

# MCE

## Leading Virtual Teams

Leadership Skills

# Leading Virtual Teams

Get the virtual leadership skills you need to inspire and motivate your remote or international team.

## Highlights

- Define what it takes to lead a virtual team and identify your own personal virtual challenges.
- Learn how to apply techniques for frequent, authentic, and transparent leadership communications.

## Key Competences

- Virtual leadership
- Online communication
- Creating trust & engagement
- Managing multicultural teams
- Managing conflict online
- Performance management

## The Right Programme for You

You are a manager with team members in other countries or simply operating from home offices. You need to learn how to maximize synergies and productivity of your international or remote team.

Senior Managers

Managers



## Learn, Practice and Use

- **Develop** your virtual leadership presence
- **Strengthen** team networks for improved performance
- **Create** trust and engagement in a virtual environment
- **Select** the appropriate technology for specific types of tasks
- **Take** decisive action to manage conflict when it is online
- **Leverage** generational, cultural and geographical differences to create positive team impact
- **Build** a solid foundation to coach and provide feedback virtually
- **Plan** and facilitate a successful virtual meeting
- **Learn** how to manage performance from a distance
- **Understand** the role of trust in different types of virtual and remote teams
- **Share** your knowledge and challenges with your peers and MCE's highly experienced faculty

## Practical Information

### Face-to-Face



**2 days**  
**€2,595**

### Live Online



**3 x 3-hour sessions**  
**€2,295**

### Available In-Company

The programme is available as an In-Company solution for your teams. More information at [mce.eu/inco](https://mce.eu/inco)

# Programme Modules

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## Leading Virtual Teams—What's Different?

- Define types of virtual teams
- Define the unique needs of virtual workers
- Define what it takes to lead a virtual team
- Identify virtual leadership challenges
- Identify team needs based on the virtual leadership challenges

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## Building and Maintaining Trust in Virtual Teams

- Define the components of trust
- Identify the leader's role in creating and sustaining trust
- Assess trust needs for different types of virtual and remote teams
- Understand the need for "swift trust"

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## Leading and Facilitating Virtual Communication

- Demonstrate techniques for frequent, authentic and transparent communications
- Demonstrate principles for choosing technology for support virtual work
- Define fundamental differences in communicating
- Identify best practices for managing conflict in virtual teams

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## Managing the Performance of Virtual Teams

- Identify virtual performance management challenges
- Describe best practices for performance management in virtual teams
- Match performance management needs of team members to tools and techniques for managing performance virtually

5

## Coaching in a Virtual Environment

- Explain all the components of the grow model of coaching
- Use key skills for listening and questioning
- Effectively use tools and techniques to coach virtually

6

## How to Facilitate Meetings and Influence Others

- Identify pre-meeting tips and best practices
- Identify meeting and post-meeting tips and best practices
- Demonstrate effective meeting facilitation skills
- Describe nine influence strategies and how to apply them in a virtual environment

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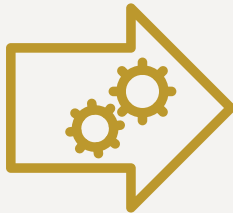
## Putting It All Together—Case Studies, Problem Solving and Best Practices

- Identify major opportunities for increasing the effectiveness of your team
- Gain insight into a challenge you are having and what to do about it
- Develop a plan or tool to address your challenges



# Learn

the key business skills and knowledge you need for your management role today and tomorrow



# Practice

the skills you learn and get feedback, recommendations and coaching



# Use

what you learn and practise as soon as you get back to your office

For more information please contact:



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Visit [mce.eu](https://mce.eu)

