Virtual Team Building and Management

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 Outline:

Module One: Getting Started
- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

Module Two: Setting up Your Virtual Team (I)
- Choose Self-Motivated People with Initiative
- Face to Face Meeting At First
- Diversity Will Add Value
- Experienced with Technology
- Case Study
- Module Two: Review Questions

Module Three: Setting Up Your Virtual Team (II)
- Personality Can Count as Much as Skills
- Rules of Engagement
- Setting up Ground Rules
- Icebreakers and Introductions
- Case Study
- Module Three: Review Questions

Module Four: Virtual Team Meetings
- Scheduling Will Always be an Issue
- Have a Clear Objective and Agenda
- Solicit Additional Topics in Advance
- Discourage Just Being Status Reports
- Case Study
- Module Four: Review Questions

Module Five: Communication (I)

- Early and Often
- Rules of Responsiveness
- Face to Face When Possible
- Choose the Best Tool
- Case Study
- Module Five: Review Questions

Module Six: Communication (II)
- Be Honest and Clear
- Stay in Constant Contact
- Don't Make Assumptions
- Setup Email Protocols
- Case Study
- Module Six: Review Questions

Module Seven: Building Trust
- Trust Your Team and They Will Trust You
- Be Aware of "Us vs. Them" Territorial Issues
- Share Best Practices
- Create a Sense of Ownership
- Case Study
- Module Seven: Review Questions

Module Eight: Cultural Issues
- Respect and Embrace Differences
- Be Aware of Different Work Styles
- Know Your Team Members Cultural Background
- Dealing with Stereotypes
- Case Study
- Module Eight: Review Questions

Module Nine: To Succeed With a Virtual Team
- Set Clear Goals
- Create a SOP"s
- Build a Team Culture
- Provide Timely Feedback
- Case Study
- Module Nine: Review Questions

Module Ten: Dealing With Poor Team Players
- Manage Their Results, Not Their Activities
- Be Proactive Not of Reactive
- Check in Often
- Remove Them
- Case Study
- Module Ten: Review Questions

Module Eleven: Choosing the Right Tools
- Communication Software
- Collaboration and Sharing Tools
- Project Management Software
- Use Whatever Works for You and Your Team
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations