



Training ■ Facilitating ■ Coaching
Team Success

Objectives

- Identify the challenges inherent in virtual teams and learn techniques for overcoming them
- Identify and utilize basic team concepts which are critical to virtual team success
- Develop strategies for building trust, relationships and a sense of team across boundaries
- Facilitate virtual meetings and the effective sharing of knowledge and information
- Identify options for solving problems and dealing with virtual conflicts
- Learn to use the virtual team consensus model
- Align task, processes and technologies to work together
- Assess team effectiveness and how to make improvements

Leading Virtual Teams

Purpose: To teach team leads and managers the critical skills necessary for successfully leading teams when they work across geographical boundaries.

The Challenges of Virtual Teams and Strategies for Dealing with Them

- Lack of trust and shared understanding
- Dealing with time, cultural, and language difference
- Technology
- Top 10 needs for successful virtual teams

Basic Team Concepts which are Critical to Virtual Team Success

- Purpose
- Goals
- Roles and responsibilities
- Ground rules
- Accountability

Successful Teamwork = Synergy = People

- Strategies for building trust and relationships across boundaries
- Becoming a team and team identity
- Dealing with problems and solving conflicts
- Utilize a virtual team consensus model for effective consensus building

Communication Issues

- Facilitating virtual meetings
- Overcoming barriers to knowledge and information sharing
- Using technology for storing knowledge and information
- Keeping communications open and flowing and what to do when it bogs down

Alignment Between Task, Processes, and Technology

- Assessing needs and improvements

Methodology: This is a highly experiential program which combines short lectures, customized case studies, scenarios and exercises that are relevant the participants.

Recommended Length and Size: One to two full days depending on the depth and needs of the client. Suggested class size is 24 or less.

Materials: Customized Workbook. Lost in Cyberspace exercise is at an additional cost, if included.