

Virtual Team Manager

Training Masterclass

Presented by Dr John Gundry
International expert in remote, virtual management

The essential curriculum for managing and leading virtual and remote teams

This one-day course equips participants with the essential knowledge, skills and methods to manage and lead virtual, remote and other distance teams to achieve high levels of performance, well-being and personal effectiveness.

Virtual and Remote Team Management

In today's organisations – large and small – more and more people are working apart from one another in virtual, remote or other types of distance team.

The personal and organisational pay-off when remote and virtual teaming is successful is considerable, but so are the risks. Due to their particular stresses, these teams are more likely to fragment and fail than face-to-face teams.

To reduce those risks, managers and leaders need skills and approaches beyond those familiar from the face-to-face workplace.

Our 20 years' experience means that **Virtual Team Manager Masterclass** delivers the essential curriculum for virtual and remote management that will equip you to:

- Recognise where remote management differs from face-to-face management
- Select communication tools for effective remote collaboration
- Lead often-reluctant team members to use these tools and communicate effectively
- Know when travel is essential, or desirable, or a waste of time and money
- Manage work at a distance, knowing when remote control is suitable and when it is demotivating
- Align diverse and distant individuals to common team goals and methods
- Lead your team in building a social fabric for integration not separation
- Build your own quality relationships with team members
- Build mutual trust with and within the team
- Combat confusion, ambiguity and isolation whilst building commitment
- Help team members work productively
- Ensure you plan for enough of your own effort to manage effectively.

Virtual Team Manager Masterclass Programme

Session 1 Introduction to the Masterclass

- Your learning objectives for the day.
- The Masterclass documentation including your *Virtual Manager's Checklist*.

Session 2 Introduction to virtual teaming

- Types of virtual and remote team and why they make business sense.
- Their special challenges and a framework for successful management and leadership.

Session 3 Selecting e-collaboration tools

- Review of individual tools used for remote communication and the tasks they support.
- The tools that meet most teams' needs and when additional tools are needed.
- How to assess when face-to-face meetings are essential and when they are an unnecessary expense.

Session 4 Communication leadership

- Techniques for leading a team to communicate effectively at a distance.

Session 5 Managing remote work

- Why remote staff need a different management style and what this means for performance management.
- The mutual obligations of a manager and their staff that make a successful remote working relationship.
- When to get involved and when to stay hands-off.

Session 6 Team success factors

- How implementing the DNA of successful teams aligns team members with their mission and each other.
- Special issues when integrating a remote team.

Session 7 Remote relationships and trust

- Quality relationships underlie team cohesion: how to foster these amongst remote team members.
- When and how we judge each others' trustworthiness and how to build trust with and within a team.

Session 8 Remote leadership

- Techniques for leading from a distance rather than face-to-face.
- Building commitment and motivation.
- Helping team members overcome personal barriers to working remotely.

Session 9 Managing virtual time

- Managing across time zones.
- Overcoming productivity stealers in the electronic workplace.
- Effort implications of managing remote teams.

Session 10 Masterclass review and close

- Review of Masterclass
- Review of participants' learning objectives
- Open Q & A
- Close

Who Should Attend

- Managers, leaders and senior members of virtual or remote teams or off-site work groups or projects
- Human resources and IT professionals
- Strategy-setters and organisation design professionals
- Anyone needing 21st Century management skills

Delivery

Virtual Team Manager Masterclass is single day of concentrated learning which focuses on the essential knowledge, skills and methods for managing and leading remote and virtual teams.

Theory is minimised so that participants receive practical solutions they can apply immediately to achieve high performance and personal satisfaction for themselves and their teams.

The Masterclass can also be delivered remotely, part-time over two weeks, using our proprietary Learning by Wire instructional methodology. This combines private study with live, instructor-led interactive sessions and online interaction.

Participants will take away 90-page textbook-quality *Masterclass Documentation* to keep as a long-term resource – far more valuable than just a copy of the slides. They will also take away a separate *Virtual Manager's Checklist* of over 40 key action items.

Masterclass Leader

John Gundry B.Sc. Ph.D. is Director of Knowledge Ability Ltd (www.knowab.co.uk), a niche UK company that since 1993 has delivered training and consulting on virtual teaming, teleworking and other forms of post-geographic working.



