



**HIGH PERFORMANCE VIRTUAL TEAMS:
MODULE OVERVIEWS**

TEAMWORK

<p>(1)</p> <p>SHAPING THE HIGH-PERFORMING VIRTUAL TEAM</p> <ul style="list-style-type: none"> ▪ Virtual Team Mindsets ▪ Common Challenges of Virtual Teams ▪ Team Member Selection & Roles ▪ Developing a Shared Purpose ▪ Agreements and Ground Rules <ul style="list-style-type: none"> – Virtual Technology – Decision-Making – Information-Sharing <p><i>(Can be offered to leaders also)</i></p>	<p>(2)</p> <p>MAXIMIZING GLOBAL VERSATILITY</p> <ul style="list-style-type: none"> ▪ Developing Allies – Purpose/Benefits ▪ Building & Enhancing Trust ▪ Interpersonal / Cultural Dimensions ▪ Team Profile ▪ Versatility & Conveying Intent ▪ Operating Agreements ▪ Technology Impact on Sustaining Trust <p><i>(Can be offered to leaders also)</i></p>	<p>(3)</p> <p>PROACTIVELY DEALING WITH CONFLICT</p> <ul style="list-style-type: none"> ▪ Common Sources of Confrontation ▪ Benefits / Challenges of Conflict ▪ Behavioral Responses to Conflict – Virtual Observations & Strategies ▪ Facilitation Techniques / Interventions ▪ Innovation Styles and Sparking Constructive Confrontation ▪ Use of Technology & Ground Rules <p><i>(Can be offered to leaders also)</i></p>
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LEADERSHIP

<p>(4)</p> <p>LEADING THE HIGH-PERFORMING VIRTUAL TEAM</p> <ul style="list-style-type: none"> ▪ Leading vs. Managing Virtual Teams ▪ Common Challenges of Virtual Leaders ▪ Facilitative Leadership and Virtual Participation ▪ Building Shared Responsibility ▪ Managing the Virtual Environment <ul style="list-style-type: none"> – Virtual Areas of Focus – State-of-Health Assessment ▪ Profile of the Ideal 1-to-Team Skills 	<p>(5)</p> <p>COACHING FROM A DISTANCE</p> <ul style="list-style-type: none"> ▪ Distance Management & Coaching ▪ Challenges of Virtual Coaching ▪ Performance Management Cycle <ul style="list-style-type: none"> – Communicating Goals / Expectations – Direct vs. Indirect Observations – Effective Virtual Coaching ▪ Joint Approach to Coaching ▪ Managing Resistance to Feedback ▪ Profile of Ideal 1-to-1 Skills 	<p>(6)</p> <p>LEVERAGING DISCRETIONARY ENERGY</p> <ul style="list-style-type: none"> ▪ The Challenge of Change ▪ What is Discretionary Energy? <ul style="list-style-type: none"> – How it is Lost in Dispersed Teams – How Can it be Regained ▪ Tools to Help Manage Through Change <ul style="list-style-type: none"> – For Helping Self – For Helping Others ▪ “Potentiality” Frame-of-Mind for Going Forward <p><i>(Can be offered to Individual contributors also)</i></p>
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