



Managing Virtual Project Teams Worldwide

Duration / PDU Credits: 2 Days / 16 PDU's

Program Overview

High-performing teams are a must in this world of intense competition and higher expectations. Global virtual teaming has become a necessity as organizations become increasingly distributed and suppliers and clients actively engage in joint projects. Teams work across geographical and organizational boundaries to deliver solutions and services to global users where distance and differences, both geographic and cultural, amplify the effect of issues and factors that are relatively straightforward when managing a team of people in the same location.

This course delivers practical concepts and techniques that participants will start using immediately on their global projects. Participants will be taught how to flex their project management and communication skills to accommodate cultural differences and the needs of virtual project environments. Using basic models that identify cultural diversity issues, typical cultural traits and the interplay between organizational, national and ethnic differences, participants will address real world issues.

Target Audience

This program is designed for program managers, project managers, people leaders, team leaders and others responsible for managing and working on cross-cultural global projects or tasks and with teams that work predominantly virtual mode. Different versions of the course can be presented to participants at different management levels within an organization. Participants should have experience working on or managing projects that span cultural and/or geographical boundaries.

Learning Objectives

The primary goal of this course is to provide project managers and team leaders with the knowledge and skills to recognize and address the range of issues and pressures that are unique to global, remote, and virtual team leadership. The workshop will address effectively working across cultures, time zones, countries and making the most of virtual technologies in order to become a better leader in what will soon become the normal mode for managing in the 21st century.

Course Overview

Foundation Concepts

- Strategic context: the business environment and the need for global projects
- Power of cultural and emotional intelligence
- Commonalities and differences

Address common values, goals and objectives to promote unity

- What are virtual teams; cross-cultural teams?
- Project characteristics
- Project Management as a critical business process
- Challenges: The people, process and tools issues in cross-cultural virtual teams
- Overview of the project management process and core principles
- How target competencies form a foundation for effective performance: Project Management, Relationship management, Supplier management, Change management
- Global leader skill sets

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SSI has been reviewed and approved as a provider of project management training by the Project Management Institute



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Cultures

- What is a culture?
- Examining a culture or country, cultural challenges and business etiquette
- Intersecting organizational, national, regional, ethnic and team cultures
- The power of diversity and its price

Communications

- The role of communication in leading cross-cultural virtual teams
- Building relationships, establishing mutual confidence and trust
- Using cultural diversity awareness, problem solving and effective communication skills to avoid and resolve conflicts
- Principles of behavioral communications
- Principles of formal project management communications
- Impact of technology on communications
- Introduction to tools for managing virtual teams
- Written (SharePoint, email, Intranet, etc.)
- Oral (telephone, face-to-face, videoconferencing, etc.)
- Exercise: Email communications in cross-cultural environment

Initiating, Planning, Executing and Controlling Work

- Planning virtual work
- How cross-cultural issues effect planning, executing and controlling projects
- Assigning roles and responsibilities – who does what where: who is delivering what to whom, when and why
- Taking advantage of opportunities to develop team members through each phase of the project life cycle
- Developing a model for leading/managing a global team
- Characteristics of an effective cross cultural leader – focus, team ground rules, work co-ordination, problem solving and articulating a leadership action plan/model

Managing Continuous Improvement

- Managing virtual cross-cultural post project reviews
- Addressing criticism tolerance
- Managing process improvement across multiple projects
- Documenting and communicating lessons learned

Course Recap & Closing

- Exercise: Action planning
- Recap of course goals and objectives

*Please contact Karen Kowalski at 973-473-2490 to register.
Contact Tom Mattus at 877-390-3057 with questions.*

