

Managing a Virtual Team

For all leaders/managers who have to manage virtual teams (i.e. spread out across the state, country or other countries) | **1 day**

Managers are increasingly required to manage virtual teams – teams scattered across different locations in the one city, state, across states, or even in different countries. This can present considerable challenges, including perhaps cultural and time zone challenges, as well as the difficulty in monitoring performance, providing regular coaching, feedback and support. This workshop provides participants with information and skills to help them address these challenges.

Objectives

Upon completion of training, participants will be able to:

- learn from literature and the experiences of other virtual team managers
- effectively induct new virtual team members
- provide the necessary training, coaching and feedback to all team members
- practice coaching rather than always telling
- communicate regularly and effectively to all team members
- recognise good performance and manage poor performance in a timely manner
- carry out timely, effective performance reviews

Key Content

- Key ingredients for managing virtual teams
- Inducting new team members
- Communicating work roles and ensuring understanding/commitment
- Learning and development
- Practicing coaching rather than always 'telling'
- Monitoring individual/ team performance through key performance indicators, etc.
- Providing regular constructive feedback
- Recognising good work, and managing poor performance
- Learning from key leadership practices and experiences of virtual team managers
- Communicating to virtual teams
- The performance reviews: when and how?

Comments by Participants

- I thoroughly enjoyed the workshop
- All the topics were informative and in-depth
- Concise, well presented, well-referenced to follow up areas of further interest
- All very relevant
- Excellent. It was easy to visualize the content with the workings of my team
- Most of it was all new to me, but all good information
- The course was confirmation that overall, we are doing things right.
- Excellent
- Great
- Relevant, interesting, good anecdotal content