

Virtual teams

Developments in communication technology and the globalization of world markets mean that more and more businesses are using virtual teams to trade across geographical and cultural borders.

What exactly is a virtual team?

Sometimes also called a geographically dispersed team or (GDT), a virtual team is a group of individuals working together across time zones, space and organizational boundaries linked to each other by information and telecommunications technology.

A virtual team has the potential to be a powerful resource within any organisation, but its complex dynamics mean that it must be structured with care to avoid misunderstandings and conflicts that can arise from its virtual nature and the cultural differences of its members.

Virtual Team Training: 2 day program

The program **outline**:

- Understanding oneself
- Understanding others
- Understanding individual role in the team
- Effective Communication
 - Verbal and non-verbal communication (within virtual team and managing own team in workplace)
 - Tools used in communication and how to use them effectively
- Managing virtual conflict
- Virtual negotiation techniques
- Instituting communication practices and protocols

(All sessions include practical and written exercises to enhance and cement learning and understanding for all learning styles)

The **benefits and expectations** of course delivery:

- Establish a well understood team purpose
- Clarify stakeholder expectations
- Understanding team membership
- Clear understanding of roles and responsibilities
- Building rapport and relationships within the team
- Instituting communication practices and protocols to deliver efficient and successful messages irrespective of the communication channel

If you are interested in finding out more about our virtual team training programs then contact us now for a free consultation.