

## **American Management Association's Leading Virtual Teams**

### ***Learning Objectives***

- Define the Role of a Virtual Leader
- Recognize What Aspects to Look for When Building a Virtual Team
- Examine Aspects of Successful Virtual Communication
- Practice How to Support Virtual Team Members Through Coaching
- Consider Virtual Meeting Facilitation Best Practices.

### ***Defining Your Role as a Virtual Leader***

- Recognize Challenges in Leading Virtually
- Identify Virtual Leadership Competencies
- Increase Awareness of Your Personality Style and Its Impact on Virtual Leadership
- Assess Strengths and Weaknesses of the Team Members You Work with in the Virtual Environment

### ***Building a Solid Team***

- Recognize the Differences Between the Stages of Building Virtual and Co-located Teams
- Create and Sustain Trust among Members of a Virtual Team
- Strengthen Team Networks for Improved Performance
- Distinguish Levels of Engagement
- Increase Engagement in a Virtual Team

### ***Leading Virtual Communication***

- Recognize How Different Technologies Support Virtual Work
- Appreciate Generational Differences in the Way People Operate Virtually
- Assess Team Member Communication in the Absence of Visual Cues (i.e., Body Language and Facial Expressions)
- Manage Conflict Among Team Members
- Define Fundamental Culture Differences in Communicating

### ***Developing Team Member Skills Through Coaching***

- Explain the Components of the AMA Coaching Model
- Effectively Use Tools and Techniques to Coach Team Members in a Virtual Environment

### ***Facilitating Virtual Meetings***

- Evaluate Your Meetings Against Best Practices and Identify Ways to Improve Them
- Recognize the Specific Issues and Problems with Virtual Team Meetings and Find Solutions to Them