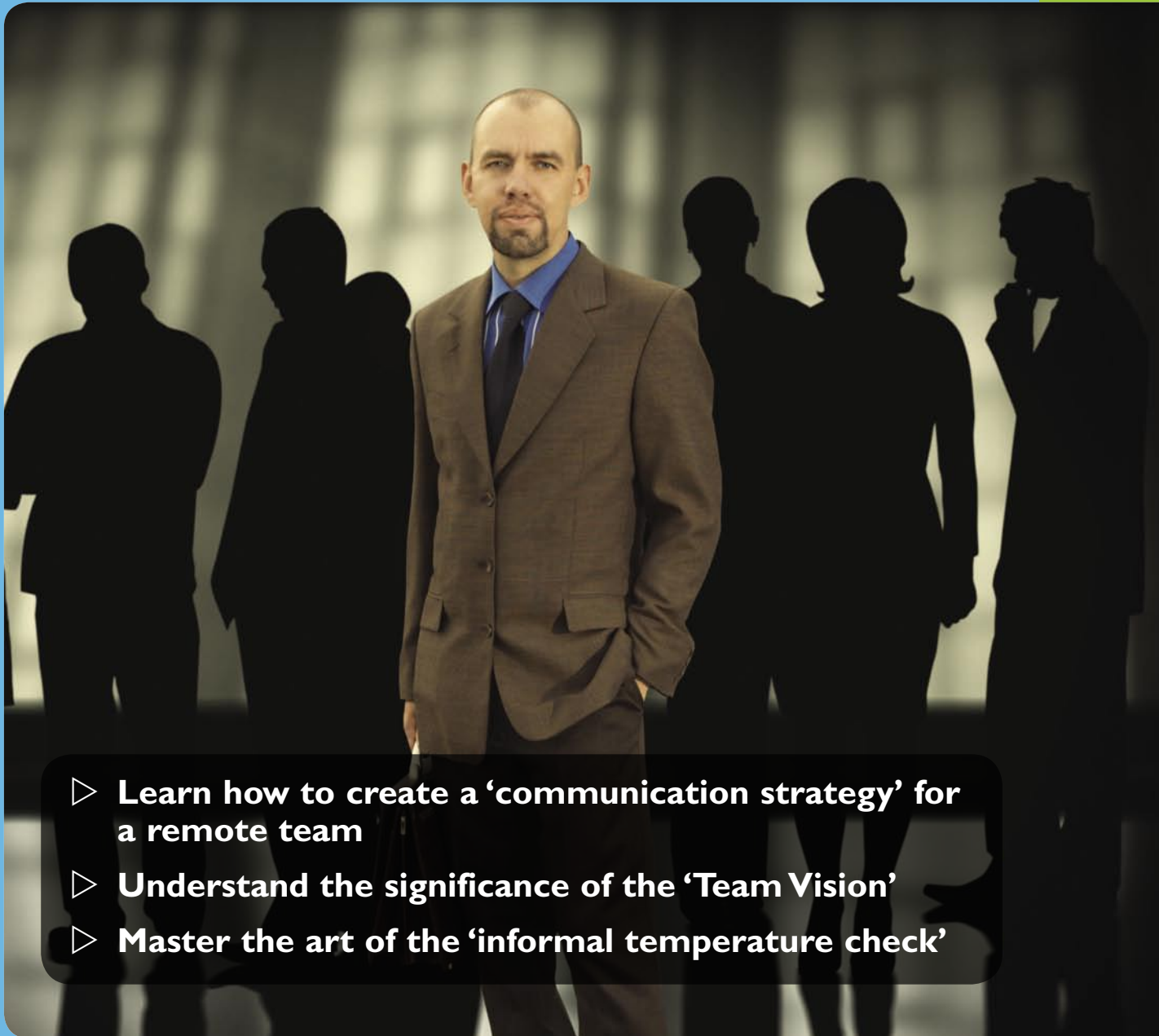


# Managing Remote Teams

half-day  
management  
master class



- ▶ Learn how to create a 'communication strategy' for a remote team
- ▶ Understand the significance of the 'Team Vision'
- ▶ Master the art of the 'informal temperature check'

Appreciating how to build and maintain a highly energised 'virtual' team



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## Managing Remote Teams



### Overview

Managing people at a distance presents very real challenges for the modern executive. Getting the most from people that you rarely, if ever, meet face to face is something that stretches many leaders. Mastering the use of video conferencing, email, web based training and information sharing plus telephone contact to guide, coach and appraise people in different locations and time zones creates special challenges that this workshop aims to help participants to address.

### Learning objectives

By attending this highly interactive and practical course you will:

- ▶ Discover a simple, yet elegant, process for developing a communication strategy
- ▶ Acquire a template for developing a Team Vision
- ▶ Gain ideas about how to deal with cultural barriers
- ▶ Learn how to generate a set of common values
- ▶ Grasp some methods available to build team spirit

### Who should attend?

This course is ideal for experienced managers who want to have a refresher or 'master class' on managing remote or 'virtual' teams. It is also relevant for all those new to management or leadership and who want to grasp the essential elements of managing teams whose members are separated by geography and culture.



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## The golden rules of managing at a distance

Reviewing the theories, key concepts and principles involved in effectively running a team 'at a distance'

- ▷ What types of remote team are there?
- ▷ Being aware of the pitfalls
- ▷ Understanding the key principles

▶ **Exercise:** *brainstorming key concepts*



## Team Vision

Understanding how to develop a Team Vision or Team Charter so that all the team members have a common understanding of what is expected of them.

- ▷ Features of good quality Vision statements
- ▷ The Vision Template
- ▷ Developing a Team Vision or Charter

▶ **Exercise:** *drafting a Team Vision*



## Team Values

Effective leaders of remote teams work hard to ensure that there is a common (and agreed) set of values or 'team rules' in place; so that even though people may meet face to face only rarely, they all understand how they should behave in the group setting.

- ▷ What are values?
- ▷ How values shape behaviour
- ▷ Useful values for remote teams

▶ **Exercise:** *running a team values meeting*



## Communications strategy

One major problem with remote working is that there are few (if any) 'natural' opportunities to talk to people on an informal basis in order to get a sense of their morale and motivation. As a result problems of all kinds can build up without the manager being aware that anything is wrong until they reach crisis point. This means that developing and adhering to a communication strategy is of the utmost importance in running a virtual team.

- ▷ Understanding how technology can be used to communicate effectively
- ▷ Agreeing a communication etiquette
- ▷ Developing a formal meeting schedule and agenda
- ▷ Appreciating the value of a 'temperature check'

▶ **Exercise:** *specifying a meetings schedule*



## Overcoming cultural barriers

Effective communication with people of different cultures can be very difficult and puzzling. People from different backgrounds place different emphasis on different values and so they naturally make differing assumptions about the impact of the same piece of information. An awareness of these differences and how to handle them is essential to those executives who are working across geographical boundaries and in different territories.

- ▷ Factors that affect culture perceptions
- ▷ Typical mistakes and how to avoid them
- ▷ Techniques for working together

▶ **Exercise:** *specifying a meetings schedule*



## Feedback

Feedback is based upon peer review using BMC assessment checklists. Completing the BMC assessment checklists is not only valuable to the people involved in a given role play or case study, it also helps those completing them to gain an in-depth understanding of the building blocks that make up effective strategies for dealing with remote teams.

## Contact

Further information is available by contacting Boulden Management Consultants at:

- ▷ email: [bmc@Boulden.net](mailto:bmc@Boulden.net)
- ▷ telephone: +44 (0)1788 565 760
- ▷ website: [www.Boulden.net](http://www.Boulden.net)

