

## Leading Virtual and Remote Teams - 3 Days

### Delivering Results in the Global Workplace

*Course 275 Overview*

- You Will Learn How To**
- Build and lead virtual and remote teams to create success in the global workplace
  - Adapt your leadership approach to meet the unique demands of working globally
  - Foster key relationships that develop and maintain collaboration and successful team performance
  - Facilitate effective and productive teams using a variety of communication technologies
  - Diagnose and manage the risks and benefits of distance and cultural diversity
  - Design an action plan to optimise your team's effectiveness
- Course Benefits** Whether communicating with a colleague in the next office or across the world, virtual and remote working (VRW) is the norm of the twenty-first century. In this course, you gain the skills to lead teams that deliver results across multisite and multinational environments. You learn to manage the collaboration of virtual teams via e-communications and enhance productivity by balancing technological and human communications.
- Who Should Attend** Managers, project managers, directors and anyone who leads or collaborates with virtual, remote, third-party or international teams.
- Workshop Course** Interactive, small-group workshops reinforce the concepts presented in the class. Activities include:
- Quantifying the effects of separation
  - Creating team vision and success criteria
  - Evaluating communication technologies
  - Mapping and analysing the team environment
  - Analysing stakeholder priorities
  - Identifying actions to optimise virtual working effectiveness

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*Course 275 Outline*

#### Introduction and Overview

- Defining virtual and remote working
- Dealing with the realities of effective global teamwork
- Identifying the benefits and impacts of separation factors

#### Creating a Leadership Model for the Virtual World

##### Overcoming the challenges of working in virtual teams

- Planning to meet the challenges of a 24-hour world
- Unique characteristics of virtual and remote leadership

##### Analysing the impact of distance on collaborative working

- Comparing working together with working apart
- Factoring in the effect of trust among team members

##### Establishing the foundation for effective collaboration

- Defining "team" in a wider and more productive sense
- Providing what team members need to be successful

#### Developing Your Virtual Team

##### Evaluating your readiness

- Assessing organisational and management capabilities
- Recognising team potential

##### Building and maintaining a successful virtual team

- Identifying key staff competencies and qualities
- Establishing trust across your virtual teams
- Mapping the key relationships to enhance team success
- Investing in virtual team effectiveness

##### Networking and fostering relationships with key influencers

- Analysing the perspectives and priorities of stakeholders
- Implementing the most effective factor for virtual and remote working success
- Navigating organisational and political complexities
- Creating strategies for building relationships

#### Managing high-performance virtual teams

- Coaching and training in a virtual workplace
- Virtual management pitfalls to avoid
- Selecting an appropriate management style

##### The start-up session: the key to VRW success

- Generating team ground rules to enhance effectiveness and efficiency
- Orienting new remote team members
- Running effective virtual team start-up sessions

#### Technology, Communication and the Virtual Workplace

##### Enhancing the benefits of virtual collaboration

- Distinguishing and defining the six key communication content areas
- Addressing key behaviours unique to virtual workers
- Generating structured processes for selecting the right medium for key team activities

##### Leveraging key virtual technologies

- E-mail
- Intranets/Extranets
- IM
- Blogs
- Wikis
- Social Networking
- Conferencing and collaboration tools
- Tips for using e-mail efficiently
- Evaluating virtual tools to maximise communication

#### Managing Diversity and Distance

##### Working with cultural diversity

- Exploring levels and categories of culture
- Responding positively to the range and depth of cultures
- Incorporating cultural differences to benefit the team

##### When things go wrong at a distance

- Proactive approaches to conflict pressure points
- Overcoming the isolation factor

#### Creating an Action Plan to Lead Virtual Work

##### Taking a proactive approach to daily leadership

- Refocusing leadership actions using a three-level model
- Adapting a communication plan to track progress

##### Establishing a personal action plan for successful implementation

- Practical tips and techniques for successfully managing virtual work
- Instituting your personal leadership success criteria
- Shifting to a new set of leadership priorities
- Adopting a leadership strategy based on collaborative teamwork and structured communication