Managing Virtual Teams

"Developing virtual teams is 90% culture change and 10% technology." - Bob Buckman

Collaboration between groups and individuals working remotely is not a new concept. However the development of information technology has driven the development of virtual teams. In today's global market place, organizations looking for a competitive edge have found it in technology which allows them to utilize employees in new ways; in different places at different times.

Reduced social interaction, working in different time-zones, limited informal communication and cultural differences make the task of building an effective remote team extremely challenging. The objective of this workshop is to help team leaders of remote and/or virtual teams to understand the dynamics of their team and take steps to develop team spirit and improve performance.

Objectives

At the end of the workshop participants will be able to:
- identify the challenges and opportunities of working in virtual teams.
- improve team motivation by defining and implementing clear goals.
- manage cultural and interpersonal differences to get results.
- develop a system of communication which builds relationships, increases transparency and encourages constructive feedback.
- establish standards of behavior which promote shared values in the team.
- coach their remote team members more effectively
- develop an action plan to improve their own team's effectiveness

Content
- Eight characteristics of highly effective virtual teams
- The importance of clear and aligned goals
- Developing trust in virtual teams
- Managing ambiguity by moving from implicit to explicit communication
- Adaptive/situational leadership in virtual teams
- Aligning critical team processes with team roles – Belbin Team Roles©
- Virtual team development and toolkit

Learning Methodology

The participants will be expected to do some preparation in advance of the program and complete an assessment of the virtual team in which they work.

The workshop will involve experiential-based learning activities, case studies, group activities, lecturettes and (virtual) discussions.

The participants will be asked to develop a specific action plan to improve the communication and cooperation in their own virtual team and commit to a telephone conference / web-based meeting to share the results with others.

Workshop

This is a three-day workshop for a group of 16 participants working with two Clarion Learning consultants at an off-site location.

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