERSTANDING AND RAPPORT,  
COMMUNICATE EFFECTIVELY

**INCREASE RAPPORT AND COLLABORATE  
MORE EFFECTIVELY BY UNDERSTANDING  
EACH OTHER'S TRAITS AND  
COMMUNICATION STYLE**

When our time together is reduced, we miss out on the incidental moments - the casual chat, the overheard phone call, the everyday signs of frustration and amusement. It is in these moments that we really get to know what makes our colleagues tick - how they think, how we should best communicate with them (and when we should not!), who to approach with a particular problem, the best sounding board for a particular idea. All of this is much harder to determine when spending less time in the office together.

**Collective Brilliance** provides a short cut to these insights. Starting with a psychometric assessment, each team member receives a 30-page personal portrait packed with insight to fuel their own development. Far from pigeonholing people into narrow 'types', this model looks to expand our potential to consider future growth.

Over the course of a half-day session, we draw out the dynamic of the team, building an understanding of the different relationships in the group. Your team will learn how to embrace different perspectives, deal with conflict, work with others and embrace diversity. We include a free app, allowing easy sharing between colleagues, and a whole-team visual to ensure the insights from the experience continue to be practically useful long into the future.

The result is a team that understands each other as well as if they had worked closely together for years, fuelled with valuable insight for personal growth.

COLLECTIVE  
BRILLIANCE



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## CREATING A FEEDBACK CULTURE

CREATE A CULTURE WHERE PEOPLE ARE ABLE TO GIVE AND RECEIVE FEEDBACK TO ENABLE IMPROVEMENT

**WHEN WORKING REMOTELY, WE RARELY RECEIVE FEEDBACK. IT'S CRUCIAL TO CREATE A CULTURE WHERE FEEDBACK IS REGULARLY SOUGHT AND READILY GIVEN**

At its best, feedback is well-intentioned advice delivered by someone with valuable insight into our performance. It should be something that we seek out relentlessly - the gold dust to unlock our progress. Yet our discomfort in delivering and receiving feedback illustrates that this ideal is far from our day-to-day reality. When we hear the word 'feedback', our natural defences rise and we actively avoid the whole uncomfortable scenario.

**Creating a Feedback Culture** reframes the entire concept. Rather than accept a team environment in which feedback is rare, unsolicited and equated with criticism, we reposition feedback as something to be actively sought for personal development.

This session enables people to deliver smart, timely and effective feedback that can be used as essential fuel for development. We also examine how feedback can become an ingrained trait of team behaviour, detailing how you can normalise and encourage a culture of regular feedback.

Pragmatic, applicable and insightful, **Creating a Feedback Culture** provides the catalyst for profound improvement and lasting change across your team.



CREATING A  
FEEDBACK  
CULTURE

4 and 20 Million.

## ONLINE COACHING

ONGOING COACHING SUPPORT TO COMBAT  
ISOLATION AND HEIGHTENED STRESS

**WHILE SOME THRIVE IN A HYBRID OR  
REMOTE SETTING, THE REDUCED  
STRUCTURE, ISOLATION AND  
SELF-DIRECTION CAN BE CHALLENGING**

Even pre-pandemic, stress was the biggest cause of workplace absence. In 2022, 76% of UK employees took at least one day off due to stress (CIPD).

Remote work can increase feelings of isolation, heighten stress and make asking for support feel more difficult. Moreover, it can also make it more challenging for line managers to both spot the signs of need and to build the depth of interpersonal relationships that encourage colleagues to open up and share vulnerability.

Creating psychological safety, spotting the need for support, identifying burnout and anxiety and responding adeptly over a regular Teams call is a tough ask of a line manager or senior colleague. For this reason, we advocate supporting your team's needs with dedicated, **qualified external coaches**.

By booking a set number of monthly hours and making these available over Zoom/Teams, colleagues can opt-in as desired and benefit from a confidential conversation with a trained, independent coach who can support them, whether that's overcoming a pressing challenge, identifying and resolving internal barriers or navigating a stressful situation.

Our network of experienced coaches are specialists in recognising and addressing the challenges faced by hybrid and remote workers.



ONLINE  
COACHING



**4 and 20 Million.**

## FOSTERING COMMUNITY, BUILDING TRUST

### GETTING TOGETHER, MAKING MEMORIES AND SPENDING MEANINGFUL TIME REMAINS THE STRONGEST CULTURAL CATALYST

Whilst all of the training described in this brochure can be delivered over half or full days, we recognise that an extended period together can galvanise and reinvigorate a team dynamic and provide a richer opportunity for team-building.

In the age of hybrid and remote working, investing quality time together via our **team-building retreats** can reap enormous benefits. The structure is flexible. It can combine one or two of the courses outlined in the brochure alongside a range of stimulating team-building activities, providing a purposeful opportunity to build connections, grow trust, reinforce team culture and boost morale.

Hosted away from the bustle of the city and the demands of daily work, these events give teams the opportunity to work together effectively, develop new skills, forge new connections and reinvigorate relationships. We are happy to discuss venue and content options with you to suit needs and budgets. Here is an example itinerary:

DAY 1	DAY 2
AM: Collective Brilliance	AM: Sustainable Excellence
PM: Yoga session / guided walk, group dinner	PM: Escape room/pottery workshop, social event





**Deloitte.**

“Insightful, practical and hugely enjoyable, **4and20Million** have had a **galvanising effect on our team's productivity**, instilling a healthy, high-performance approach towards how we work.”

**REPUBLIC OF MEDIA**

“**In 20 years in the industry, I can't think of a more useful 2 hours of training I've had.** Even our most experienced staff members learnt more about themselves and how to better understand their colleagues.”

The EY logo consists of a yellow chevron pointing to the right above the letters 'EY' in a bold, black, sans-serif font.

“Immensely valuable and insightful. I wouldn't hesitate in recommending to other companies that **engaging with 4and20Million** creates a really positive outcome on the effectiveness of their people.”



**4and20Million.**

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**BDO**

**KPMG**

Heathrow  
Making every journey better

The Growth Company logo features a stylized 'G' icon followed by the text 'The Growth Company'.

brother.  
at your side

News UK



For full details of these courses,  
please contact Alex or Dan  
through the details below.

We're always more than happy to talk  
through the content, answer any  
questions and see how we can create  
**lasting, positive impact** for your team.

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