

# Managing Remote and Virtual Teams

## Course Overview

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This is a 2-day class

The business model is constantly evolving. Managing remote teams – a rarity just a few years ago – is now a common occurrence. Working virtually offers unique advantages and challenges. But how do you best leverage these benefits while overcoming impediments?

This course will teach you to adjust your management style to successfully improve communication, foster connections, increase productivity, and develop remote and virtual teams. Focused on practical skills, this course includes activities to apply these techniques and drive results. [Download the Course Outline and Information on Post-Class Content](/Portals/0/Documents/CLD%20Outlines%20and%20Post%20Class/Managing%20Remote%20and%20Virtual%20Teams.pdf).

## Who Should Attend

Professionals managing remote teams or existing traditional teams that are evolving into more virtual roles.

## Course Objectives

Students will learn: - Effectively manage team dynamics in remote and virtual teams. - Leverage communications technologies to the benefit of your remote and virtual teams. - Identify the specific skills required for managing remote and virtual teams. - Evaluate the impact of culture and language on your team's performance.

## Course Outline

### 1 Defining Remote and Virtual Teams

Managing Relationships, Communication, and Tasks  
Meeting Your and Your Team's Needs

### 2 Management Requirements for Remote and Virtual Teams

Moving from Reactive to Proactive  
Understanding Team Member's Unique Situations  
Keeping Everyone Informed  
Innovating with Virtual Teams  
Managing Work Outputs  
Overseeing Separated Team Members  
Defining and Building Relationships with Stakeholders

### 3 Team Dynamics

Creating Team Identity  
Forming Remote and Virtual Teams  
Managing the Storming Process  
Getting to Norming and Storming  
Creating and Governing with Ground Rules  
Tracking Team Performance  
Setting Expectations and Providing Feedback

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## 4 Making Technology Work for You

- Communicating with and Coordinating Your Team
- Avoiding the Technology Trap
- Developing Effective Communication Across Various Mediums
- Choosing the Right Technology Platform

## 5 The Impact of Culture and Language

- Recognizing Cultural Characteristics and Differences
- Building Cultural Knowledge
- Managing Across Time Zones
- Respecting Non-Working Time