



# BLANCHARD'S LEADING IN A VIRTUAL TEAM

# BACKGROUND

# Our Core Leadership Development Solutions



# Our Supporting Leadership Development Solutions





## Virtual Team Skills Assist In...

Brainstorming and  
creating solutions

Developing and  
spreading best practices

Connecting islands of  
knowledge into  
knowledge communities

Fostering cross-functional,  
cross-divisional  
collaboration



Mitigating the challenges and reaping the benefits of virtual teams requires:

1. Structure
2. Discipline
3. Connection



# LEADING IN A VIRTUAL TEAM (LVT) OVERVIEW



# What is it?

This program focuses on the specific virtual teaming skills not necessary in face-to-face teams.

Participants will develop their ability to build virtual trust, identify the specific challenges and advantages working with virtual teams and how to have a greater personal impact in supporting, and influencing, others to support high performance.

Participants learn what impacts virtual team performance and how to orient and structure the team, communicate and collaborate, host team meetings, build community and influence without line authority in a virtual world.

Participants will create an action plan to increase personal effectiveness, which will be used to gain valuable insights throughout the program. The participants will report on their plan at the follow up session.



# Key Objective & Outcomes

- Identify the specific challenges and advantages of working with virtual teams
- Build trust virtually, both one-on-one and within the team
- Identify the characteristics of high-performing virtual teams
- Use tools to evaluate virtual team performance and continually improve
- Orient new virtual teams effectively
- Structure a virtual team for performance and engagement
- Communicate and collaborate effectively in a virtual environment
- Work across time zones effectively
- Plan and lead effective team meetings
- Build team spirit and community
- Celebrate team success



# Target Audience

- Intended for all technical and functional, project and people leaders whose duties include virtual team work. This includes:
  - Project/Program/Matrix Managers
  - First-Line Leaders
  - Leader of Leaders/Middle Managers
  - Senior Leaders
- Suitable for leaders with less than 8 years' experience of a primary role responsibility leading in complex virtual teams.
- Recommended 12-14 people per group



# CONTENT

# Agenda

## MODULES

### **Session 1 (Virtual) – 90'**

How do I build trust in a virtual team?

### **Session 4 (Virtual) - 90'**

How do we communicate and collaborate virtually?

### **Session 2 (Virtual) - 90'**

What do great virtual teams do?

### **Session 5 (Virtual) - 90'**

How do I lead effective virtual meetings?

### **Session 3 (Virtual) - 90'**

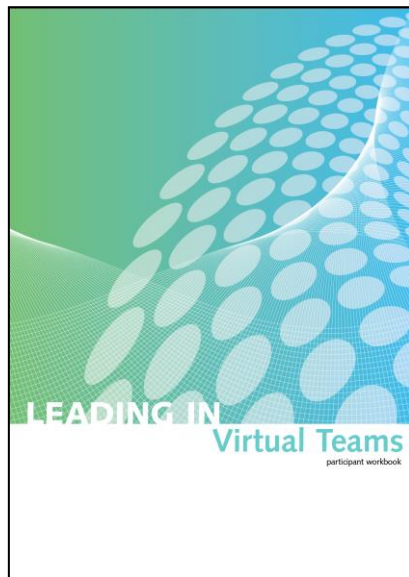
How do I structure a team for performance and engagement?

### **Session 6 (Virtual) - 90'**

How do I build team spirit?

# Workshop Materials

## Participant Workbook



## Action Plan Worksheet

Name: \_\_\_\_\_ ERICSSON

### ACTION PLAN: Leading in a Virtual Team

Session	Key Learnings	Actions for Me	Actions for My Team
Session 1 How do I build trust in virtual teams?			
Session 2 What do great virtual teams do?			
Session 3 How do I structure a team for performance and engagement?			
Session 4 How do we communicate and collaborate virtually?			
Session 5 How do I lead effective virtual meetings?			
Session 6 How do I build team spirit virtually?			

#### 4-Week ACTION PLAN

Deepening the Learning	Summary of Actions for Myself	Summary of Actions for My Team	How Will I Evaluate My Success?
<ul style="list-style-type: none"> <li>Next steps</li> <li>Take it home</li> <li>Take it to the team</li> </ul>			

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Clear Form

## Tool Kit

TRAINING VIRTUALLY

### Tool 1—Virtual Team Practices Survey

Select the number that best represents the extent to which you believe each statement to be True. Collect the team member responses and calculate an average score for each statement. As a team, discuss the statements with the highest average score to recognize effective virtual teamwork and the lowest average score to identify practices to focus on for improvement.

Statement	Frequency Rating	Combined Average
1. Team conference calls are interesting and add value to each attendee.	1 2 3 4 5	
2. We feel like a real team pulling together.	1 2 3 4 5	
3. Our emails within the team are effective.	1 2 3 4 5	
4. I feel like I know my remote team members well.	1 2 3 4 5	
5. We use telephone and voice mail systems effectively.	1 2 3 4 5	
6. Every team member's input is valued in decisions.	1 2 3 4 5	
7. I have a great relationship with this team leader.	1 2 3 4 5	
8. We regularly check in as a team on what we do well and how we could improve.	1 2 3 4 5	
9. I know the skills and talents each person brings to the team.	1 2 3 4 5	
10. Every team call includes input from every team member.	1 2 3 4 5	
11. We deal openly and effectively with conflicts.	1 2 3 4 5	
12. Remote team members are very loyal to each other.	1 2 3 4 5	
13. I regularly get asked for feedback from my leader and team members.	1 2 3 4 5	
14. I spend very little time on useless emails and voice mail.	1 2 3 4 5	
15. I can always trust others to follow through on commitments.	1 2 3 4 5	
16. Emails are never rude or vicious.	1 2 3 4 5	
17. Team calls are organized, and agendas, assignments, and follow-up are clear.	1 2 3 4 5	

1. Not at All True  
 2. Seldom True  
 3. Somewhat True  
 4. Mostly True  
 5. Very True

Statements 18 and 19 are open-ended

18. This is something we do particularly well on our remote team.	
19. This is something I wish I've been better at.	

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# Blanchard Models



T4 PRODUCTION	T3 INTEGRATION	T2 DISSATISFACTION	T1 ORIENTATION
High Productivity High Morale	Moderate to High Productivity Moderate Morale	Low to Moderate Productivity Low Morale	Low Productivity Moderate to High Morale
Sustain High Performance	Build Team Cohesion	Communicate during Conflict	Align for Results



- P** Purpose and Values
- E** Empowerment
- R** Relationships and Communication
- F** Flexibility
- O** Optimal Productivity
- R** Recognition and Appreciation
- M** Morale

# Key Strengths of the program

- Looks at the human side of virtual leadership
- Establishes the mindset to become a high performing virtual team
- Virtual leaders become more intentional and effective
- Great tools
- Links to multiple Blanchard models





# Client Experience



**Honeywell**



**ERICSSON**

**Ken**<sup>THE</sup>**Blanchard**<sup>®</sup>  
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The Ken Blanchard Companies<sup>®</sup> unleashes the potential and power in people and organizations for the greater good.