Leading Virtually

Learning Objectives

- Identify appropriate interaction process skills and communication methods to communicate effectively with virtual team members.
- Demonstrate behaviors that build trusting relationships across time and/or distance and across personal and cultural differences.
- Create visibility so that team members who must work apart can focus on one another and their shared goals.

Course Description

When members of the same team are scattered across time zones and borders, they can feel isolated and disconnected from the team. This can lead to miscommunication, distrust, and lack of focus. This course shows the leaders of virtual teams how to bridge the gap of time and distance to build community, where remote team members have a sense of belonging, responsibility, and commitment as if they were working together in the same place. Leaders are introduced to three foundations for building community: communicating effectively, building trusting relationships, and keeping team members and goals visible and in focus. Leaders are shown how to establish each foundation, using skills and tools designed specifically for leading in a virtual environment.

Foundations to Building Community  Communication Methods

Resources (for learner)

- Development Activities
- Job Aid
- Discussion Planner
- Ideas for Building Virtual Relationships
- Virtual Team Charter Worksheet
- Tips for Leading Virtual Meetings
- Tips for Participating in Virtual Meetings
- Tips for Conducting Conference Calls
- Tips for Using E-Mail
- Tips for Using Voice Mail
- Virtual Meeting Evaluation
- Agenda for Meeting with Manager

Resources (for managers of learners)

- Management Support Tool
- Tips for Giving Feedback