

American Management Association's The Successful Virtual Team Member

Learning Objectives

- Identify the Differences, Challenges and Benefits Associated with Working Remotely
- Rate Yourself on the Characteristics of an Effective Virtual Team Member
- Determine Behaviors That Foster Trust, Credibility and Professionalism
- Use Your Voice to Engage and Influence Others—Virtually
- Select the Communication Modes That Match Your Message
- Build Relationships with Your Team Members and Leader
- Address Cultural Differences

LESSON ONE

The Virtual Team Member: Challenges and Opportunities

- Identify the Characteristics of Effective Teams and Effective Virtual Team Members
- Make Valued Contributions to Your Team's Objectives
- Recognize That Value Is Demonstrated Differently in Virtual vs. Onsite Work Environments

Establishing Your Presence in the Virtual Setting

- Identify Behaviors That Foster Trust, Credibility and Professionalism
- Use Your Voice Effectively to Convey Confidence and Impact
- Increase the Visibility of Your Work and Virtual Team Contributions

LESSON TWO

Communication

- Creating a Strong Message to Influence Others
- Learn How Channels of Communication Differ in the Virtual Setting
- Make Sure You Are Perceived as an Effective and Reliable Virtual Team Member

LESSON THREE

Establishing Relationships

- Establish a Professional Relationship with Your Virtual Peers
- Forge a Strong Relationship with Your Manager/Supervisor
- Ask for Feedback and Promote Collaboration
- Make Virtual Team Meetings More Engaging and Productive

Cross-Cultural Communication—Best Practices

- Recognize Your Organization's Culture and Its Accepted Behaviors
- Understand and Navigate Cultural Differences and Language Barriers