Leadership



Leading World-Class Teams™

Local, Global, and Virtual

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 World-Class 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

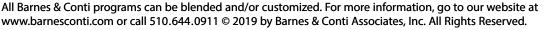
As a participant, you will be able to:

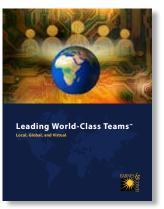
- Apply a model that identifies key factors for high-performing teams, whether co-located or virtual.
- ▶ Practice skills that result in world-class team performance.
- ► Target areas for team skill development through individual and team assessments.
- Use practical tools for improving team communication and effectiveness, especially when teams must work across boundaries of time, distance, and culture.
- Develop an action plan for applying key skills to improve team 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 behaviors
 - 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.

