



# MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

*Make your Dreams Come True*

## 2016/17 Course Outline

MSPD Skills Development Programme

## Virtual Team Building And Management Course

### Learning Outcomes

This course will enable you to:

- Choose Self-Motivated People with Initiative
- Face to Face Meetings at First (Kick-off Meeting)
- Diversity Will Add Value
- Virtual Team Member Should Be Experienced with Technology
- Personality Can Count as Much as Skills
- Set Up Ground Rules

### Course Outline

#### Module One: Getting Started/Icebreaker

Housekeeping Items

The Parking Lot

Workshop Objectives

#### Module Two: Setting Up Your Virtual Team (I)

- Choose Self-Motivated People with Initiative
- Face to Face Meeting At First
- Diversity Will Add Value
- Experienced with Technology
- Case Study
- Module Two: Review Questions

#### Module Three: Setting Up Your Virtual Team (II)

- Personality Can Count as Much as Skills
- Rules of Engagement
- Setting up Ground Rules
- Icebreakers and Introductions
- Case Study

#### Module Four: Virtual Team Meetings

- Scheduling Will Always be an Issue
- Have a Clear Objective and Agenda
- Solicit Additional Topics in Advance
- Discourage Just Being Status Reports
- Case Study
- Module Four: Review Questions

#### Module Five: Communication (I)

- Early and Often
- Rules of Responsiveness
- Face to Face When Possible
- Choose the Best Tool, Case Study
- Module Five: Review Questions

#### Module Six: Communication (II)

- Be Honest and Clear
- Stay in Constant Contact
- Don't Make Assumptions
- Setup Email Protocols, Case Study
- Module Six: Review Questions

#### Module Seven: Building Trust

- Trust Your Team and They Will Trust You
- Be Aware of "Us vs. Them" Territorial Issues
- Share Best Practices
- Create a Sense of Ownership, Case Study
- Module Seven: Review Questions

## **Module Eight: Cultural Issues**

- Respect and Embrace Differences
- Be Aware of Different Work Styles
- Know Your Team Members Cultural Background
- Dealing With Stereotypes
- Case Study
- Module Eight: Review Questions

## **Module Nine: To Succeed With a Virtual Team**

- Set Clear Goals
- Create a SOP's
- Build a Team Culture
- Provide Timely Feedback
- Case Study
- Module Nine: Review Questions

## **Module Ten: Dealing With Poor Team Players**

- Manage Their Results, Not Their Activities
- Be Proactive Not of Reactive
- Check in Often
- Remove Them
- Case Study
- Module Ten: Review Questions

## **Module Eleven: Choosing the Right Tools**

- Communication Software
- Collaboration and Sharing Tools
- Project Management Software
- Use Whatever Works for You and Your Team
- Case Study
- Module Eleven: Review Questions
- Module Twelve: Wrapping Up