

Building a High-Performance Global Virtual Team



Building a High-Performance Global Virtual Team, a 3-day workshop, was first developed for J&J to facilitate communication and working relationships among members of a global-spanning leadership team. It addresses (1) the factors research has shown to lead to global virtual team high performance, and (2) the real-life, real-time performance issues being encountered by *this team now*.

Learning / Performance Objectives

Whole teams that participate actively in *Building a High-Performance Global Virtual Team* will...

- ◆ Increase trust and enhance productive collaboration among team members.
- ◆ Visibly improve the effectiveness of, and members' respect for, the team leader.
- ◆ Greatly reduce value-chain frictions and incidents of human error.
- ◆ Begin to transform cross-cultural conflicts into intercultural synergy.
- ◆ Use electronic communication media more wisely and effectively.
- ◆ Increase productivity, improve quality, and make on-time delivery normative.
- ◆ More effectively realize the profit-oriented motives for the team's creation.

Course Outline

First Workshop, Day 1 – First of two back-to-back days

- ◆ What Is a High-Performing Team? How Are Global Virtual Teams Different?
- ◆ What Matters to Each of Us? What Matters to Us All?
- ◆ How Do We Perceive Each Other?
- ◆ A Day in the Life of a Global Virtual Team Leader
- ◆ Overview of the Business Planning Process; Debrief

First Workshop, Day 2 – Second of two back-to-back days

- ◆ Communicating Effectively Across National Cultures
- ◆ Using the *GLOBE Cross-Cultural Dimensions Across Cultures* [visit www.grovetwell.com/GLOBE]
- ◆ Communicating Effectively Across Time & Distance
- ◆ Developing & Using a Virtual Communication Protocol
- ◆ Avoiding Downward Spirals in Relationships & Productivity
- ◆ Assignments in Preparation for the Second Workshop

Second Workshop, Only Day – Six to 12 weeks later

- ◆ Review of Progress to Date as a High-Performing Team
- ◆ Communicating Effectively in Face-to-Face and Virtual Meetings
- ◆ Developing & Using Protocols for Team Meetings
- ◆ What Is Trust? How Else Can We Increase Mutual Trust?
- ◆ Steps to Creating a "Third Way" Unique to This Team
- ◆ Where Do We Go from Here? Revising Expectations of Ourselves
- ◆ Wrap-up and Commitments

Customization Options

This carefully crafted, standard workshop retains flexibility to adjust to client firm needs.

Inquiries to...

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