

Course Description

Managing Virtual Teams AMS232

7 Professional Development Units / On-line 6
7 Education Hours / On-line 6

Overview

This course provides frameworks and skills to improve communication, reduce conflict and accelerate the achievement of team results. This highly interactive course uses both instructor guided and technology tools to achieve results. It emphasizes ways to accomplish goals when having minimal face to face contact. The initial one-day session reinforces team-building skills that participants have acquired over the course of their career and translates them to the virtual environment with its heavy use of telecommunication and computer interactions.



Learning Objectives

- Recognize the unique challenges facing teams that are made up of geographically and culturally diverse team members
- Applying the concepts of continuous process improvement to the virtual team environment (scalability)
- Establish communication protocols for prioritization and/or escalation of communications within an asynchronous environment
- Identify and implement feedback mechanisms and lessons learned sessions against outcomes
- Plan and apply course content to organization plan

Format

This course is highly interactive and adaptive to class interests and needs. A lecture/discussion approach is used and is accompanied by individual and team exercises with team reports. This course is also able to be delivered in our Virtual Classroom format.

Delivery Options 

Duration

One Day / On-line 6 hours

Who Should Attend

Any associate working with offshore or virtual teams would benefit from taking this course.