CENTER FOR LEADERSHIP AND **DEVELOPMENT**

Managing Remote and Virtual Teams | 2 Days

The business model is constantly evolving. Managing remote teams – a rarity just a few years ago – is now a common occurrence. Working virtually offers unique advantages and challenges. But how do you best leverage these benefits while overcoming impediments? This course will teach you to adjust your management style to successfully improve communication, foster connections, increase productivity, and develop remote and virtual teams. Focused on practical skills, this course includes activities to apply these techniques and drive results.

WHO SHOULD ATTEND:

Professionals managing remote teams or existing traditional teams that are evolving into more virtual roles.

JOB ROLES:

Personal Development
Leader of Teams/Projects
Leader of Managers/Departments

OBJECTIVES:

- Effectively manage team dynamics in remote and virtual teams
- Leverage communications technologies to the benefit of your remote and virtual teams
- Identify the specific skills required for managing remote and virtual teams
- Evaluate the impact of culture and language on your team's performance

COURSE OUTLINE:

Defining Remote and Virtual Teams
    Managing Relationships, Communication, and Tasks
    Meeting Your and Your Team's Needs
Management Requirements for Remote and Virtual Teams
    Moving from Reactive to Proactive
    Understanding Team Member's Unique Situations
    Keeping Everyone Informed
    Innovating with Virtual Teams
    Managing Work Outputs
    Overseeing Separated Team Members
    Defining and Building Relationships with Stakeholders
Team Dynamics
    Creating Team Identity
    Forming Remote and Virtual Teams
    Managing the Storming Process
    Getting to Norming and Storming
    Creating and Governing with Ground Rules
    Tracking Team Performance
    Setting Expectations and Providing Feedback

Making Technology Work for You
    Communicating with and Coordinating Your Team
    Avoiding the Technology Trap
    Developing Effective Communication Across Various Media
    Choosing the Right Technology Platform
The Impact of Culture and Language
    Recognizing Cultural Characteristics and Differences
    Building Cultural Knowledge
    Managing Across Time Zones
    Respecting Non-Working Time

We Ensure Personal & Professional Growth Through:

TOPIC-SPECIFIC, REINFORCEMENT MATERIALS TO ENRICH YOUR JOURNEY
eBooks, On-Demand Courses, Quick Videos,
Personal & Team Assessments, Tools & Templates.

Learning & Performance Institute

This course may qualify for Continuing Education Credits from multiple providers. Please visit **www.nhcredits.com** for complete details.

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Computer Learning Centers
www.newhorizons.com

Post-Class Reinforcement Materials

Each of the Leadership and Professional Development courses include a suite of post-class reinforcement materials that are unique to each title. Content such as e-books, quick videos, personal and team assessments, tools and templates, and other materials, have been selected to ensure that you continue your journey to ongoing success beyond the classroom. All e-assets, such as books and videos, come with 1-year access.

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Reinforcement Videos
- Globalization and Profitability featuring Michael Cox (Part I)
- Globalization and the Changing Business Landscape featuring Harold Sirkin
- Globalization and Technology Featuring Vijay Govindarajan
- Globalization Leads To Collaboration featuring Dr. William K Fung
- Globalization and Emerging Trends featuring Vijay Govindarajan
- Globalization: Geography is No Longer Relevant featuring Vikas Kapoor
- Distance Leadership: Leaders, Technology, Motivations, and Management featuring Joe DiVanna
- The Global English Strategy in the Global War for Talent featuring Sheila Madden
- Dancing Between Global and Local featuring Jeff Joerres
- What is the Global Manager? featuring Andrew Kakabadse
- Leveraging Technology and Globalization for Green IT featuring David Moschella

Book Summaries
- *World Out of Balance: Navigating Global Risks To Seize Competitive Advantage* by Paul A. Laudicina
- *The Services Shift: Seizing the Ultimate Offshore Opportunity* by Robert E. Kennedy with Ajay Sharma
- *The Talent Powered Organization – Strategies for Globalization, Talent Management and High Performance* by Peter Cheese, Robert J. Thomas and Elizabeth Craig
- *The Extreme Future – The Top Trends That Will Reshape the World for the Next 5, 10, 20 Years* by James Canton, Ph.D.
- *FREE: The Future of a Radical Price* by Chris Anderson
- *Deciding Who Leads: How Executive Recruiters Drive, Direct & Disrupt the Global Search for Leadership Talent* by Joseph Daniel McCool

Blueprints
- *The Realities of Global Competition by Narayana Murthy, B. Ramalinga Raju and Douglas Gorman*

Leader-Led Activities
- Global Business Approaches Discussion Guide
- Globalization Case Studies Discussion Guide
- Globalization Opportunities Facilitation Guide
- Our Global Company Facilitation Guide
- Global Management Skills and Knowledge Application Guide

Self-Assesment
- Characteristics of Global Companies
- Communication and Leadership
- Business Operations

Challenge
- Challenge: Evaluating Globalization Opportunities

Tools
- Globalization Trends
- Approaches to Globalization
- Consumption Market
- Sources of Efficiencies
- Talent Sources

Test
- Leadership Advantage Test Yourself: Globalization

Core Message
- Leadership Advantage: Globalization 2.0

Case Study
- Globalization Example (Software and Service Company)
- Globalization Example (Manufacturer of Small Appliance Parts)
- Global Opportunities
- Coaching for a Global Mindset

Key Concept
- Key Concept: The Evolution of Globalization
- Key Concept: Characteristics of Global Companies
- Key Concept: Approaches to Global Business Operations
- Key Concept: Consumption Market
- Key Concept: Sources of Efficiency and Innovation
- Key Concept: Opportunities Bring Challenges
- Key Concept: The Impact of Globalization on Managers
- Key Concept: Business Operations Knowledge and Skills

e-Books
- Remote Working: Linking People and Organizations
- Remote Workforce Training: Effective Technologies and Strategies
- Managing the Mobile Workforce: Leading; Building; and Sustaining Virtual Teams

Videos/Courses
- How to Increase Productivity in Virtual Teams
- The Happiness Advantage
- Managing Virtual Teams
- Results Through Collaboration

Materials listed above are representative and do not include all assets, which are subject to change as titles and resources are always being updated.