

# LEADING VIRTUAL TEAMS

## WEBINAR

### THE CHALLENGE

It's hard enough to lead your people when you see them on a daily or weekly basis. Leading teams in a virtual environment is qualitatively different, both opportunities and challenges.

### OBJECTIVES

- Understand the psychological differences between working in co-located space vs. working in virtual space, e.g., "psychological gaps" created when teams work virtually
- Learn strategies for bridging these psychological gaps
- Create personal action plans to put into immediate practice
- (for Learning Journey approach): Provide group coaching to support the implementation of personal action plans, and adjustment of those plans to ensure desired results

### IDEAL PARTICIPANTS

Up to 100 participants

### LOGISTICS

One, 4-hour Zoom-based session

### AGENDA

Welcome, overview

Understanding participants' personal challenges and goals for these sessions

#### Psychological Difference #1: Isolation

- Understanding how and why members of virtual teams feel isolated
- Understanding how and why people feel isolated when working virtually
- Strategies for bridging the Isolation Gap
  - How to "check in" without micromanaging
  - Providing strengths-based feedback
  - Listening to understand, not respond

#### Psychological Difference #2: Trust

Understanding how and why members of virtual teams find it harder to trust each other  
Understanding how and why people find it harder to trust each other when working virtually  
Strategies for bridging the Trust Gap

Noticing your "ladder of inference"

Activating curiosity

Asking powerful questions

#### Psychological Difference #3: Ambiguity

- Understanding how and why people who are working virtually operate in a context of heightened ambiguity, including the impact of email/phone/chat/video conference vs. in-person meetings
- The psychological impacts of ambiguity on work, relationships, and leadership
- Strategies for bridging the Ambiguity Gap

Communication best practices

Technology best practices

Resources to go deeper (references and/or book summaries)

Personal action plans

### COST

Cost = \$6,750