Leading Virtually:
A Framework for Results™

Training

This module is designed to provide strategies, tactics, and skills to improve ability to lead virtual teams.

While it is important for leaders of virtual teams to master traditional leadership skills that provide feedback, give verbal recognition, and foster development, leading virtually requires a broader skill set to productively span demographic and geographic boundaries. Effective virtual leadership relies on individual contributions and team effort.

Cultivating a virtual team requires a framework for meeting goals, an open exchange of ideas and information to strengthen engagement, and ongoing coaching. Current research about virtual teams and their leaders reveals that breakdowns in a dispersed team often stem from lack of planning—or from communication that fails to encourage dialogue.

Based on this reality, *Leading Virtually: A Framework for Results*™ has been developed as a program to enhance leadership skills that will maximize the performance of dispersed work groups. It focuses on two key elements for leadership success—group cohesion and individual commitment.

Participants learn ways to achieve group cohesion and individual commitment by recognizing three intrinsic needs–competence, relatedness, and autonomy– and then create the conditions to help individuals satisfy those needs.

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Developing the 21st
century workforce™

During the module, participants complete a variety of individual and group activities, skills practices, video segments, and large group discussions that explore the following topics:

- The unique aspects of leading virtually
- A strategic model for leading virtual teams
- A framework that promotes group cohesion:
  - Link to the bigger picture.
  - Identify interaction norms.
  - Leverage technology.
- Skills and techniques to enhance individual commitment:
  - Span cultural boundaries.
  - Monitor relationships.
  - Personalize technology.
- Action planning

Learning Outcomes

At the end of the module, participants will be able to:

- Understand how psychological needs impact virtual team performance.
- Provide clear focus and guidelines that will promote group cohesion.
- Determine how to leverage communication skills and technology in ways that will enhance individual commitment.
- Encourage collaboration among people from diverse work groups.
- Apply leadership practices to effectively lead dispersed work teams.

Virtual Dialogue Skills: An Overview
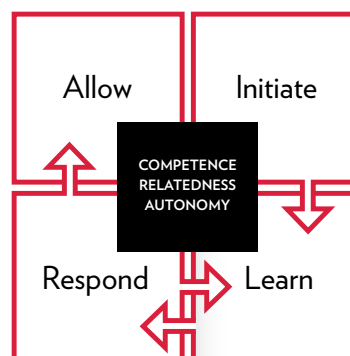
Initiate
People perform at their best when they understand how to achieve desired outcomes and feel competent in their own contributions.

Learn
Encourage dialogue that allows you to see the world as the other person does. The individual's own perceptions drive behavior—and these will ultimately develop the commitment to achieving results.

Respond
For a dispersed team, consistency is critical. As the leader, team members depend on you to provide the information they need to achieve results, as well as guidance when difficulties occur.

Allow
Individuals need to feel they have a choice in how they get the work done, and that their experience and capabilities contribute to moving the team in the right direction.

About AchieveGlobal
In the 21st century, the level of human skills will determine organization success. AchieveGlobal provides exceptional development in interpersonal business skills, giving companies the workforce they need for business results. Located in over 40 countries, we offer multi-language, learning-based solutions—globally, regionally, and locally.