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PHOENIX TS

Managing a Virtual Environment

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

Phoenix TS' Instructor-led Managing a Virtual Environment course will provide participants with the tools to create a successful virtual work environment with the Federal Workplace. This training will address:

- Teach participants how to organize and prepare their virtual team
- Conducting virtual team meetings
- Build Team rapport and encourage participation
- Implement diversity and understand prepare for different work personalities
- Identify and manage different work styles
- Build trust and better communication skills and implement best practices for email, in person and online communication
- Understand how to use software and train employees
- Recognize scheduling barriers and identify solutions

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

Course Outline

Module One: Getting Started

Module Two: Setting Up Your Virtual Team (I)

- Choose Self-Motivated People with Initiative
- Face to Face Meeting At First
- Diversity Will Add Value
- Experienced with Technology
- Case Study
- Module Two: Review Questions

Module Three: Setting Up Your Virtual Team (II)

- Personality Can Count as Much as Skills
- Rules of Engagement
- Setting up Ground Rules
- Icebreakers and Introductions
- Case Study
- Module Three: Review Questions

Module Four: Virtual Team Meetings

- Scheduling Will Always be an Issue
- Have a Clear Objective and Agenda
- Solicit Additional Topics in Advance
- Discourage Just Being Status Reports
- Case Study
- Module Four: Review Questions

Module Five: Communication (I)

- Early and Often
- Rules of Responsiveness
- Face to Face When Possible
- Choose the Best Tool
- Case Study
- Module Five: Review Questions



Module Six: Communication (II)

- Be Honest and Clear
- Stay in Constant Contact
- Don't Make Assumptions
- Setup Email Protocols
- Case Study
- Module Six: Review Questions

Module Seven: Building Trust

- Trust Your Team and They Will Trust You
- Be Aware of "Us vs. Them" Territorial Issues
- Share Best Practices
- Create a Sense of Ownership
- Case Study
- Module Seven: Review Questions

Module Eight: Cultural Issues

- Respect and Embrace Differences
- Be Aware of Different Work Styles
- Know Your Team Members Cultural Background
- Dealing With Stereotypes
- Case Study
- Module Eight: Review Questions

Module Nine: To Succeed With a Virtual Team

- Set Clear Goals
- Create a SOP's
- Build a Team Culture
- Provide Timely Feedback
- Case Study
- Module Nine: Review Questions

Module Ten: Dealing With Poor Team Players

- Manage Their Results, Not Their Activities



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- Be Proactive Not of Reactive
- Check in Often
- Remove Them
- Case Study
- Module Ten: Review Questions

Module Eleven: Choosing the Right Tools

- Communication Software
- Collaboration and Sharing Tools
- Project Management Software
- Use Whatever Works for You and Your Team
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

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Starting at **\$795**

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GSA



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