

Virtual Team Manager

Training Masterclass

Presented by Dr John Gundry

International expert in remote, virtual management

Managing and leading remote, virtual teams

This intensive one-day training masterclass equips participants with the essential knowledge, skills and best practices to make remote, virtual management and leadership a success for their teams and reports, their organisation and themselves.

Virtual Team Management

The reality of today's organisations — large and small — is that more and more people are working apart from one another as remote teleworkers or members of virtual teams.

The returns when remote, virtual teaming is successful are considerable, but so are the risks. Due to their particular stresses, remote virtual teams are more likely to fragment and fail than face to face teams. To reduce that risk, managers and leaders need essential skills and approaches beyond those familiar from the face to face workplace. They must:

- *Select communication tools for effective remote collaboration*
- *Manage work at a distance, overcoming the instinct to get deeply involved*
- *Align diverse and distant individuals to common team goals and methods*
- *Lead a team in building a social fabric for integration not separation*
- *Combat confusion, ambiguity, conflict and isolation*
- *Deal with competition for team members' time*

Virtual Team Manager Masterclass is a concentrated learning day, which focuses on essential knowledge, skills and best practices that managers and leaders of remote virtual teams need to reduce the risk of their team fragmenting and failing.

Returns from successful virtual teaming

Aerospace Consortium

Adoption of virtual teaming tools and practices in a three-company, four-site design project reduced development costs to one percent and development time to thirteen percent of comparable projects, and sustained breakthrough performance by the team.

Computer Products and Services Corporation

Creating a four-month proposal using virtual teaming rather than having 140 world-wide contributors travel to the proposal HQ saved at least US\$250K in travel costs, reduced the timescale by twenty percent, brought unquantifiable improvements in the quality and integration of the proposal, and was described by the proposal manager as 'invaluable'.

Petroleum Corporation

US\$2M was invested in technology and US\$10M in management and training to roll out virtual teaming tools and practices. An internal study estimated savings of US\$30M in the first year, through reduced travel expenses, quicker problem resolution, and less downtime on critical equipment.

Masterclass Programme

Session 1 Introduction to the Masterclass

Identify your learning objectives from the Masterclass. Learn about your *What I will do that's different* record and your *Virtual Manager's Checklist*.

Session 2 Introduction to virtual teaming

Distinguish between the different types of remote virtual team and understand why organisations everywhere are adopting them. Understand their unique challenges and a framework for successful management and leadership.

- *Different types of remote virtual team*
- *Benefits and organisational drivers*
- *Why virtual teams stress the organisation, its processes and its managers*
- *Challenges of virtual team management*
- *Proficiency framework for managing virtual teams*

Session 3 Selecting collaboration tools

High-performance virtual teams reach beyond email and phone. Get a helicopter view of the tools that successful teams use, together with a consumers' report of each tool's pros and cons for different communication tasks.

- *Review of individual collaboration tools*
- *Choose tools to meet your team's communication needs*
- *Real-time and anytime tools packages*

Session 4 Managing virtual work

Understand the key aspects of virtual work that must be managed differently from face to face work.

- *Adopt the virtual management style*
- *Agree reporting relationships*
- *Employ management techniques that combat confusion*

Session 5 Teams, collaboration and performance

Remote or not, teams are teams. Discover the factors that make them successful, why teams differ from groups and how this impacts collaboration and performance.

- *Use teaming success factors to align individuals with teamwork*
- *Distinguish between teams and groups*
- *Invest effort to build collaboration and performance*

Session 6 Remote relationships and trust

See how quality relationships and trust underlie team collaboration, and learn how to foster them amongst remote team members.

- *The value of remote relationships but obstacles to them*
- *Build and maintain remote relationships*
- *The problem of mistrust and what it means to be trustworthy*
- *Build trust with and amongst team members*

Session 7 Remote leadership

Ensure you can meet special team leadership challenges when people are apart rather than together.

- *Build shared understanding*
- *Pre-empt conflict but deal with it if it happens*
- *Maintain presence at a distance*

Session 8 Managing virtual time

Learn what a manager can do to relieve time-related pressures on themselves and their team.

- *Manage across time zones*
- *Avoid switching frenzy*
- *Deal with time competition on team members*

Session 9 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 teams, distributed or remote work groups and departments, and teleworking groups*
- *Human resources and IT professionals*
- *Strategy-setters and organisation design professionals*
- *Anyone whose role involves them in leading remote resources*
- *Anyone needing 21st Century management skills*

Delivery

Virtual Team Manager Masterclass is a concentrated learning day focusing on essential knowledge, skills and best practices 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 fulfilment 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.

All participants will take away 100-page textbook-quality Masterclass Documentation to keep as a long-term reference – 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 covering essential aspects of remote virtual team management and leadership.

