



Virtual Teams

Program Content

The essential component of effective teams is trust. Building and developing trust virtually requires that team members understand personal and contextual realities with 24/7 accessibility. Trust within teams contributes to more accurate information sharing; team members are usually more willing to solve issues privately and Creatively

Berlitz proposes to render your communication style more fluid and effective by overcoming verbal language barriers and cross-cultural differences when communicating with a geographically decentralized team.

Public

This Virtual Teaming program is designed for leaders and team members who conduct business and share information primarily through the use of teleconferences, emails, faxes, webinars, and videoconferences.

Program Objectives

- Determine global communication competencies
- Describe cultural communication style orientations
- Understand individual skills and motivations
- Explore cultural differences
- focus on how cross-cultural differences reveal themselves in:
 - face-to-face business and social communications
 - electronic (phone, letter, fax) long-distance communications.
 - management styles and corporate culture
- learn to recognize the "cultural baggage" we bring to our business communications and organization
- implement various communication techniques for establishing a consistent and clear message

Pedagogical approach

Through case studies, exercises, discussions, video scenarios and personal feedback, managers explore critical issues related to specific virtual communications concerns both from a global and local perspective. Through targeted skill building exercises, participants practice key skills to enhance their communication skills.

Having completed this course the participant will have

- a deeper understanding of the values, behaviors, and attitudes of the country, and their impact on your ability to communicate successfully.
- a framework from which to choose techniques for dealing with the cultural and business issues faced in international work.
- a greater ability to productively interact with people from other cultures virtually.
- a personal action plan for modifying your communication style to be more effective internationally.