

## Getting the Best from Virtual Teams

### Patricia Seabright



Patricia is an expert on selling influencing, presenting and communication particularly in sales and commercial environments. She has run her own consulting and training business for 8 years. During that time she has developed and honed programmes in the areas of sales, communication, negotiation, strategic influencing, and presentation skills. She has worked with clients ranging from Global corporations to new start ups.

Her expertise is founded on a successful career in sales management with some of the top global companies such as Coca-Cola and Procter and Gamble in the UK.

Her style is highly inter-active and challenging and places a great emphasis on practical applications of programme concepts.

### Programme Outline

Trying to coordinate and participate in complex projects across multiple time zones, cultures, and languages often make the virtual team experience seem like more trouble than it's worth. This one-day course gives you and your team some methodology and language to generate the results you know are possible in a virtual team. It gives you techniques for understanding what is needed to develop high trust, reliable communications, effective leadership, and high performance.

### Programme Topics

- **Understanding Teams**
  - What is a (virtual) team?
  - What is a team?
  - What are the challenges?
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- **Critical Success Factors**
  - Leadership
    - Objectives and vision
    - Defining the WHY and the WHAT
    - The importance of common process
    - Virtual meeting process
    - Leadership and individual contribution
  - Communication
    - Challenges of virtual communication
    - Clarity
      - Culture
      - Jargon & Idiom
      - Confirmation and repetition
      - Importance of structure
  - Relationships
    - Defining and building “virtual” rapport
    - Defining and building trust
    - Motivation
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- **Team Dynamics**
  - Team roles
  - Team development
  - Assessing your own team balance and development
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- **Action Planning**
  - Virtual team audit
  - What do you do differently