

Working, Leading, Managing and Coaching for Results in a Virtual Environment

If you do any work in a virtual environment, you are in good company. There's good reason; multiple research studies have shown working virtually and virtual teams offers a host of benefits for employers and workers alike. Although it's relatively common it does require increased awareness and a special skill set. Once you learn how to be an effective virtual leader and team member, you can make the most of the opportunities offered and enjoy the professional and personal advantages. The key challenge is to learn how to make a virtual arrangement work in your environment. One of the five key best practices for working virtually is stating the obvious. We must do things differently when we are relying on different modes of connecting and collaborating. The skills you already have may or may not directly translate into the virtual world. While many of the basic management and leadership foundational models and skills, like communication, influencing, and getting results, still apply, how they are effectively implemented and leveraged to drive positive results will change. Sometimes changes will be simple tweaks; at other times there may be a need to develop an entirely new skill set.

Virtual work requires creating a workable structure. Delivering results while effectively navigating multiple priorities, distractions, relationships, and interconnectedness can be challenging, complex, and overwhelming. Knowing and using the framework for the five best virtual practices is the first step. These practices come from decades of research, practice, and experience. Once you learn these practices, we will adapt them to your and other participants' roles and goals. We will address the roles of leader, manager, and individual contributor with a special focus on virtual teams and facilitation. Learning will be amplified through engagement in interactive exercises, both individually and as part of a small group, and tackling real-world issues. Everyone will leave with a personalized plan, armed with knowledge, a workable framework and a realistic road map designed to set you on the path to success in the virtual workplace.

Audience

Leaders, managers, and individual professionals who want to improve their effectiveness in a virtual work environment

Benefits

- Definition and understanding of virtual work challenges
- Identification of personal strengths and challenges of working virtually
- Clarity on roles and skills and how they are impacted by a virtual work setting
- Identification of key best practices and how to apply them
- Creation of a personalized plan applying learned concepts and tools

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One Day Agenda

Objectives

- Identify and understand the challenges of working virtually
- Learn a framework and five best practices(CABES) for working virtually and how to apply them
- Identify your work role/goals and skills needed to succeed
- Apply the CABES model to different roles: leader, manager, individual, team, or coach
- Understand and learn how to create high-performing virtual teams
- Assess and learn facilitation skills of interrupting using the “Shift” Technique
- Learn tools and techniques that can be used immediately
- Leave with a personalized plan for improving your virtual work success

Agenda

Introduction ((Strongly Recommended: Pre-Work)
The Virtual World and Your World

Definitions, Benefits and Challenges of Working Virtually
Personal Plan and Virtual Skills Inventory

Virtual Dynamic Framework and Five Best Practices

1. Connect: Creating unified culture and making real connections
2. Align: Moving in lockstep with team members
3. Brand: Embracing each virtual team member’s role and personality
4. Engage: Understanding interactions, assumptions, and relationships
5. Slow Down to Speed up: Planning and incorporating technology

Leading, Coaching, Managing, and Individual Roles

- Roles and skills definition
- Assessment and analysis of each role’s function
- Skills needed and virtual variations
- Exercise: Applying best practices

Virtual Teams

Characteristics of high-performing virtual teams
Virtual state of a team

Facilitation

Your natural style
Interrupting skill
“Shift” Technique applied virtually

Personal Action Plan (Goals, Roles, Skills, Tools) Accountability