



## 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.