

Virtual Team Building and Management Workshop

Course Duration 1 Day

There are an estimated one billion virtual workers in 2012, and the number is expected to continue climbing well into the future. With a global workforce you are provided with a cost effective and talented pool of employees to draw from. With a virtual team you are given a Follow the Sun production environment.

With a virtual team you have the normal issues of a localized team, with the additional challenges of distance and cultural differences. Virtual Team Building and Management will give you participants the knowledge to work with these challenges and succeed in a growing global workforce.

Course Objectives

At the end of the course participants will be able to:

- Know the keys to establishing a virtual team
- Learn how to hold effective meetings and group sessions
- Learn effective ways to communicate with team members
- Use tools to build trust and confidence among employees
- Know how to handle poor performing employees
- Develop visual aids and supporting materials
- Know how to manage a virtual team during any project

Course Outline

Setting Up Your Virtual Team (I)

Choose Self-Motivated People with Initiative
Face to Face Meetings at First (Kick-off Meeting)
Diversity Will Add Value
Experienced with Technology

Setting Up Your Virtual Team (II)

Personality Can Count as Much as Skills
Rules of Engagement
Setting up Ground Rules
Icebreakers and Introductions

Virtual Team Meetings

Scheduling Will Always Be an Issue
Have a Clear Objective and Agenda
Solicit Additional Topics in Advance
Discourage Just Being a Status Report

Communication (I)

Early and Often
Rules of Responsiveness
Face to Face When Possible
Choose the Best Tool

Communication (II)

Be Honest and Clear
Stay in Constant Contact
Don't Make Assumptions
Set Up Email Protocols

Building Trust

Trust Your Team and They Will Trust You
Beware of "Us vs. Them"
Territorial Issues
Share Best Practices
Create a Sense of Ownership

Cultural Issues

Respect and Embrace Differences
Be Aware of Different Work Styles
Know Your Team Members
Cultural Background

To Succeed With a Virtual Team

Set Clear Goals
Create Standard Operating Procedures (SOPs)
Build a Team Culture
Provide Timely Feedback

Dealing With Poor Team Players

Manage Their Results, Not Their Activities
Be Proactive, Not Reactive
Check In Often
Remove Them

Choosing the Right Tools

Communication Software
Collaboration and Sharing Tools
Project Management Software
Use What Works for You and Your Team