

**Managing Teams in a Virtual World**

**Course Number:** ITL-126  
**Duration:** 0.5 days

**Overview**

This Managing Teams in a Virtual World training course teaches students the tactics, techniques, and processes needed to effectively manage a virtual team.

**Note:** A condensed version of this class can be delivered as a two-hour, engaging seminar upon request.

**Prerequisites**

No prior experience is presumed.

**Materials**

All attendees receive comprehensive courseware covering all topics in the course.

**Software Needed on Each Student PC**

For in-person deliveries, attendees do not need computers for this course. We will provide full classroom setup instructions that will include seating in small groups, with supplies such as flipcharts, sticky notes, markers, and pens for the attendees and a projector and Internet connection for the instructor's laptop.

Online deliveries for this interactive training will use an online meeting platform (such as Zoom, WebEx, GoTo, or Teams) to have face-to-face contact online, including use of breakout rooms for group activities.

**Objectives**

* Effectively lead virtual meetings
* Communicate virtually with their team, peers, and management
* Maximize team members productivity and motivation
* Maximize virtual task assignment and measurement
* Perform needed talent management activities

**Outline**

* Introduction
* Virtual technology Best Practices
  + Synchronous Communication tools
  + Asynchronous communication tools
* Virtual team challenges
* Communication Type Effectiveness
* Virtual Active Listening
* Communication
  + With your Team
  + With Your Peers
  + With your Management
* Virtual meeting best practices
  + Leading Virtual Meetings
  + Leading Conference Calls
* Maximizing Team Productivity
  + Maximize Employee Energy and Motivation
  + Supporting Work Task Types
    - Processing
    - Knowledge Work
    - Informational
    - Collaboration
* Virtual Task Assignment and Measurement
  + Goal Setting
  + Delegation
  + Measurement
* Understanding Virtual Employee Wellness
  + Personal Discipline
  + Introverted vs. Extraverted
    - Challenges of Working Remotely
    - Advice For Working Remotely
* Virtual Talent Management
  + Hiring
  + Performance Reviews
  + Mentoring
* Conclusion
  + Career Planning