A pioneer and practitioner of distributed working in the late 1980s, John has personally delivered training in these topics to thousands of people from hundreds of organisations on three continents.

John's background is psychology, communication, organisational consulting and virtual work and learning. He has worked in government service and in large companies and small firms and is a graduate of the Western Behavioral Sciences Institute's (San Diego) International Executive Forum.

John publishes in the academic and business press and is co-author of *Agile Networking – Competing Through the Internet and Intranets*. He is on the Industry Advisory Board of the *Journal of E-Working* and he co-organised and co-chaired the Australian series of *GOING VIRTUAL* conferences on virtual teaming and teleworking.

For more about John Gundry and Knowledge Ability please see our website.

Jargon Buster

Virtual Team

A set of people who work together apart rather than work together together. They collaborate principally using communication tools rather than meeting face-to-face. This is the term used in most of the science and business literature about this way of working.

Remote Team

A less jargonish term for a virtual team.

Distributed Team

Another term for virtual team used to avoid the incomplete sense of 'virtual'.

Telework

Work that is accomplished away from an employer's site using information and communication technologies, with home as a base, either part-time or full-time. Teleworking is similar to working in virtual teams, but there are additional issues about working at home. We provide telework training for managers and staff – see back page.

Five reasons why you should choose this course from Knowledge Ability

- 1** Your course leader is Dr John Gundry, an international expert in post-geographic working who advises and trains exclusively on this topic. Other companies may send you a general trainer who lacks expert knowledge and struggles with off-script topics.
- 2** The world-leading course content is based on John Gundry's 20 years' experience of virtual teaming and remote working, the comments, contributions and insights of thousands of participants from hundreds of organisations, and a rigorous analysis of international research.
- 3** This course focuses exclusively on the practical skills and approaches that determine performance and well-being in virtual and remote teams. It is delivered in a clear, concise and to-the-point manner. We don't waste your time or money on an inflated course padded with general material.
- 4** If delivered in-house, this course can be tailored to your requirements from a uniquely-wide range of topics.
- 5** We are a small company with low overheads and that is reflected in our prices. You are not paying for head office staff.

Previous participants said:

“The best training course I’ve ever attended.”

“Dr John Gundry’s wealth of information has transformed the way we operate as an international business.”

“Content was excellent – really practical skills to take away – unusual in most workshops.”

“This course is a very good management refresher – not just for virtual teaming but most management today.”

“I retain very fond memories of a thoroughly enjoyable and thought-provoking day.”

“John is entertaining and able to get the point across clearly.”

“Content was very relevant to the way our business is moving. Presentation was informative but fun: easy to understand and interactive.”

“I really enjoyed this course – it’s given me a lot to think about and I look forward to putting this learning into practice.”

“The content was good and thorough, and was made specific to our company. I see great applicability to real problems, while also helping develop a future vision.”

“Wide-ranging and thorough, combining flexibility for in-depth follow-up with a systematic view of the big picture.”

“Content was very good and backed up with printed material to keep as a resource. John is informative and entertaining – there is no boredom factor here.”

“Very good content, continuously engaging and thought-provoking. John’s style was relaxed and extremely informative.”

Other Working by Wire services

Workshops

Managing Virtual Teams – a two-day workshop tailored to clients’ requirements to form a comprehensive programme in leading and managing virtual teams or teleworkers.

Successful Telework – the essential curriculum for teleworkers and those who manage them.

Seminars

Short seminars delivering best practices for using e-mail and audio conferences.

Consulting (examples)

Making Your Virtual Team A Success – training, facilitation and coaching for a single virtual team.

Virtual Audit – a confidential survey of a virtual team, revealing their real attitudes, concerns and abilities to work virtually. A valuable precursor to training.

Creating The Virtual Environment – consulting on the organisational enablers for virtual teaming, remote working and e-collaboration.

Virtual Team Launch And Review – facilitation of virtual team launches and after-action reviews and lessons-learned sessions.

Coaching

One-on-one or few coaching to solve immediate problems and provide long-term personal development.

knowledge ability

WORKING TOGETHER APART

For more information on **Virtual Team Manager Masterclass** and other Working by Wire services please contact:

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