

Managing Remote and Virtual Teams

Overview

Managing remote teams 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 highly successful remote and virtual teams.

Target Audience

Executives, directors, managers, and others tasked with making important decisions for their organizations.

Course Objectives

After completing this course, students will know how to:

- 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

1 - Defining Remote and Virtual Teams

Managing Relationships, Communication, and Tasks
Meeting Your and Your Team's Needs

2 - 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

3 - 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

4 - Making Technology Work for You

- Communicating with and Coordinating Your Team
- Avoiding the Technology Trap
- Developing Effective Communication Across Various Mediums
- Choosing the Right Technology Platform

5 - The Impact of Culture and Language

- Recognizing Cultural Characteristics and Differences
- Building Cultural Knowledge
- Managing Across Time Zones
- Respecting Non-Working Time
