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American Management Association's
Leading Virtual Teams

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Learning Objectives

- Identify the Competencies Required of a Virtual Leader
- Analyze How Personality Styles of Both Leaders and Team Members Impact a Virtual Team
- Assess and Address the Strengths and Weaknesses of Virtual Team Members
- Recognize the Unique Stages of Team Building for Virtual Teams
- Strengthen Team Networks for Improved Performance
- Create Trust and Engagement in a Virtual Environment
- Identify Both Domestic and Global Cultural Issues
- Select Appropriate Technology for Specific Types of Tasks
- Identify and Compare Generational Differences Among Team Members
- Appraise Team Member Communication in the Absence of Visual Cues (i.e., Body Language and Facial Expression)
- Describe and Manage the Issues That Affect Communication and Conflict in a Virtual Team
- Coach Effectively in a Virtual Environment
- Evaluate How You Conduct All Phases of Virtual Meetings Against Best Practices and Identify Ways to Improve
- Plan and Facilitate a Successful Virtual Meeting
- Recognize the Specific Issues and Problems with Virtual Team Meetings and Find Solutions to Them

Defining Your Role as a Virtual Leader

- Identify Challenges in Leading Virtually
- Identify Virtual Leadership Competencies
- Increase Awareness of Your Personality Style and Its Impact on Virtual Leadership
- Assess Strengths and Weaknesses of the Team Members You Work with in the Virtual Environment

Building a Solid Team

- Recognize the Differences Between the Stages of Building Virtual and Co-located Teams
- Create and Sustain Trust Among Virtual Team Members
- Strengthen Team Networks for Improved Performance
- Recognize Levels of Engagement
- Increase Engagement in a Virtual Team

Leading Virtual Communication

- Recognize How Different Technologies Support Virtual Work
- Appreciate How Generational Difference May Impact the Way People Operate Virtually
- Assess Team Member Communication in the Absence of Visual Cues (i.e., Body Language and Facial Expressions)
- Manage Conflict Among Team Members
- Define Fundamental Culture Differences in Communicating

Building Team Member Skills Through Coaching

- Explain the Components of the AMA Coaching Model
- Effectively Use Tools and Techniques to Coach Team Members in a Virtual Environment

Facilitating Virtual Meetings

- Evaluate Your Meetings Against Best Practices and Identify Ways to Improve Them
- Recognize the Specific Issues and Problems with Virtual Team Meetings and Find Solutions to Them