

## LEADING VIRTUAL TEAMS

This one-day interactive workshop will give participants the management tools to get the most out of their virtual teams. Managers will learn how to recognise and overcome the challenges of working virtually and develop practical techniques for engaging, communicating and building trust with virtual team members.

### **At the end of this workshop participants will have:**

- Solutions to the practical challenges of virtual management
- Some creative ideas for more effective virtual communication
- Practical strategies for developing virtual relationships and building trust

This workshop combines trainer input with pair, small and whole group discussions and activities such as quizzes, case studies and simulations. The content and material will be practical and relevant to participants' context. Participants will be invited to share their experiences and ask questions throughout.

### **Course content**

- Challenges of working in virtual teams
- What makes an effective virtual manager?
- Building your team: the desired skills and competences for a high performing virtual team, leveraging differences in communication and working styles, sustaining strong team relationships
- Working towards a common goal: team focus - establishing a strong sense of identity and purpose, defining roles and responsibilities, aligning goals and maintaining direction, recognising individual needs
- Virtual team communication: your communication style and preferences, selecting the right communication channel
- The communication landscape: team charter - use of appropriate channels, frequency of communication, levels of formality, etc.
- Measuring the impact of technology: pain spots in collaboration – videoconferencing, online presentations, relationship management, conflict resolution and miscommunication

### **Format**

One-day workshop, face-to-face. Or virtually two x half days.

**Who should attend?** Junior managers or managers new to working in a virtual environment.

**Maximum number of delegates** 6