Workshop Leader

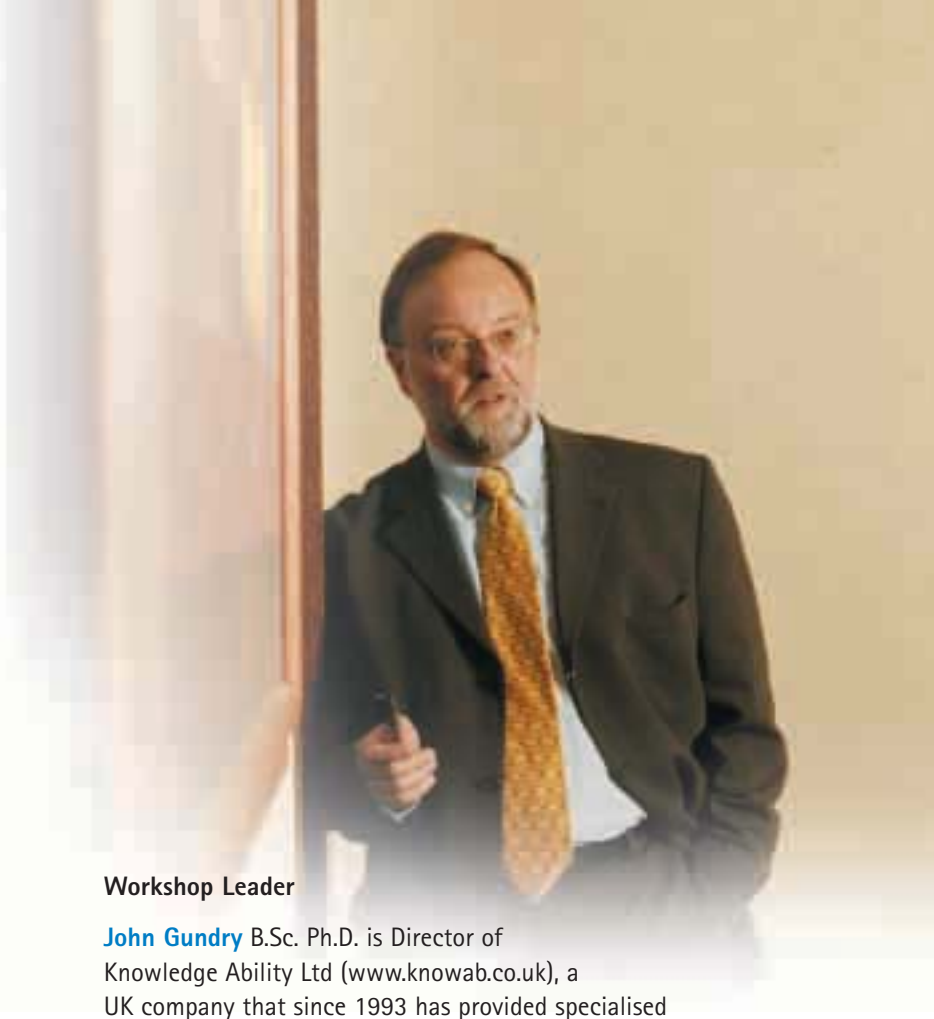
John Gundry B.Sc. Ph.D. is Director of Knowledge Ability Ltd (www.knowab.co.uk), a UK company that since 1993 has provided specialised training, coaching and consulting to help clients be successful in the wired world.

A pioneer of distributed working and virtual teaming since 1990, John has delivered training in all forms of e-working on three continents. In Europe and North America he has delivered for companies including BP, EADS, Lloyds TSB, Maritime Life, Monsanto, Hewlett-Packard, IBM, ICI, Procter & Gamble and Shell.

In addition John has delivered remote working and virtual teaming workshops extensively in Australia to over 700 people from federal and state government organisations, education institutions and large and small businesses. These include the Australian Securities and Investments Commission, the Queensland and Western Australia Departments of Education and Training, Eli Lilly, SAP, Schroders, Telstra and WorleyParsons.

An internationally-recognised expert on remote virtual teaming, John has a background in psychology, communications systems, organisational consulting and virtual, remote work and learning. He is a graduate of the Western Behavioral Sciences Institute's (San Diego) International Executive Forum. He publishes in the academic and business press and is co-author of *Agile Networking: Competing Through the Internet and Intranets* (Prentice-Hall PTR, 1998).

In 2004, 2005 and 2006, John co-organised, co-sponsored and co-chaired *Going Virtual – The Future of Work*, the Asia-Pacific conferences on remote working and virtual teaming.



Previous participants Dr Gundry's Virtual Team Manager workshops said:

"Excellent, good presentations with strong support material. Very professional."

"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."

"Interesting, well-paced, skilfully facilitated and enjoyable."

"Would I recommend this course to others? Yes I would. I got some very good ideas from this course. Ones that I can apply to my daily work."

"Spot on, and a good summary of team leadership requirements generally. Presentation was enthusiastic and retained audience attention and involvement."

"Very interesting and applicable to modern project management."

"It was great to have the documentation we can read through further and that's worth keeping. John brought fun and entertainment to what can be a dry topic."

"The first workshop I haven't gone to sleep in!"

"Very good content, continuously engaging and thought-provoking. John's style was relaxed and extremely informative."

"Substantial content with good citation of case studies."

"Very interesting and informative, delivered with an engaging and well-paced style. I will be putting these strategies in place for myself, as well as helping others to implement them."

"Content was very worthwhile and detailed at the correct level. Presentation was excellent and the exercises were great."

Other Working by Wire services

Workshops

Managing Virtual Teams – a two-day highly interactive workshop covering all aspects of the management and leadership of remote, virtual teams.

Virtual Team Builder – an extension to Virtual Team Manager Masterclass and the above workshop that equips participants to run our proprietary virtual team-building process.

Working Remotely – a one-day workshop for members of virtual teams, teleworkers and telecommuters.

Seminars

Short seminars delivering best practices in using a range of collaboration tools.

Consulting (examples)

Making your Virtual Team a Success – training, consulting and coaching for one virtual team at a time.

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

Creating the Virtual Environment – consulting on the organisational enablers for virtual teaming and remote working.

Facilitation

Face to face or remote facilitation of virtual team launches; through-life facilitation; facilitation of review / lessons-learned sessions.

Coaching

One on one / 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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