DIGNE CONSULT
Mastering the art of work

MANAGING VIRTUAL TEAMS

Objective
Many international business operations are now driven by the realities and challenges of coordinating people from a distance. Many traditional skills and perspectives often fall short of meeting the challenge of managing off-site and virtual teams. New management strategies and techniques are needed.

By the end of the training, participants will be able to:
- Understand the competencies needed to manage virtual teams
- Know different types of virtual teams and the implications in managing those
- Know what a distance manager can do more effectively to deal with communication, coordination and coaching challenges
- Gain insights on ensuring top performance from people you seldom see face-to-face
- Understand how to enable people to work together cohesively even when they aren't in the same location.

Summary of content
- Distance managing: the foundation principles:
  o Competencies of an effective distance manager
  o What employees want from a distant manager
  o Different types of virtual teams
- Stay connected and coordinated: the do's and don'ts:
  o Building effective teams
  o Building skills
  o Building trust
  o Celebrating from a distance
- The distance technology handbook:
  o Efficient teleconferences
  o Videoconferencing
  o Managing by email
  o Using web tools
  o Web conferencing

Structure
This training is very practical, highly enjoyable and interactive. It consists of a combination of theory, individual, cases and group activities.
In the training Assertiveness we focus on 3 competencies of the Proficiency Circle®: Pro-Active Work Attitude, Effective Communication and Result Driven Collaboration.

This training can be combined with **Cultural Awareness** training. This because when managing virtual teams across the globe, cultural differences come into play.

Recommended participants
Suitable for (project) managers at all levels in organisations that are faced with team members from a different culture and/or working in time zones and/or space.

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