
In-house Training Outline

(To be further tailor-made according to the client's request)

Managing and Motivating Virtual & Distance Teams (2 days)

Success Factors in Establishing and Maintaining High Performance Virtual and Distant teams

- ✧ The risks, benefits and challenges of establishing and maintaining high performance Virtual & Distance teams
- ✧ The types of teams- what's the difference?
- ✧ Why distance makes a difference
- ✧ The Vital Success Factors to ensure the success of your Virtual and Distant Team
- ✧ Assessing the performance of you own team

Fundamentals in making a successful Virtual Team

- ✧ Selection of Virtual Team members- what should you look for?
- ✧ Leadership competencies for Virtual Team leaders
- ✧ The size of teams- what is the ideal number of members?
- ✧ The seven basic types of Virtual Teams

Motivating Your Virtual Team

- ✧ Assessing what you are doing at the moment
- ✧ The Nine Key Motivators a leader needs to understand
- ✧ Understanding the team styles of those in your Virtual Team
- ✧ Tips to improve the motivation of your Virtual Team members
- ✧ Getting maximum gain from the Diversity within your Virtual Team

The Importance of an Agreed Team Purpose and Team Norms

- ✧ What separates Virtual Teams from Traditional Teams
- ✧ Communicating the Team Purpose
- ✧ Getting "buy in" from your team
- ✧ The essential role of Team Norms on a Virtual Team

Maximizing All Available Resources to Achieve Your Business Performance Goals

- ◇ While there are common challenges in running either a collocated team or a Virtual team there are a number of key differences. These are examined looking at each participants actual situation in terms of their Virtual team experience. If these differences are handled effectively Virtual Teams have the real potential to outperform traditional teams.

Managing Performance in your Virtual Team

- ◇ Issues that can impact on the performance of your Virtual Team
- ◇ Encouraging a results-orientated, rather than an activity-orientated culture
- ◇ Making the most of the Diversity within your Virtual team
- ◇ Conducting Performance Appraisals in a Virtual Team environment

The Virtual Team Leaders role in Managing Change

- ◇ The fundamentals of managing a change process
- ◇ How to manage change effectively in a Virtual setting
- ◇ Ensuring the change management process maintains momentum
- ◇ Gaining the buy in of key sponsors and other stakeholders

The critical importance of understanding Cross Cultural issues when leading Virtual Teams

- ◇ What do we mean by culture and how it impacts on individuals and teams
- ◇ The key dimensions of culture and how these effect a Virtual Teams performance
- ◇ A self assessment of your own cultural values
- ◇ Understanding the cultures of those on your Virtual team
- ◇ How national culture effects individual behavior, how work is undertaken and the way people prefer to be led

Technology and Communications in Virtual Teams

- ◇ What are the most effective tools for communicating with your Virtual team members
- ◇ How to select what technology is needed
- ◇ The types of technology available and tips for successful use

Case Studies and Group Exercises

Both days will consist of case studies and group exercises to enable participants to receive maximum benefit from their attendance and to ensure sharing of the groups experience in Virtual teams.