



VIRTUAL TEAM BUILDERS CERTIFICATE COURSE

DESCRIPTION

Business environments are changing. Fuelled by international competition, technological advancements and alternative work practices, organizations are embracing virtual team structures at an unprecedented rate. Virtual teams save costs, boost corporate productivity and bring about new levels of job satisfaction.

Making and managing the transition from traditional models of organizational operations to a geographically-dispersed mode requires exceptional interpersonal skills, strong leadership abilities, and the ability to communicate with diverse cultures... capabilities this course will teach you. This program provides 10 hours of live synchronous instruction. At the conclusion of this program, you will leave with practical ways to communicate effectively within a virtual team setting, how to build a cohesive team, and how to manage expectations.

Session 1 – The Communication Connection: Getting it Right

In this session we will determine our behavioral style and identify the strengths and challenges we bring to the team.

At the conclusion of this session, participants will be able to ...

- Determine the goals of the DiSC behavioral profile.
- Identify the characteristics of each behavioral style.
- Describe the strengths and challenges each style brings to the team.



Session 2 –Identifying Behavioral Styles and Making Them Work For You

At the end of this session you will be able to identify how to identify and adapt our behavioral style to people on our team.

At the conclusion of this session, participants will be able to ...

- Identify three key questions you can use to identify people's styles.
- Develop strategies for adapting your behaviour to others on your team.

Session 3 –Making Norms the Norm

This session will look at the role that expectations play on virtual team and describe a solution to manage it.

At the conclusion of this session, participants will be able to ...

- Describe the role that expectations play and how to manage them.
- Analyze how a Team Operating Agreement can help build a cohesive team.
- Define the components of a Team Operating Agreement.
- List a six step process to creating a Team Operating Agreement

Session 4 - Harnessing the Power of Cultural Diversity

This session will look at effective ways to create, sustain and enhance a culturally dispersed work team.



At the conclusion of this session, participants will be able to ...

- Clarify influences that shape perspectives within a virtual team.
- Describe strategies to overcome cultural barriers.
- Identify how diverse perspectives can improve organizational performance in virtual teams.
- Develop the guidelines by which your team will operate.

Session 5 - Leading a Virtual Team: Same Game, Different Rules

This session focuses on how to maximize your virtual team management skills and build the capabilities necessary to create a team environment which fosters continuity, growth and learning.

At the conclusion of this session, participants will be able to ...

- Identify the leadership skills necessary to succeed as a virtual team leader and member.
- Clarify how to implement these leadership skills.
- Define why trust is important to a successful team and how to get it.

Session 6 - Technology Tips for Virtual Teams

Technology can be scary! Employees are expected to understand and use a variety of software, systems and computer set-ups that are a constant presence in the business environment ...but often with little or no formal training. This course will provide the top tips for virtual teams to use computer-based or web-enabled tools for maximum productivity and participation. This is a non-technical course, specifically geared to those who do not work within the information technology field.



At the conclusion of this session, participants will be able to ...

- Identify and share best practice use of various technologies for optimal virtual team communication
- Incorporate best practice use of various technologies for keeping virtual team work maximally productive