

Managing Virtual Teams

Harness the strength of your team

Virtual Class

Engaging remotely with teams has become the new normal. Leaders are required to hold virtual meetings and manage teams remotely in a way that keeps team members engaged and provides psychological safety and inclusion. This virtual classroom series has been created to address these imminent needs for all leaders of remote teams.

Interactive surveys, exercises and scenarios will be incorporated throughout the sessions to enable positive feedback and to identify areas of strength and those in need of development. We commit to continuous practice with and feedback from MCI's experienced facilitators.

Snapshot

Duration: 3 x 90-minutes

Category: Managing Virtual Teams

Platform: Adobe Connect

Learning Outcomes

At the end of this program you will be able to:

- Identify the risks associated with virtual teams
- Discover ways to align people and culture with the broader organisational context as well as company systems and processes
- Lead teams through the change journey – how to get them on side in this new normal
- Develop an understanding of how your own behaviours can influence team performance, even remotely
- Gain insight into the role that technology plays in your communication with virtual teams
- Examine ways to build and maintain trust, increase team interaction and build accountability
- Improve your interpersonal communication skills in order to work across different locations and cultures to ensure quality conversations and maximum interaction.
- Lead virtual meetings and presentations seamlessly and effectively



Sessions	Content Overview
1. Leading virtual teams (90mins)	<ul style="list-style-type: none"> • Setting the context – this is our new reality • The nature of virtual teams – what to expect • Challenges of working remotely and leading teams remotely • Benefits of working remotely, including improved efficiencies, reach and cost savings • Dealing with isolation – how to support your team members • Creating psychological safety for the team • Developing a foundation of trust within your team to ensure transparency • Qualities and characteristics of a virtual leader and how to demonstrate these in a virtual environment • Behaviours to dial up and dial down – your own and those within the team
2. Virtual teams in action (90mins)	<ul style="list-style-type: none"> • Creating shared ways of working • Holding teams accountable to these shared ways of working • Team interaction – how to stay connected, taking regular ‘temperature checks’ • Understanding the different needs of the virtual audiences • The leader as a role model – communicating professionally, timeously and empathetically • Leading teams through this change and getting team members to become assistors rather than resisters • Managing conflict more appropriately when team members cannot see one another • Giving and receiving effective feedback in a virtual setting
3. Leading virtual meetings (90mins)	<ul style="list-style-type: none"> • Preparing for virtual meetings and structuring meetings logically with agendas • Identifying the different skillsets required for leading virtual meetings and the specific behaviours needed to keep people engaged • Flexing your own natural style to meet the challenges and demands of virtual conversations • Applying quality communication skills to elevate the virtual conversations and engage the team • Contracting and rules of engagement - creating a virtual ‘code of conduct’ for meetings • Managing the virtual challenges, i.e. silence and everyone talking over one another • Managing difficult participants • Engaging with the ‘quiet guy’ • Bringing the team to quality group decision-making • Closing with confidence – summarising and action plans