

MANAGING VIRTUAL AND REMOTE TEAMS

Course Overview

This course will show practitioners how to manage geographically dispersed and culturally diverse teams and achieve maximum impact. Through the use of simulations, frameworks and group coaching this course offers cultural and personal insights. Leaders learn what to look for in terms of own vs. others' cultural and value preferences.

This is a unique opportunity for participants to maximize the performance of their virtual and remote teams by practicing strategies that increase collaboration, improve intra-team communication, build trust and drive team effectiveness.

This course will guide you to:

- Minimize misunderstandings
- Avoid conflict and reduce risks
- Build rapport and good relations
- Maximize your business potential
- Develop cross-cultural competence
- Work positively across borders and cultures
- Master the stretching role of a global manager

Competencies for successful leaders

- 1** | **Cultural Awareness**
- 2** | **Skilled Communication**
- 3** | **Geo-cultural knowledge**
- 4** | **Influencing using modern tools**

Extended Course Outline

Leading in a multi-cultural world

- Core concepts of cultural sensitivity
- Discover your leadership style
- How to connect with the other 75%

Authentic Communication

- Applying the Outcome Cycle © culturally
- Communicating using cultural metaphors
- How to handle culturally sensitive conversations
- Tools for virtual communication across cultures

Generating Impact

- Strategies to influence across cultures
- Making an impact virtually with team members
- Learning what "CREDO" can do for you

The Culture-Tool-Kit

- Coaching for success using NEWS
- Applying culture to Mentoring
- Drive high performance of global virtual teams

The Relationship Tool-Kit

- Developing talent and successors across cultures
- Providing culturally sensitive feedback
- Delegating with culture in mind
- Information needed to lead across cultures

Course Duration: 2 days

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Course Audience

Managing and leading in a multi-cultural environment, often across long distances and multiple time zones creates new challenges for managers and leaders in fast growing and culturally diverse operating companies.

This course is suitable for professionals who:

- Are members of multicultural teams
- Liaise with clients and colleagues based in remote locations or offices
- Work as part of virtual global project teams
- Experience issues to get their direct reports to do what you expect them to do
- Manage or lead a team in a different time zone
- Have a global function within their organization

Benefits for your organization include:

- Foster cross-cultural collaboration
- Establish buy-in for global projects
- Build high-performance cross-functional teams
- Prevention and management of conflict impacts
- Higher productivity through improved communication

NYIM is an executive and professional education organization that is pioneering new approaches to flexible corporate training which connects practitioners to capture knowledge, build skills, solve problems and generate innovative business ideas.

One-to-One Leadership Coaching

Executive Coaching as part of the Managing Virtual & Remote Teams. In order to extend and deepen the impact of the course experience, NYIM offers individual coaching (4 sessions) to help participants define their career vision and equipping them with the tools and knowledge they need to achieve success.

As an Managing Virtual & Remote Teams participant, you will:

- Develop your personal leadership style and skills.
- Practice transforming experiences into learning opportunities
- Build self-awareness, enabling personal and professional growth.
- Improve your performance through positive and sustainable behavior changes

Conducted during the course and after participants return to their workplace, this highly personal program option complements the Managing Virtual & Remote Teams with advice, support and additional resources from the NYIM coach.

One on site coaching session for each participant happens during the early mornings, lunch times or evenings. Post-program coaching (3 sessions) takes place within a four-month period as scheduled conference calls.