

Leading Virtual Communications

Leading your team in successful virtual communications requires an awareness of technologies, team protocols, cultural and generational differences, body language, and more.

Follow this guide to ensure your team can communicate effectively



Know how different technologies support virtual work

Tool	Virtual Team Need	Examples
Collaboration Tools	Work jointly on activities, centrally collaborate and share information	SharePoint, Yammer, Jira
Project Management Tools	Manage and plan projects with your team	SharePoint, MS Project, Wrike
File Sharing/ Document Storage	Share and store files securely with your team	SharePoint, Dropbox, Google Drive, Box
Meeting Tools	Meet with your team through web conferencing and collaboration	WebEx, Jabber, Google+, Adobe Connect, GoToMeeting
High Def Video Conferencing Tools	Meet with your team through video conferencing	Cisco, Polycom, Logitech
Web Conference Tools	Meet with your team through video & audio conferencing	WebEx, Zoom, Skype
Instant Messaging	Chat in real-time with your team members	Jabber, Mac Messages, Adium, Google Hangouts, Skype
Document Co-Creation Tools	Co-create and co-edit documents or visuals in real-time	Sharepoint, Google Docs, Prezi
Social Network Tools	Collaborate and interact with your team members through a social network	Yammer, Sharepoint, Google+
Scheduling Tools	Schedule common meeting times with your team members	Outlook Calendar, Google Calendar

Define decision-making protocols

Make sure everyone on your team understands them

Different aspects of virtual communication:

- ▶ **Message:** content you want to send
- ▶ **Meaning:** the intent of the message
- ▶ **Feeling:** emotions you want to communicate
- ▶ **Technology:** the receiver's preference
- ▶ **Communication Agreements:** response time, etc.



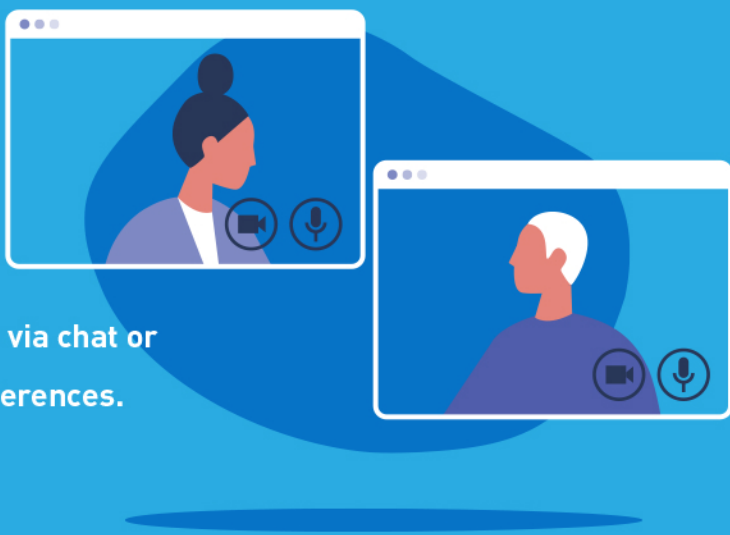
Appreciate generational differences



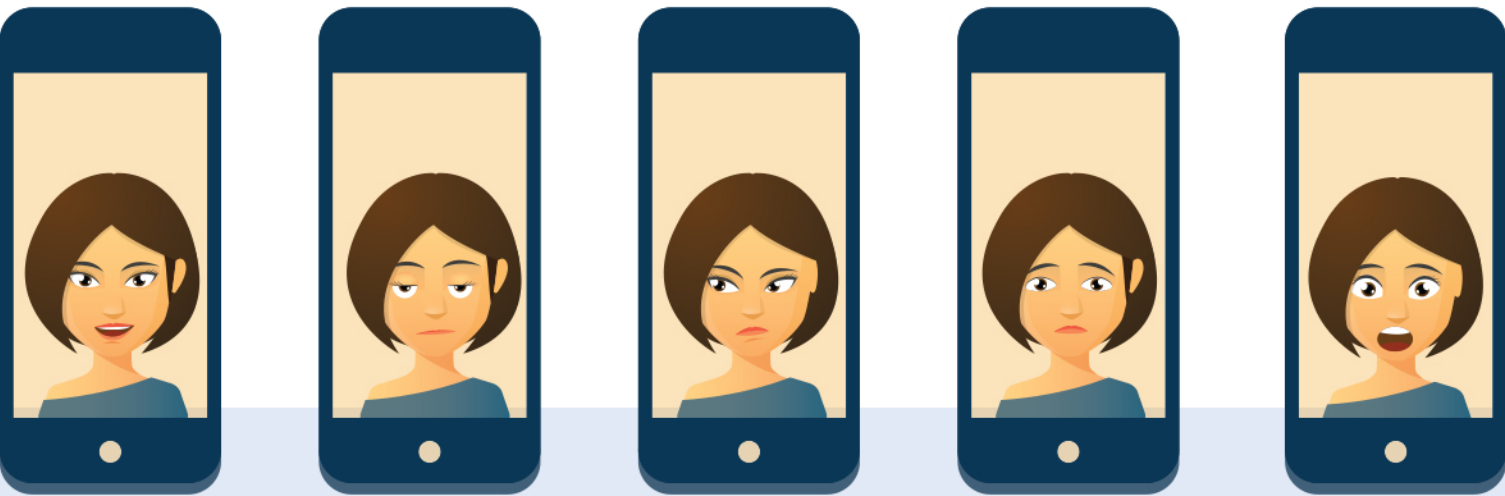
Hold one-on-one conversations with each team member.

45%

Of the Digital Generation collaborate via chat or messaging. Check for individual preferences.



Assess body language and facial expressions



- 1 On a scale of 1 to 5, how good a listener are you?
- 2 On a scale of 1 to 5, how good is the team at listening?
- 3 On a scale of 1 to 5, how good would you like to be at listening?
- 4 On a scale of 1 to 5, how good would you like the team to be at listening?

Define cultural differences in communication



Learn more about different cultures through reading, networking, etc.



Take assessments that will help you identify differences in cultures