

Leading Global and Virtual Teams™

Succeeding Across Boundaries



Today, many organizations are in a state of rapid structural change. Virtual teams, often spread across the globe, are commonplace. These teams can enhance speed, cost-effectiveness, and quality. At the same time, the process of building and supporting virtual teams of culturally diverse, high-performing individuals presents many new challenges to leaders. Global and virtual teams require the same skills and qualities to be high-performing as do co-located teams. They also require additional or alternative processes and leadership skills to be most effective.

Leading Global and Virtual Teams™ provides you with processes, techniques, and tools to create and maintain trusting, motivated, high-performing teams. This program, also applicable to co-located teams, offers team leaders and members the skills to succeed, especially when working across boundaries of time, distance, and culture.

Objectives and Outcomes

As a participant, you will be able to:

- Apply a model that describes key factors for high-performing, co-located or virtual teams
- Model leader and member skills that result in world class team performance
- Use self and team assessments to target areas for team skills development
- Practice targeted team skills appropriate to co-located or virtual teams
- Use practical tools for improving team communication and effectiveness
- Develop an action plan for applying what you have learned to improve your team's performance.

Who Should Participate?

- Leaders and members of teams, whether virtual or co-located, who depend on communication and collaboration to get their work done
- May be used for team startup; ideal for intact teams.



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Course Outline:

- Introduction and Definitions
 - Introduction and clarification of key concepts regarding teams and teamwork
 - Exploration of factors that make a team “world class”
 - Benchmark team exercise
- World Class Team Model Introduction
 - Review of high-performing teams model including characteristics and skills associated with each element
 - Application to benchmark exercise
- World Class Team Elements
 - In-depth exploration of specific elements
 - Skill practice using applicable tools and behaviorals
 - Content is real work defined by the team or organization
- Team Leadership
 - Tools, skills, and processes for leading co-located or virtual teams
- Virtual Team Leadership
 - Special application for leading virtual teams
- Special Issues for Global Teams
 - Exploration of cultural differences and implications for global teams
- Integration Practice
 - An experiential exercise that allows participants to experience all the elements of a world class team performance
- Introduction to the Tool Kit
 - A review of tools for leading co-located or virtual teams
- Applications and Next Steps
 - Follow-up steps for developing high performing teams.



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