

American Management Association's Leading Virtual Teams

Learning Objectives

- Define the Role of a Virtual Leader
- Recognize What Aspects to Look for When Building a Virtual Team
- Examine Aspects of Successful Virtual Communication
- Practice How to Support Virtual Team Members Through Coaching
- Consider Virtual Meeting Facilitation Best Practices

Defining Your Role as a Virtual Leader

- Recognize 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 Members of a Virtual Team
- Strengthen Team Networks for Improved Performance
- Distinguish Levels of Engagement
- Increase Engagement in a Virtual Team

Leading Virtual Communication

- Recognize How Different Technologies Support Virtual Work
- Appreciate Generational Differences in 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

Developing 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