

# COMMUNICATIONS & TEAM MANAGEMENT IN VIRTUAL ENVIRONMENTS

(2 day, 16 hours, 16 PDUs)

(VCT: 14 hours, 14 PDUs)

3\*3 hours with trainer and 5 hours of individual studies

Managing team communications is challenging in Virtual environments. In this course we will explore how to manage virtual teams by addressing issues of cultural & personal diversity, time zone differences, communication, coordination, processes, and tools. We will look into some of the variables which affect the complexity of this type of teams and projects. Special attention will be given to the human aspect, trust, transparency, empathy, Assertiveness, people's involvement, etc.

## AFTER THE COURSE YOU WILL

- ❖ Have a better understanding of the specific needs when managing teams in virtual environments.
- ❖ Have improved your skills when working with and leading virtual teams.
- ❖ Be able to deal with the diversity of virtual relations.
- ❖ Be familiar with some "tools" to improve the efficiency in virtual teams

## TRAINING METHODS

- ❖ This is a practical course. The training method used is based on "learning by doing". This means optimizing the learning using the trainer's knowledge plus your experience and your active participation.
- ❖ We spend time on personal feedback during and after the exercises.
- ❖ Parts of the course will be in a Workshop format to discuss and learn in between all participants
- ❖ For the VCT version of the course, specific virtual training learning tools will be used; such as the Promote learning platform and Webex

## SUBJECTS

- ❖ Difference between managing local and virtual team environments.
- ❖ How to build a cohesive VPM Team (Teambuilding & Team Development)
- ❖ Virtual Team Stakeholders  
Communication: empathy & assertiveness
- ❖ The impacts of cultural differences
- ❖ Improve Virtual Team meetings efficiency
- ❖ Building Trust
- ❖ Leverage VT specific possibilities
- ❖ Common process and deliverables
- ❖ Managing the team tasks and activities
- ❖ Specific issues/needs and resolutions
- ❖ Common mistakes working virtually

## TARGET GROUP

- ❖ Project Managers
- ❖ Program Managers
- ❖ Line Managers
- ❖ Improvement Managers
- ❖ Performance Managers
- ❖ Change Managers

## PREREQUISITES

Basic Knowledge of Project Management